SCOTTISH EXECUTIVE

Working For Families Evaluation

Phase 1 (2004-2006)

Social Justice

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WORKING FOR FAMILIES EVALUATION

PHASE 1 (2004-2006)

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ACKNOWLEDGEMENTS

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EXECUTIVE SUMMARY

This report presents an evaluation of Phase 1 of the Working for Families Fund (WFF) covering 2004-06. WFF was established to invest in new initiatives to improve the employability of parents who have difficulties in participating in the labour market, specifically in employment, education or training. The Fund supported these parents through helping them find sustainable childcare solutions and through providing or accessing other relevant employability-related services. In rural areas, barriers created by poor transport, limited services and the lack of a critical mass of clients were also particularly important.

WFF contributes to the Scottish Executive's Closing the Opportunity Gap approach to tackling poverty and disadvantage, by improving rates of employment and economic activity, and to its commitment to eradicating child poverty within a generation.

What is the Working for Families Fund?

The WFF programme focuses on disadvantaged parents, specifically:
- lone parents (who are pre-New Deal);
- parents who are on low incomes;
- disadvantaged parents with other stresses in the household that make it difficult to access and sustain employment, education or training, including disability, mental health and substance abuse problems.

The main support provided by WFF is based around 'Key Workers,'[1] who support clients who wish to move into work, education or training through:
- helping them to improve their employability; and
- addressing the childcare and other practical barriers that stand in their way.

Clients are helped to improve their employability by establishing goals and producing a personal action plan that links them to the various types of employability support available locally. These may include: personal development courses to boost confidence and self-esteem; education and training to improve skills and qualifications; careers advice; money advice; and work experience – all helping the client to progress towards or into work. A second key element of WFF support is helping clients to identify and access the childcare they need at each stage. Often this takes the form of information and advice, linking them to an existing childcare place, but it may also involve financial assistance (e.g. paying one-off, 'upfront' nursery registration fees, or paying for childcare while a parent attends education or training, or paying for childcare for a short time until tax credits come through).

WFF was designed to complement, not duplicate or replace, existing services and to work with local childcare partnerships and employment and employability focused partnerships to fill gaps in provision for the WFF client groups. In some areas gaps in existing provision led to WFF developing additional employability related services, including short pre-vocational training, or helping clients to obtain driving licences, while elsewhere it has involved setting up additional, often more flexible, childcare services e.g. childminding and sitter services.

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[1] The Key Worker model developed out of work undertaken by Glasgow City Council in the pilot stage.

Support from WFF has centred around three key stages:

- Pre-employment - supporting parents to improve their basic employability skills, confidence and attitudes;
- At transition points - helping parents to make the transition into employment, education, substantial training or volunteering;
- Post-employment – support to sustain employment, for instance through a period of crisis such as a childcare problem. This has been offered both to parents who engaged with WFF at the pre-employment stage and have successful moved into employment, and to parents who were already in work when they first approached WFF.

WFF has its origins in a small pilot in Glasgow and Dumfries and Galloway in 2003-04 which explored ways of addressing childcare barriers to employment. A key finding of the pilot was that a programme of this sort should provide parents with one-to-one mentoring and support to address the range of barriers clients experienced, as well as addressing childcare needs. When the subsequent WFF programme was established, ten local authorities (including the pilot authorities) were awarded funding for 2004-06 (Phase 1), developing services and projects building upon the key lessons from the pilot stage. These local authorities were Dumfries and Galloway, Dundee City, East Ayrshire, Glasgow, Highlands, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire and West Dunbartonshire.[2] Phase 2 extended WFF for another two years (2006-08) adding an additional ten local authorities (so totalling 20 rural and urban local authorities) and is the subject of a further on-going evaluation.

£50m of funding was made available for Phases 1 and 2 (2004-08), with over £12 million actually spent in Phase 1. Budget allocations were based largely on the number and proportion of children living in households dependent on key benefits (Income Support and Income Based Jobseekers Allowance), while the incidence of multiple deprivation and rurality was also taken into account.

The main report only considers activity in Phase 1 (2004-06), focusing on the key aspects of the fund, the clients involved, the outcomes, and conclusions and recommendations. A series of Technical Annexes provides further detailed information.

MAIN FINDINGS

Client Data

A total of 5808 clients were registered across the ten Phase 1 local authorities up to 31st March 2006. It generally took a considerable time (around 6 months) for the local authorities to recruit their full complement of staff, establish effective networks and partnerships with other local and national agencies, set up initial projects and market their services to potential clients. So the number of new clients was 1141 in year 1 (to March 2005) and 4667 in year 2 (Figure 1). Given the relatively slow start-up period, overall, these numbers of new clients appear reasonable.[3]

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[2] The criteria for choosing these local authorities were reasonable, although one local authority was omitted due to its small size. It has, however, been included in Phase 2.

[3] The number of *new* clients taken on each quarter was relatively constant after the first six months (excluding a drop around Christmas and New Year). This suggests little or no fall in demand for WFF services, although capacity constraints in the supply of WFF services appear to have limited some growth. (It should be noted that

Figure 1: Total number of clients to March 2006
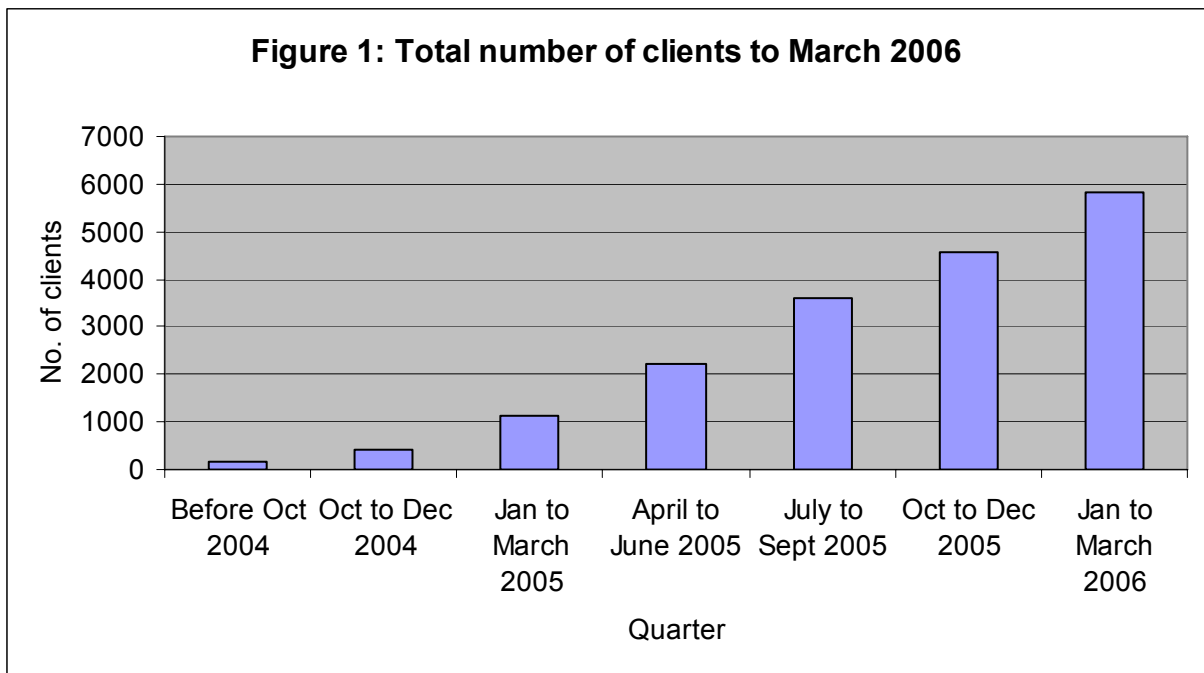
How Clients Came to WFF

All participation in WFF by clients was voluntary. So local partnership working and joint working were extremely important to the recruitment of clients and referrals to WFF were generated from a wide range of agencies. In particular 20% of referrals came from Job Centre Plus, indicating both good joint working and the presence of some potential gaps in the availability of specific support for many of the WFF client group. Self-referrals (21%) were also important, especially in the initial start up phases of WFF, indicating effective local marketing and possibly a high level of self-motivation among many clients as they independently sought WFF support to move into work, training or education. However, as WFF developed, 'word-of-mouth' became more prominent in recruitment as clients told their family, friends and neighbours about the services.

Client Characteristics

The vast majority of WFF clients were drawn from the target groups. Key client characteristics (at the time they first registered for WFF) included:

Lone parents (pre-New Deal) –
• The majority of WFF clients were female (93%) or lone parents (72%).
• The children of clients were relatively young with 95% having one or more children aged under 12 years living in the household and 48% having a child aged under 3 years old (a much higher percentage than the Scottish average).

Parents who are on low incomes –
• 61% of clients lived in households where nobody was in paid employment.

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many existing clients still needed support as times went on, so pressure on resources grew even though the number of new clients may not have risen).

- Many clients lived on a very low household income with 48% either claiming Income Support or having a partner/spouse claiming Income Support.
- The income of those in employment was low with 80% earning under £200 per week take home pay and 33% of clients earning under £100 per week.
- The economic activity of clients was varied with 37% of clients 'at home, caring for children', 28% in employment (either full-time or part-time), 16% registered unemployed, and 11% in training or education.

Particularly disadvantaged parents –
- WFF clients had low levels of qualifications compared to the Scottish average with 67% of clients having qualifications equivalent to SVQ Level 2 or lower and 32% having either no qualifications or qualifications below SVQ Level 1 (compared to 15% with no or below SVQ level 1 qualifications in Scotland).
- Of the 72% not currently in paid employment, most had been unemployed for a considerable time, with 78% not having worked for one year or more and 28% not having worked for over 5 years.
- A significant proportion indicated at least one of a number additional stresses, e.g. mental or physical health problems, disabilities, debt or money issues, housing problem, criminal record etc.
- The local authority areas where WFF was delivered had high levels of multiple deprivation according to the Scottish Index of Multiple Deprivation. Six Local authorities had more deprived data zones than the average, and the two rural areas had around a third of Scotland's most deprived data zones in terms of accessibility. A high proportion of the clients of WFF came from the most disadvantaged areas.

What did WFF Clients Want to Achieve?

When registering, clients were asked the top three goals they would like to achieve by participating in WFF. They[4] responded:
- to access childcare more easily (44%);
- get off benefits (30%);
- enter training or education (29%);
- learn new skills (27%);
- move into full-time work (24%);
- complete a training or education course (24%); and
- move into part-time work (23%).

Barriers to Employment

Clients engaging with WFF suffered multiple barriers to entering or remaining in employment, education or training. These extended far beyond childcare issues, indicating that a flexible and holistic approach, as developed by WFF, was required in order to meet their varied needs. The major barriers identified by clients were:
- 80% indicating caring responsibilities (with 68% citing childcare responsibilities, 57% the cost of childcare and 40% its availability);

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[4] This question was asked of clients who sustained contact with WFF projects for at least one month (these accounted for 72% of all clients registered with WFF).

- 71% feeling that opportunities or skills were a barrier (especially a lack of skills, qualifications, experience or confidence - each cited by 30-40% of respondents);
- 33% stating that transport was problem (especially in rural areas, and with over 25% citing an inability to drive); and
- 43% recording they had 'other issues' preventing them (mainly 20% with Benefits issues and 19% with money/debt problems).

When clients had a review six months after initial registration they generally reported that all the barriers were less of an issue than at the time of registration, for instance:
- Childcare issues were perceived as less of an issue for over 57% of clients;
- Over half of clients identifying a lack of qualifications, skills, experience or confidence as a barrier, now stated that these were less of an issue;
- Between 20% and 30% of the clients who had identified transport as a barrier stated this was less of a problem;
- Over 56% of clients who had identified Benefits or debts as a barrier stated these were less of a problem.

The improvements by clients in reducing these barriers, together with evidence elsewhere in the report, suggest that the holistic approach of WFF is successful in addressing the varied needs of a large number of clients.

Outcomes – What Happened To Clients?

In total, just under half (49% or 2869) of all clients during Phase 1 had achieved an identified outcome, improving their employability and making progress towards sustained employment, training or education, by 31 March 2006 (and many of the others achieved outcomes after that date).[5] This progress was tracked using a mixture of three 'levels' of indicators (Figure 2).

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[5] Note that no specific targets for outcomes were set for Phase 1, as, due to the slightly different nature of the programme in each area, the early estimates in local authority proposal documents were only considered as indicative and so were not gathered in a consistent manner into an overall total.

Figure 2: Outcomes for WFF clients

The outcomes were:

- 41% of all clients achieved 'hard' outcomes - i.e. a transition of moving into full- or part-time employment; improving or sustaining employment; or entering or completing education or accredited training courses lasting 6 months or more. Of these 19% (472 people) moved into a full-time job and 24% (568) in a part-time job, 13% (324) sustained employment (e.g. were able to continue in current employment having faced a recent 'crisis' which threatened this employment), 10% (247) improved employment or achieved another employment-related outcome (including 3% who reduced their hours) and 34% (810) entered/completed or sustained education or accredited training of a least 6 months duration.

- A further 5% achieved progress through participating in 'intermediate activities' such as voluntary work, non-accredited training, on-the-job training, work placements etc., although they had not achieved a transition;[6]

- A further 3% of clients recorded progress by improvements in their employability skills and characteristics, such as confidence, measured on a series of Likert Scales[7], at their six month review, although they had not achieved a transition.

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[6] Note that figures for this activity are likely to be below the actual level of activity undertaken, since completion of the monthly monitoring form where these were recorded was not mandatory in Phase 1 due to a primary focus on 'hard' outcomes.

[7] Improvements in employability were measured by responses to a series of 10-point Likert scales completed at the initial registration with WFF and again 6 months after registration. Three scales from the original forms were included in order to measure these improvements in employability: 'How would you rate your job skills (in relation to the type of work you are looking for or would like to do?); 'How confident are you when meeting new people?'; and, 'If you are not currently in work, how confident do you feel about starting work'. An improvement was registered if a client indicated a positive improvement on one or more of these scales.

Of the remaining clients, almost half (24% of all clients) had registered in the six month period before 31 March 2006. Given the nature of many WFF clients (far from the labour market and requiring sustained support), many would not be expected to have made a move into work etc. in this timeframe. Since no 6-month review had been undertaken for these clients, it is not possible to say whether there has been an improvement in their employability as measured by their improved confidence etc.

Of the remaining 27% with no significant outcome, 9% of clients were inactive or had left WFF, which was quite a low percentage, as many of these clients may have considered that they were not ready for moving towards work etc. and, of course, participation was entirely voluntary. Others clients had not yet carried out their overdue six month review of progress. It should be noted that many of this group are likely to have positive outcomes after 31 March 2006 (i.e. during Phase 2).

Cost/Benefit Analysis

The time period for evaluating Phase 1 of WFF is short as the programme started relatively slowly and also many WFF clients need a considerable length of support to achieve progress. Further outcomes for clients were expected after the end of Phase 1 (and have since been achieved as measured in the on-going Phase 2 evaluation). Hence it is difficult, at this stage, to judge the cost effectiveness of WFF and the relative effectiveness of different types of projects and support for different types of clients within WFF.

The costs of WFF funding per clients need to take account of the slow start-up period when set up costs were incurred but there were relatively few clients. Hence Year 2 (2005-6) provides a more reliable estimate of costs. In Year Two figures costs per WFF client engaged on the programme were estimated to be £1,955. For this year, the overall costs per client who had a transition into work, education or substantial training were around £4,000. Taking account of additionality (i.e. excluding would have happened anyway, without the project, and taking account of 'deadweight', substitution and displacement), this cost is just under £8,000 per client. (It is expected that these costs may fall in the future as fewer of the clients will have been on the programme for short periods of time and there will be some economies of scale as numbers rise.) These costs exclude those of training and support from non-WFF sources. A more accurate estimate of the medium term costs per transition will be possible using data from Phase 2.

A comparison control group was set up across the 10 local authorities with 107 randomly chosen parents with roughly similar characteristics, but who had not received support from WFF. The comparator study showed that their moves into work, training or education were very limited compared to WFF clients. Although there were a few differences between WFF clients and the control group characteristics, this broadly suggests that much of the increase in employment, training or education of the WFF clients is likely to be attributable to WFF support rather than to other changes that would have happened anyway.

Measuring the relative performance of WFF against other programmes is not straightforward due to differences in types of clients, circumstances, outcomes, policies and methodologies. However, results appear comparable to, and indeed slightly better in terms of achieving employment, other employability related projects for harder-to-help clients such as The New Futures Fund (where 51% of clients during their second phase achieved a positive output on a

broad definition - with 15% of these entering employment or self-employment, lower than for WFF).

The New Deal for Lone Parents (NDLP) evaluation found that, of 8107 parents attending for interview in the Phase One Prototype, 3393 (42%, broadly comparable to the wider 'hard' outcomes of WFF) had moved into employment, although only 20% of these (645 or 8% of the total) were considered additional – i.e. they would not have moved into employment without the programme. Although support received was less than in WFF, at this level of additionality the programme was almost neutral in terms of costs to the Exchequer. Hence WFF, with the qualifications made above, appears to be reasonably effective compared to roughly similar types of programmes.

While it is too early to make conclusions, preliminary indications for WFF suggest that the government exchequer benefits (e.g. higher taxes contributed and lower benefits paid) plus the wider long term benefits for participants (including increased life time earnings, mental health and other benefits to parents and children etc., although costs in terms of stress of employment on the household also need to be considered) are likely to be higher than the financial costs of WFF.

IMPLEMENTATION

The implementation of WFF has involved a number of key features discussed below.

Management through Development/ Economic Development

WFF funding and implementation was channelled through Economic Development departments in all except one local authority. Focusing services on the end goals of progress towards work, education or training, rather than intermediate services such as childcare provision *per se*, appears to have been successful. This approach: focused the remit of projects clearly upon employability and getting people into appropriate work, training and education; clearly signalled to clients, other agencies and other local authority departments that the aim of support was improved employability; was able to build upon existing skills in employability and in partnership working in the area of employability and upon existing partnerships with key service providers; and used staff who 'spoke the same language' with other employability orientated agencies. To ensure childcare barriers were addressed it also required joint working with childcare specialists and bodies and in most areas close links were made with local Childcare Partnerships as well as local providers.

Partnership Working

Projects and services in each local authority area were developed in partnership with a range of existing service providers. Effective partnerships with other services were vital in order to:
- develop projects and services efficiently and effectively and avoid duplication;
- provide appropriate services for clients with multiple, specialised support needs (e.g. for whom support for skill development, substance abuse and childcare issues could each be provided by a different agency);
- attract the referral of clients from other agencies to WFF.

Many areas carried out extensive mapping exercises of existing services at the beginning of the development period in order to determine availability of existing childcare provision and employability related support, and to identify any gaps that could potentially be filled by WFF. These areas were able to strategically determine what projects needed to be developed from an early stage. This generally avoided establishing projects that had to be later abandoned due to lack of demand, problems with delivery organisations etc. Other areas that did not carry out such a thorough exercise at the beginning, often found that such a review of services became necessary and carried out the mapping at a later stage.

Key Worker Programmes

'Key Worker' programmes were those that used dedicated link workers (offering 'outreach' or peripatetic service to clients within a community) who formed the main point of contact for an individual client. This provision was central to the WFF programme across all the local authority areas, except one (which was taking steps in 2006 to adopt a form of Key Worker model). The Key Worker programmes were the 'hub' of the delivery of WFF in local areas.

Key Workers took a 'holistic' perspective of the client and worked to build up a trust relationship, becoming familiar with their personal and employability issues. The Key Workers acted as a support, giving advice and guidance where they were competent to do so and linking the client into other specialist services where needed, while remaining in contact with the client throughout their time with WFF. In addition, in most local areas key workers also provided assistance to develop tailored packages of childcare to suit their clients' needs.

The Key Worker approach would appear to be particularly effective since many of the positive client outcomes can be linked to Key Worker involvement (most clients with WFF have contact with a Key Worker) and specifically 46% of clients registered through a Key Worker programme achieved a 'hard' outcome compared to 30% on non-Key Worker projects (although these figures need to be taken with care as in many areas most or all of clients were registered through Key Worker projects but received assistance from others).

Other Types of Support Projects

Whilst WFF began as a programme designed primarily to break down childcare barriers for disadvantaged parents, most clients had multiple barriers to overcome; therefore a holistic employability service approach was developed to provide continuous support to help parents towards, into and after employment, education or training. Early on in the implementation of WFF it became apparent that additional support was required for parents in areas such as personal development, money advice and transport.

The WFF programme therefore developed a range of distinct projects to help with childcare and to address other barriers. Specific issues addressed though distinct projects included: transport; improving access to training; volunteering; health and disabilities, money advice, supporting young parents, parents in education, lone parents, outreach with hard to reach groups, childcare subsidy schemes, developing childcare workers, developing childminders, flexible childcare and crèches. There were, however, relatively few projects directly working with employers and in future this might be an area for development so as to more directly attempt to better meet the combined the needs of employers and WFF clients and help address the labour demand side.

The distinct projects aimed to fill gaps in existing services and offer important services to clients in helping them more into or closer to employment, education or training that would not be available otherwise, thereby making WFF more effective. They normally did not work in isolation but rather as joined up services to ensure interlinking client support. Hence the types of project developed in different areas varied depending on: the existing service provision; types of partnerships with existing providers; and perceived client needs/demand within an area.

Flexibility

The WFF programme was implemented by the Scottish Executive in a flexible way, allowing local authorities to adapt their proposals in the light of experience. This was particularly important as WFF was a new programme where there had been little experience of linking childcare and employability on this scale. This flexibility sometimes led to requests as to whether or not certain activities were acceptable, and occasionally there were limited delays in agreeing this, but this became less of an issue over time as experience grew.

Learning

An important feature of the implementation of WFF was the continuous learning and sharing of information, experience and ideas. The Scottish Executive facilitated quarterly meetings of the ten local authorities to discuss common issues. A sharing of good practice conference was held part-way through Phase 1. Statistics on client numbers, characteristics, sources of referrals etc. were regularly shared, usually on a quarterly basis, so local authorities and projects could identify trends and patterns across the whole of WFF, compare their own figures and take any action they considered relevant.

The data for each project, and each local authority area, were gathered using widely available, standard database software so areas could easily analyse their own data in ways that suited them and their decision making processes. Quarterly summary reports of monitoring data were also produced and put onto the Scottish Executive and Employment Research Institute websites for ease of access. Should WFF be continued, or local authorities wish to continue using the database in the future then consideration should be given to developing it in a web-based format.

Conclusions and recommendations

Conclusions

The Working for Families Fund represents an important attempt to develop innovative, targeted support to help overcome the barriers to work faced by disadvantaged parents. Overall WFF was worthwhile in assisting a significant number of clients to make real progress into and towards work, education or training.

The programme successfully focused support on disadvantaged parents in the target groups, who were among the most disadvantaged parents in Scotland (e.g. in terms of levels of qualification, Benefit dependency, low income and being long-term unemployed etc.).

In total 5808 clients were recruited voluntarily to the programme in 2004-06. This is a reasonable level of client registration in the time period, especially given the slow start-up of projects.

Just under half (49%) of all clients had made progress towards sustained employment, training or education, by 31 March 2006 (and many of the others achieved outcomes after that date). 41% of all clients achieved 'hard' outcomes (including 19% of them moving into a full-time job, 24% into a part-time job and 34% entering/completing or sustaining education or accredited training of a least 6 months duration). In addition, 5% of all clients improved their employability through intermediate activities (such as short-term training) and 3% recorded higher employability levels through increased confidence etc. These outcome figures seem relatively good, compared with other generally similar types of projects, and over time these figures will increase.

The combination of childcare, Key Worker, employability and other support for disadvantaged parents appears to have assisted many to improve their employability and return to work, training and education.

Key Worker approaches appear to have been successful as they have been able to provide: continuity and a single contact and support point for clients during their whole time with WFF; a supportive, individually tailored and relatively holistic service (including accessing other projects and services where necessary) in order to meet a wide range of client needs; and resources to access appropriate childcare and some relevant employability services.

Placing the development and implementation of WFF in Development/Economic Development departments appears to have been a successful strategy, particularly due to the primary focus on employability and related outcomes.

Effective joint working between employability, childcare and a range of other services in each area was important both in developing local strategic and operational partnerships and in assisting frontline service delivery.

There was a long lead-in time for many projects. In particular, childcare infrastructure projects could be expensive, have a long development time and be subject to considerable paper-work (e.g. that involved in Care Commission approval). Setting up a service from scratch, as opposed to buying into an existing similar service from within or out with the local area, could also be more costly and time-consuming.

There was an issue as to the extent that some distinct projects were required to be set up through WFF, in addition to the Key Worker programmes. Key Workers in themselves were able to deal with a wide range of clients and those that needed particular support could often be referred to specialist services in the local area. Questions emerged as to the necessity of some types of projects, e.g. volunteering projects where there were existing services and demand among WFF clients appeared to be low. However, the flexibility of WFF funding meant that other projects could be developed in response to emerging needs being identified, e.g. money advice projects. Some projects might be relevant in some areas but not in others, for instance it might not be necessary or practical to operate specialist Key Workers in some areas but in others, the demand and geography made these worthwhile. Generally, early mapping of existing services (as outlined above) was valuable in helping to determine the need for separate projects.

A further recurring question was the extent to which WFF should be solely responsible for funding specific projects that had a broader impact beyond WFF clients: for instance, community engagement outreach projects that signposted clients to a range of services, working with employers to develop work-life balance or childcare services and some childcare infrastructure projects. (It should be said that some of these projects were jointly funded). Developing close partnerships with other local services to develop funding packages is particularly valuable here. However, as WFF develops, there are questions as to the range of projects that it is appropriate to be funded via WFF, what could be developed in partnership and what is out with the remit of WFF, and greater clarity is required.

The overall conclusion is that Working for Families appears to have made a significant improvement in the employability of disadvantaged parents.

Recommendations

The recommendations from Phase 1 are as follows. (Some have already been adopted in Phase 2):

Greater recognition should be given to the long lead-in and start-up times required for programmes such as WFF, with account taken of the impacts upon budgets, timing of the programme and expected outcomes.

WFF should continue with a focus in the Development/Economic Development departments of local authorities. However, local partnerships with employability and childcare bodies and organisations providing other services, at both strategic and operational, frontline delivery levels, should continue to be progressed and their importance should be stressed.

The focus on the Key Worker models of providing consistent, flexible and tailored support on employability *and* childcare issues should be continued. In addition, the developing Key Worker models should continue to be investigated on an on-going basis, with lessons identified and distributed widely among interested parties. It would also be useful to investigate providing Key Workers with more formal specific training or support in condition management, as used in other employability projects for clients relatively far from employment, such as 'Pathways to Work'.

Due to the relatively long start-up time, and hence limited periods that most clients have been supported by WFF, further analysis of outcomes by types of projects and of clients should be continued using data from Phase 2. This should include what appears to work best.

Continued investigation into the importance of different types of support (e.g. transport, forms of confidence building etc.) should be, and are being, carried out in Phase 2. In particular more projects directly working with employers, which might attempt to better meet the combined needs of employers and WFF clients should be encouraged and investigated.

Clearer targets, concerning client numbers and expected outcomes based upon knowledge from Phase 1, should be set for any future WFF local authorities and projects, as they have been in Phase 2.

More information on non-'hard' outcomes (such as consistent intermediate activities like short term training) should be gathered. However, the prime targets should be 'hard'

outcomes (such as moves into or sustaining work, substantial training and education) rather than on 'softer' outcomes. (This does not deny the high value of 'soft' outcomes, but the focus should be on major improvements in the position of clients).

Greater childcare information should be collected, and consideration should be given to altering the annual Census of Children's Daycare and Pre-school Education Centres so it can assist in providing a basis for a consistent, longitudinal picture of childcare supply and cost, in order to assist in the development and evaluation of the effects of increases public expenditure on childcare. This might also be of use to parents and childcare providers.

PART I: INTRODUCTION

CHAPTER ONE   INTRODUCTION AND BACKGROUND

This report presents an evaluation of Phase 1 (April 2004 to March 2006) of the Working for Families Fund (WFF), carried out by the Employment Research Institute, Napier University for the Scottish Executive. WFF was established to invest in new initiatives to improve the employability of parents who have difficulties in participating in the labour market, specifically in employment, education or training. The Fund supported these parents through helping them find sustainable childcare solutions and through providing or accessing other relevant employability-related services. In rural areas, barriers created by poor transport, limited services and the lack of a critical mass of clients were also particularly important.

WFF contributes to the Scottish Executive's 'Closing the Opportunity Gap' approach to tackling poverty and disadvantage, by improving rates of employment and economic activity, and to its commitment to eradicating child poverty within a generation.

1.1   WHAT IS THE WORKING FOR FAMILIES FUND?

From the start of WFF (Phase 1) it was recognised that clients needed support in terms of both sustainable childcare solutions and the provision and access to other relevant employability-related services. While initially WFF focused particularly on helping to remove childcare barriers, a holistic employability service approach developed to provide continuous support to help parents towards, into and after employment, education or training.

The WFF programme focuses on disadvantaged parents, specifically:
- lone parents (who are pre-New Deal);
- parents who are on low incomes;
- disadvantaged parents with other stresses in the household that make it difficult to access and sustain employment, education or training, including disability, mental health and substance abuse problems.

The main support provided by WFF is based around 'Key Workers,'[8] who support clients who wish to move into work, education or training through:
- helping them to improve their employability; and
- addressing childcare and other practical barriers standing in their way.

Clients are helped to improve their employability by establishing goals and producing a personal action plan that links them to the various types of employability support available locally. These may include: personal development courses to boost confidence and self-esteem; education and training to improve skills and qualifications; careers advice; money advice; and work experience – all helping the client to progress towards or into work. A second key element of WFF support is helping clients to identify and access the childcare they need at each stage. Often this takes the form of information and advice, linking them to an existing childcare place, but it may also involve financial assistance (e.g. paying one-off, 'upfront' nursery registration fees, or paying for childcare while a parent attends education or training, or paying for childcare for a short time until tax credits come through).

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[8] The Key Worker model developed out of work undertaken by Glasgow City Council in the pilot stage.

WFF was designed to complement, not duplicate or replace, existing services and to work with local childcare partnerships and employment and employability focused partnerships to fill gaps in provision for the WFF client groups. In some areas this has meant developing employability related services, including short pre-vocational training, or helping clients to obtain driving licences, while elsewhere it has involved setting up additional, often more flexible, childcare services e.g. childminding and sitter services.

Support from WFF has centred around three key stages:
- Pre-employment - supporting parents to improve their basic employability skills, confidence and attitudes;
- At Transition points - helping parents to make the Transition into employment, education, substantial training or volunteering;
- Post-employment – support to sustain employment, for instance through a period of crisis such as a childcare problem. This has been offered both to parents who engaged with WFF at the pre-employment stage and have successful moved into employment, and to parents who were already in work when they first approached WFF.

WFF has its origins in a small pilot in Glasgow and Dumfries and Galloway in 2003-04 which explored ways of addressing childcare barriers to employment. A key finding of the pilot was that a programme of this sort should provide parents with one-to-one mentoring and support to address the range of barriers clients experienced, as well as addressing childcare needs. When the subsequent WFF programme was established, ten local authorities (including the pilot authorities) were awarded funding for 2004-06 (Phase 1), developing services and projects building upon the key lessons from the pilot stage. The budget was £10 million pa (£20m in total) allocated as below (although actual spending was around £12.4 million, see Section 6):

Local Authority Area	Budget 2004-2006
Glasgow City	£2.5 million
North Lanarkshire	£1.5 million
Renfrewshire	£1 million
Dundee City	£1 million
North Ayrshire	£1 million
East Ayrshire	£600,000
Dumfries and Galloway	£600,000
Highlands	£600,000
Inverclyde	£600,000
West Dunbartonshire	£600,000

Budget allocations were based largely on the number and proportion of children living in households dependent on key benefits (Income Support and Income Based Jobseekers Allowance), while the incidences of multiple deprivation and rurality were also taken into account.

Phase 2 extended WFF for another two years (2006-08) adding another ten local authorities (so totalling 20 rural and urban local authorities) and is the subject of a further on-going evaluation. Overall £50m of funding was made available for WFF in Phases 1 and 2 (2004-08). WFF has an overall target for the two Phases combined of increasing by 15,000, by March 2008, the number of parents from disadvantaged areas and groups entering or moving

towards employment, by removing childcare barriers. Because WFF Phase 1 (2004-06) was largely exploratory, specific outcome targets for this period were deemed inappropriate.

This main report only considers activity in Phase 1 (2004-06) focusing on the key aspects of the fund, the clients involved, the outcomes, and conclusions and recommendations. A series of Technical Annexes provides further detailed information.

1.2   STRUCTURE OF THE REPORT

The report is in four main Parts, starting with this '*Introduction*'. In the remainder of *Part I*, section 2 briefly reviews *Literature and Policies* that are relevant to the WFF policy and client groups. Section 3 provides an outline of the social and economic **Context** in each of the WFF local authority areas.

Part II, 'What Happened', presents details of who the WFF clients were, what happened to them (their outcomes), and the overall impact of WFF over the two years to 31 March 2006.

Specifically, section 4 outlines *Client Data*, providing the overall descriptive statistics on the registered 5808 WFF clients. Section 5, *Outcomes and Analysis*, examines their outcomes, in terms of both 'hard' outcomes (such as whether they went into employment, education, training) and 'soft' outcomes (such as increased confidence or other movement towards entering employment, education or training). This section also analyses the links between different characteristics of clients and their outcomes. Section 6, *Cost-Benefit Analysis*, considers the costs of WFF and potential impacts on public funding.

Part III, 'Implementation', considers the development and implementation of WFF.

Section 7, *Development and Operation of WFF in Local Authorities*, specifically deals with the local authority management structures, and the development of WFF. The WFF (Phase 1) programme has been an innovative and flexible fund and as such, learning from experience and practice during the course of Phase 1 has been an important part of the process, and is briefly discussed in this section.

In section 8, a selection of *Project Case Studies* provide qualitative information on WFF projects in order to gather qualitative information to complement the statistical data on clients provided in Part II. The case studies also aimed to explain the range of WFF projects and to learn from their experiences in order to unpack specific issues and draw out more general lessons concerning implementation and operations of WFF projects.   The projects were based around four general categories: Key Workers; Issues (e.g. transport); Client Groups (e.g. Lone parents); and Childcare. This outlines the key learning to date, in particular lessons that may be of use to others introducing similar programmes.

Part IV, section 10, sets out the main *Conclusions and Recommendations* of the evaluation.

Further details containing more detailed information, including methods used, can be found in a series of *Technical Annexes*.

CHAPTER TWO   POLICY AND LITERATURE REVIEW

2.1   INTRODUCTION

For the UK government, work is at the heart of efforts to tackle poverty and social exclusion. The strategy for welfare reform, as outlined in the 2006 Green paper "A New Deal for Welfare", has as key objectives to: reduce the number of people claiming incapacity benefit by 1 million in 10 years; to get 300,000 more lone parents into work; and to increase the number of older workers by one million.

This policy review briefly examines some of the main policies in the UK and in Scotland, that relate to the Working for Families Fund. These include Child Poverty, Childcare, and Employability policies. This is followed by a brief literature review summarises some key research around parents and work. A more detailed account can be found in Technical Annex T2.

2.2   CHILD POVERTY

The UK Government aims to eliminate child poverty by 2020, an objective shared by the Scottish Executive. The key way advocated to tackle child poverty is through getting more parents into paid employment. Evidence, using DWP data, shows that the proportion of children in poverty (in low income households below 60% of the median income) is much higher for households where all are workless (although many children who are in poverty are in households where one or more parents work).[9]

The government aspires to achieve an overall employment rate of 80% of the working age population, with a further goal of lifting 70% of lone parents into employment, which it is estimated would lift around 300,000 children out of low income.[10] The UK employment rate of lone parents has risen by 11.3% points since 1997 to 56.6% in 2005.[11] However, it remains below the levels of many other developed countries.[12]

The New Deal Programme has been a key initiative set up to achieve these aims, particularly New Deal for Lone Parents, which helps lone parents with children aged 16 and under into employment and the Welfare Reform Green paper set out measures for mandatory Work Focused Interviews for to lone parents claiming Income Support. Working for Families specifically targets helping lone parents and parents in vulnerable or disadvantaged groups to move into or towards work, and so directly supports these goals.

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[9] Palmer, G., MacInnes, T. and P. Kenway (2006) Monitoring poverty and social exclusion in Scotland 2006. York: Joseph Rowntree Foundation, p.17.
http://www.poverty.org.uk/summary/scotland.htm

[10] HM Treasury (2006) Lisbon Strategy for Jobs and Growth: UK National Reform Programme, Update on progress 2006; Department for Work and Pensions, (2006) New Deal for Welfare: Empowering People to Work, Green Paper. According to the Treasury (2006), the overall UK employment rate in August 2006 was 71.6% of the working age population (using the Eurostat definition, which includes females aged15-64 years), which is above the Lisbon target of 70%, but below the government's aspiration.

[11] Treasury (2006) op cit. p. 50.

[12] Millar, J. and K. Rowlingson (2001) Lone Parents Employment and Social Policy: Cross-national Comparisons. Bristol: The Policy Press.

Various other strategies at the UK level are also employed to reduce child poverty. These include easing the immediate transition into work and long-term support to 'making work pay' through: in-work benefits, tax credits, the national minimum wage and altering tax rates. There has also been considerable work on removing barriers to parents working, such as increased childcare access, provision and funding for parents through the National Childcare Strategy. Also in order to make it easier for parents to access and maintain work, work-life balance has been promoted, including the introduction of various statutory measures (such as increased maternity and paternity leave and pay, the right to request time off for childcare reasons etc.). The Treasury (2006) argues that the Government's policies are estimated to be responsible for around half of the rise in lone parent employment rates since 1997. Of the almost 659,000 lone parents who have joined NDLP since 1998, over 420,000 have been helped into work. Most lone parents moving into work through the NDLP would not have done so without assistance from the programme.[13]

In Scotland, the Scottish Executive's Closing the Opportunity Gap (CtOG) approach, launched in July 2004, aims "to prevent individuals and families from falling into poverty; to provide routes out of poverty for individuals and families; and to sustain them in a lifestyle free from poverty". The Working for Families Fund contributes to one of six specific CtOG objectives: 'To increase the chances of sustained employment for vulnerable and disadvantaged groups - in order to lift them permanently out of poverty'.

The UK government has achieved some success in meeting its child poverty targets. Child poverty has reduced: 17% fewer children were in income poverty (after housing costs) in 2004/05 than in 1998/99.[14] In Scotland Child Poverty rates (before housing costs) had fallen to 19% (27% in 1998/99) by 2004/5. On an after housing costs basis, the percentage of children living on relative low incomes (below 60% median, or "in poverty") has been reduced from 30% in 1998/99 to 23% in 2004/05. However, child poverty in the UK as a whole still remains higher in relative terms than in all but three of the 24 other EU countries.[15]

2.3   EMPLOYABILITY AND LABOUR MARKET POLICIES

The concept of employability is a major component of national, regional and local labour market policy in many countries.[16] Employability is concerned with factors changing a person's probability of getting a new or improved job.[17] The need for strategies targeting "low-paid and unskilled job seekers [and] enhancing the effectiveness of active labour market

[13] Gregg, P. and S. Harkness (2003) Welfare Reform and Lone Parents Employment in the UK, CMPO Working Paper no. 72, University of Bristol.

[14] See: http://www.jrf.org.uk/KNOWLEDGE/findings/socialpolicy/1979.asp; Palmer, MacInnes, and Kenway (2006) op cit.

[15] Hirsch, D. (2006) What will it take to end child poverty? Firing on all cylinders, York: JRF

[16] For example: CEC (Commission of the European Communities) (1999) The European employment strategy: Investing in people; investing in more and better jobs. Office for Official Publications of the European Communities, Luxembourg. ILO (International Labour Organisation) (2000) Training for employment – Social inclusion, productivity report V. Geneva: ILO.

[17] McQuaid R.W. & C. Lindsay (2005) The Concept Of Employability: Transcending the Orthodoxies of Supply and Demand? Urban Studies 42(2): 197-219. McQuaid R.W. & C. Lindsay (2002) The Employability Gap: Long-term Unemployment and Barriers to Work in Buoyant Labour Markets. EPC- Government and Policy 20(4): 613-628.

policies and lifelong learning to maintain employability" continued to form the central focus of the Organisation's labour market policy agenda throughout the 1990s.[18]

In addition to supporting parents to improve their employability at a UK level, the Department for Work and Pensions' welfare reform programme, set out in its Green paper 'A new deal for welfare: Empowering people to work' (2006), emphasises the shift in policy towards additional support to help the high numbers of people who are economically inactive into work, which is likely to include many WFF clients.

The Scottish Executive's Employability Framework 'Workforce Plus' uses the definition of employability as "*the combination of factors and processes which enable people to progress towards or get employment, stay in employment and move on in the workplace*".[19] The framework, which has been designed to support CtOG targets, seeks to work with particularly vulnerable people and disadvantaged groups including people who face multiple barriers to gaining work and need additional help, people who are in low skilled and/or low paid jobs and people who are in work but are at risk of leaving because of health difficulties. As discussed in section one, a major purpose of WFF is to improve the employability of disadvantaged parents moving them towards or into work or to improve their progress in work. 'Workforce Plus' highlights the Executive's belief that work, for most people and their families, is the best way out of poverty. The framework recognises the important role of childcare in labour market growth.

2.4   CHILDCARE

Prior to the 1998 UK National Childcare Strategy, childcare was largely seen as a private family matter.[20] Provision at that time was poor and was a major barrier to employment among low-income families, and especially lone parents. The National Childcare Strategy aimed to improve the availability, affordability and quality of childcare and also formed part of the government's strategy to reduce child poverty through expanding childcare to help more parents into employment.

582,000 new childcare and early education places in the UK had been created by 2005.[21] However, problems such as patchy provision between local authorities, insufficient places for disabled and disadvantaged children and children from ethnic minorities and that some services were not sustainable without sustained core funding were identified by a 2004 National Audit Office report.

Working Families Tax Credit was introduced in 1998 to support families with children while in work, and contribute towards childcare costs. This was replaced with the Working Tax Credit and Child Tax Credit in 2002.

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[18] OECD (1998) Human capital investment: an international comparison. OECD, Paris, p. 4.
[19] Scottish Executive (2006) Workforce Plus: an employability Framework for Scotland. Edinburgh: Scottish Executive.
[20] DfEE (1998) National Childcare Strategy. London: DfEE.
[21] HM Treasury (2005) Lisbon Strategy for Jobs and Growth: UK National Reform Programme, London: HM Treasury, p. 15.

In the 1998, the Green Paper, Meeting the Childcare Challenge: A Childcare Strategy for Scotland, the Scottish Executive recognised the need for accessible and affordable childcare as part of its strategy on supporting families, and identified three key problems:

- variation in the quality of provision;
- high costs;
- difficulty in finding childcare places.

The Childcare Strategy has at its core the aim of providing good quality, affordable and accessible childcare. A key component of the Strategy was the provision of Out of School Care. Childcare is believed to have both social and economic benefits for parents and children: parents are able to participate in work and/or training, while children are offered play, social and educational opportunities.

In Scotland Childcare Partnerships were set up in each local authority area and Childcare Strategy funding passed to each local authority. It is the responsibility of the local authority, in conjunction with the local Childcare Partnership to allocate the funding to meet local childcare needs in their area. In addition to Childcare Strategy funding, the Executive has made additional funding available for more flexible childcare. In two local authority areas, extended childcare provision from 6-9pm weekdays and all day at weekends has been piloted. Funding is also being provided to promote and develop the childcare at home service or sitter service. This service provides childcare in the child's own home from early morning until late evening 7 days a week.

Working for Families developed out of the Scottish Executive Partnership Agreement in 2003, specifically commitment 319 'to provide childcare support in areas of high unemployment in order to help those in work, training or education'. The subsequent funds associated with the programme were designed to complement activities in the Childcare Strategy. Working for Families was specifically designed to focus on the additional needs of some of the most disadvantaged parents and to provide the additional boost that they often require in order to engage with work.

2.5   PARENTS AND WORK

This brief literature review examines issues around parenting and paid work, in particular lone parents and households facing particular stresses or disadvantage.[22]

2.5.1 Parenting and Paid Work

Studies indicate that, for women, the constraints of private responsibilities remain strongly felt and that 'family comes first'. Research on Transitional times, such as when women are returning to paid employment, both highlights and echoes concerns that are being experienced by many already in the workforce.[23] The issues identified by the women were: "finding local, good quality, affordable childcare; managing other family/domestic roles and

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[22] This part of the literature is based upon work by the Centre for Research on Families and Relationships at the University of Edinburgh.
[23] Innes, S. & Scott, G. (2003) 'After I've done the mum things': Women, care and Transitions. Sociological Research Online, Vol 8 (4)
 http://www.socresonline.org.uk/8/4/innes.html.

responsibilities; the job opportunities available, their hours of work and locality; social pressures and pressures and support or discouragement from a partner and/or other family members" (p. 12). Other studies describe job-related issues for low income working mothers, such as: transport/ timing problems; availability of very poorly paid or inflexible work; stress and overload; feeling the need to set high personal standard of worker reliability to counteract negative perceptions of potential domestic intrusions; settling for jobs at lower grades than merited by education/experience; finding few (or counting themselves out of) prospects for training/ career advancement; managing children's' educational and leisure commitments.

2.5.2 Lone Parents

The message is that it is important to acknowledge and respect diversity in the caring and work aspirations of lone mothers. Analysts and lone parents themselves point out that tensions and difficulties in combining paid work and parenting are increased where financial margins are tight or even non-existent, and that this may particularly characterise the experience of lone mothers.[24] The caring work of lone mothers and the time they spend with their children may be particularly important for their children's welfare, especially if, as seems likely, they may struggle in one-income households to achieve sufficient income to compensate for time deficits, although it can be argued that purchased goods, or services, for children do not necessarily compensate for time spent with them.[25]

2.5.3 Households facing particular stresses or disadvantage

A literature review by the Scottish Poverty Information Unit found that: people with disabilities face particular barriers, such as lack of qualifications, employer discrimination and accessibility issues; those with mental health problems face additional issues of stigma in Transitions to work; and people with learning difficulties require ongoing support once in work.[26] A qualitative study of the labour market experiences of 50 people with multiple problems (including substance abuse, homelessness, mental and physical ill health and experiences with the criminal justice system) confirmed findings from other research that such respondents needed personalised, intensive and flexible forms of support. This study also found a range of expressed strategies, such as self-development (needing a CV) or self assertion (personal anger at or boredom with the system) which could feed back into increased feelings of self blame. Dean concluded that those facing multiple problems or needs may require extended time to achieve job readiness and that for many of these respondents "it was hard to see how employers could be persuaded to allow them the kind of latitude they would require without guaranteed support and some measure of compensation".[27]

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[24] Backett-Milburn, K., Cunningham-Burley, S. & Kemmer, D. (2001) Caring and providing: lone and partnered working mothers in Scotland. JRF/Family Policy Studies Centre: London.
[25] Ermisch, J. & Francesconi, M. (2003) Parental employment and children's welfare. In Labour market participation of women and fertility. London: Oxford University Press.
[26] Gillespie, M. & Scott, G. (2004) Advice services and Transitions to work for disadvantaged groups. (Report for the Equal Access Development Partnership, EC, and the Scottish Executive). Scottish Poverty Information Unit, Glasgow Caledonian University.
[27] Dean, H. (2003) Re-conceptualising welfare-to-work for people with multiple problems and needs. Journal of Social Policy, 32 3, pp. 441-459, page 457.

2.6   CONCLUSIONS

This brief review has summarised some of the key UK and Scottish policy initiatives that relate to the Working for Families Fund. The Working for Families Fund addresses several key policy aims for the Scottish Executive, with the principal priority of reducing child poverty through improving access of disadvantaged parents to employment, education and training.

The literature review outlines the key issues for mothers, particularly lone mothers, entering and maintaining paid work and the personalised, intensive and flexible forms of support required to help parents with other disadvantages or stresses into employment. As will be shown later in the report, this is the kind of support Working for Families aims to give to low income and disadvantaged parents.

CHAPTER THREE   BACKGROUND AND LOCAL AUTHORITY CONTEXT

3.1   INTRODUCTION

WFF funds were allocated to areas with high levels of deprivation, based around the number of children living in households dependent on key benefits. The development of the programme in each local authority largely depended on local needs and existing services. In this section the broad socio-economic background and the general approach to the local organisation and management of WFF is set out.

3.2   SOCIO-ECONOMIC BACKGROUND

- Funds were allocated to Local Authorities with the highest levels of parents in need of support towards employment. The resources were distributed to authorities where there were more than 3000 children of claimants of income-based Jobseekers Allowance and Income Support (JSA/IS) and children in these circumstances formed more than 20% of the under 16 population. Resources were banded according to the numbers of children in these circumstances. The fund was extended to cover the two highest ranking rural authorities in order to recognise poverty issues that are not always carried through in allocation mechanisms such as standard multiple deprivation lists. This seemed a reasonable focus for Phase 1 of WFF, although one disadvantaged LA appeared to have been excluded due to their small absolute population (but this LA has been included in Phase 2).

- The characteristics of Glasgow are often very different from the other LA areas due particularly to its large size, and high levels of non-working households with children and children in lone parent households (Table 3.1). The other major city, Dundee, and to a lesser extent West Dunbartonshire have lower, but still relatively high levels of these characteristics (compared to the other LAs).

- The two rural areas, Highland and Dumfries and Galloway, have lower levels of non-working households with children and children in lone parent households.

Table 3.1: Comparisons between WFF LA Areas: Population; % of Children; Number of Parents; % of households with dependent children not working; % of children living in lone parent households; and, unemployment rate (%).

	Population	% of Children	Number of Parents	% of households with dependent children not working	% of children in lone parent households	Unemployment rate (%)
SCOTLAND	5,078,400	19.20*				5.3
Dumfries & Galloway	147,930	20.7	30536	12%	19%	3.6
Dundee City	141,870	19.7	27070	21%	36%	6.1
East Ayrshire	119,720	22.0	26685	16%	24%	7.3
Glasgow City	577,670	20.2	106340	31%	42%	8.4
Highland	211,340	21.7	44476	12%	20%	3.3
Inverclyde	82,430	21.8	17812	17%	31%	6.4
North Ayrshire	136,020	22.2	29334	19%	29%	6.7
North Lanarkshire	322,790	22.7	71952	18%	28%	6.9
Renfrewshire	170,610	21.5	37392	14%	27%	5.3
West Dunbartonshire	91,970	22.2	19937	19%	33%	7.1

Notes to table Population - SOURCE: General Registrar's Office for Scotland 2004
% of Children as a proportion of total population - SOURCE: Census 2001. *SOURCE: Scottish Neighbourhood Statistics from Census 2001
% of household, with dependent children, not working – SOURCE: Census 2001
% of children in lone parent household – SOURCE: Census 2001
Unemployment Rate - SOURCE: NOMIS - Annual Population Survey (Jan 2005-Dec 2005). Note: % for Unemployment Rate and Inactive wanting a job are for those aged 16 and over.

3.3   DEPRIVATION

Glasgow also has unusually high levels of deprivation (Table 3.2, below). Dundee, Inverclyde and West Dunbartonshire have lower, but still relatively high levels of multiple deprivation. The two rural areas have low levels of deprivation, except in terms of geographic access.

- Dumfries and Galloway is a largely rural area with generally low levels of deprivation. Only 2% of Data Zones are categorised as amongst the 10% (decile) most deprived in Scotland, according to the Scottish Index of Multiple Deprivation. The only high levels of deprivation are in the Geographic Access and Telecommunications domain of the Index with 31% of Data Zones in this category.

- The city of Dundee has: 19% of Data Zones categorised as suffering multiple deprivation; 21% from income deprivation; and 36% from housing deprivation (the latter two second highest after Glasgow).

- East Ayrshire is a rural/urban mix area with levels of deprivation around or just below the Scottish average.

Table 3.2: Percentage of Data Zones28 in the most deprive 10% (decile) of: Scottish Index of Multiple Deprivation (SIMD); Current Income domain (I); Housing domain (H); Health domain (HLT); Education, Skills and Training domain (EST); Employment domain (E); and Geographic Access and Telecommunications domain (GA&T)

	SIMD %	I %	H %	HLT %	EST %	E %	GA&T %
SCOTLAND	10%	10%	10%	10%	10%	10%	10%
Dumfries & Galloway	2%	3%	0%	3%	5%	2%	31%
Dundee City	19%	21%	36%	18%	12%	16%	1%
East Ayrshire	8%	11%	0%	9%	10%	9%	8%
Glasgow City	47%	41%	59%	48%	43%	42%	0%
Highland	2%	3%	0%	1%	1%	2%	35%
Inverclyde	22%	17%	5%	25%	20%	21%	4%
North Ayrshire	9%	13%	1%	8%	8%	15%	6%
North Lanarkshire	11%	10%	0%	8%	12%	14%	1%
Renfrewshire	10%	12%	8%	12%	6%	12%	4%
West Dunbartonshire	17%	18%	3%	14%	8%	17%	2%

Notes to table Income Deprivation: The income domain (the basis for income deprivation) is a simple sum of 8 indicator counts (Adults and Children (aged 0-19) in Income Support households (DWP April 2002); Adults and Children in (aged 0-19) in Income Based Job Seekers Allowance households (DWP August 2001); Adults and Children in Working Families Tax Credit Households below a low income threshold (DWP / Inland Revenue (IR) April 2002); Adults and Children in Disability Tax Credit households below a low income threshold (DWP / IR April 2002)) divided by the total population. There is no overlap between the indicators and so the resulting domain score is the percentage of the total population affected by current income deprivation.
SOURCE: Scottish Index of Multiple Deprivation 2006: Technical Report (October 2006).

- Glasgow City has the highest levels of deprivation in Scotland across all categories (except Geographic Access) with 47% of Data Zones categorised as amongst the 10% most multiple deprived in Scotland. The figures for individual domains were all extremely high: 59% for housing; 48% for health; 43% for Education, Skills and Training; 42% for employment; and 41% of Data Zones for income deprivation.

- The Highlands has a largely rural area, with generally low levels of deprivation, except in the Geographic Access and Telecommunications domain, which was 35%.

- Inverclyde is a largely urban area with 22% of Data Zones categorised as suffering multiple deprivation (second only to Glasgow). It had relatively high rates of deprivation for: health, 25%; employment, 21%; and for Education, Skills and Training, 20%.

- North Ayrshire is largely urban with 9% of Data Zones suffering multiple derivation (slightly below the Scottish average); but 15% suffering employment deprivation and 13% income deprivation.

- North Lanarkshire is a large, mostly urban, LA with a population of over 320,000. It has 11% of Data Zones suffering multiple deprivation, including 14% in the employment domain and 12% in the Education, Skills and Training domain.

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[28] Data Zones are a type of geography. There are 6505 Data Zones in Scotland based on the 2001 Census. Data Zones have populations of between 500 and 1,000 households and some effort has been made to respect physical boundaries. In addition, they have compact shape and contain households with similar social characteristics (http://www.sns.gov.uk/glossary.html).

- Renfrewshire is a largely urban area with 10% (i.e. the Scottish average) of the Data Zones categorised as suffering multiple deprivation. The income, health and employment domains all stand at 2%.

- West Dunbartonshire is a largely urban area with 17% of the Data Zones categorised as suffering multiple deprivation, with 18% suffering income deprivation, 17% employment and 14% health deprivation.

3.4   APPROACHES TO LOCAL ORGANISATIONS AND MANAGEMENT

There were a variety of local organisational structures for implementing WFF in different LA areas. However, common themes can be seen throughout. Lessons taken from the pilot stage of WFF informed initial development of the Phase 1 approach, including the channelling of funding through Economic Development departments and the use of Key Workers (also called "link workers") as a main component of the approach.

- Dumfries and Galloway was involved in the original pilot scheme along with Glasgow. The current approach in the area developed out of this phase. The LA department responsible for WFF was in Children's Services - the only WFF programme to be based outwith economic development departments. There is no separate Key Worker Programme, although certain aspects of some projects share features with Key Worker programmes in other LAs, in terms of the service offered to clients.

- In Dundee the Link Worker programme was intended to be delivered through another council department, the Communities Department. This was unlike other areas where Key Worker programmes are either delivered by the Department who is the grant holder or via a social economy organisation. In reality, Dundee's Key Worker programme has ended up as a hybrid of both models – some link workers employed by the Council and some by social economy organisations. Dundee was the only area that had been unable to recruit a Co-ordinator during Phase 1 WFF. Without a Co-ordinator, responsibility has shifted to the Lead Officer and the two Finance/Administrative officers.

- In East Ayrshire, the WFF Link Workers programme and most projects are delivered through the LA (the Department of Economic Development and Technical Services). Link Workers and Support Workers were based in various community venues in the most deprived parts.

- Glasgow City was involved in the initial pilot of WFF and since then WFF has been based in Development and Regeneration Services (DRS) at Glasgow City Council. In 2004-06 Glasgow had eight Local Development Companies (LDC) located in different areas of the city, where the staff who delivered the Guidance and Mentoring Framework were based. The Glasgow WFF model is unique in dividing up the role of the Key Worker into two complementary functions of Adult Guidance and Childcare Mentoring, although the post holders work closely together in the different areas. During Phase 1 Rosemount Lifelong Learning Centre received separate Scottish Executive funding for the Transitions project. From April 2006 this project is funded via the Glasgow allocation. Data on the Rosemount project are included within the total Glasgow figures.

- The Working for Families fund is based in the Department of Planning and Development at Highland Council and operated by an Enterprise Trust - a Council-owned company based in the social economy sector. Parent Champions (the Key Workers) are employed by more than one social economy organisation, and operate from geographically dispersed areas.

- In Inverclyde WFF is based in the Council's Economic Development Service Department. The Key Worker programme (Building Bridges) is operated through Inverclyde Community Development Trust based in Greenock.

- The WFF fund is based in the Economic Development Services Department at North Ayrshire Council and the WFF Link Advisors programme is delivered through the Council. Link Advisors are based centrally at North Ayrshire Council offices in Irvine, but have responsibility for designated areas within the region and deliver outreach services to clients.

- North Lanarkshire's WFF is based in Policy and Economic Development Service Department. A community intermediary organisation delivers the Key Worker programme (Routes to Work Employability Programme).

- In Renfrewshire Council WFF is based in Department of Planning and Transport, with the Key Worker programme (Buddies for Childcare) being delivered by a social intermediary organisation based in Paisley.

- At West Dunbartonshire Council WFF was based in Development & Environment Services Department. The Key Workers programme (Access to Employment) is delivered by the Lennox Partnership (a long-standing local social economy organisation) based in Clydebank.

3.5 CHILDCARE AUDIT

In the majority of local authorities there was some investment through WFF in childcare services to ensure accessible, flexible and affordable childcare. This has appeared to have resulted in an increase of childcare places in a variety of locations (e.g. in rural East Ayrshire where WFF clients were trained and set up childminding services).

The Scottish Executive Education Department Annual Census of Children's Daycare and Pre-School Education Centres provides data on the number of Registered Pre-School and Childcare Centres and the children using them. Although the data are not comprehensive and need to be treated with some caution, in 2005 the number of places per child (under 16) and maximum number of places per child in 2005 was slightly lower in WFF areas than elsewhere. However, the number of children actually attending these childcare services was slightly higher in WFF areas (0.81 per child aged 0-16) compared to non-WFF areas (0.77). It is not possible to determine if the higher attendance in WFF areas was due to the programme or due to data collection issues.

PART II: WHAT HAPPENED?

CHAPTER FOUR   CLIENT DATA

4.1   INTRODUCTION

This section outlines information on the characteristics of the 5808 clients registered with the Working for Families Fund (WFF) up to 31 March 2006 (full tables are presented in Annex T4).

Firstly, the numbers of clients and where they were referred from are considered. Secondly, this section examines the characteristics of WFF clients in relation to the target groups and found that the majority of clients include the groups identified at the start: lone parents (pre-New Deal); parents on low incomes; and particularly disadvantaged groups. This section then examines what clients wanted to achieve, their barriers to employment and the extent to which these barriers were reduced due to participation in WFF.

Local authorities were able to target their attention on different types of clients within the broad categories, including focusing on clients who were in-work, out-of-work or who were a long way from the labour market. At the beginning of WFF the focus was solely on areas of multiple deprivation, but this was broadened out to include other areas within the local authorities so that WFF could reach a higher number of low income households in a given area.

4.2   NUMBER OF CLIENTS

This sub-section disaggregates the numbers and types of clients and which agencies referred clients to WFF projects.

4.2.1 Numbers of Clients

Table 4.1 (below) shows clients registered by Date and LA Area.

- A total of 5808 clients were registered up to 31 March 2006.   After a slow beginning, as projects started up, there was a steady rise in the numbers of new clients to September 2005. All Local Authorities experienced a decrease in their numbers of new clients registered in the fourth quarter of 2005, but saw a marked increase in registrations at the beginning of 2006 (Figure 4.1). This pattern appears to be primarily due to seasonal factors. Long-term service capacity or client demand are unlikely to be the cause of this decline, as data for the six months following Phase 1 indicate a steady level of new client registrations at levels similar or slightly above those for July-September 2005.

- It generally took a considerable time (around 6 months) for the local authorities to recruit their full complement of staff, establish effective networks and partnerships with other local and national agencies and to market their services to potential clients. So the number of new clients was 1141 in year 1 (to March 2005) and 4667 in year 2 (Figure 1).

Given the relatively slow start-up period, overall, these numbers of new clients appear reasonable.[29]

Table 4.1: Number of New Clients Registered to 31 March 2006 by Area

	Number of New Clients Registered							
	Before 1 Oct 2004	1 Oct to 31 Dec 2004	1 Jan to 31 Mar 2005	1 Apr to 30 June 2005	1 July to 30 Sept 2005	1 Oct to 31 Dec 2005	1 Jan to 31 Mar 2006	Total
Dumfries and Galloway	2 (1%)	26 (9%)	40 (14%)	47 (17%)	87 (31%)	49 (18%)	26 (9%)	277 (100%)
Dundee	1 (0%)	3 (1%)	41 (9%)	84 (19%)	138 (31%)	94 (21%)	87 (19%)	448 (100%)
East Ayrshire	0 (0%)	12 (3%)	90 (20%)	105 (22%)	78 (17%)	71 (15%)	111 (24%)	467 (100%)
Glasgow	35 (2%)	42 (2%)	208 (11%)	332 (18%)	425 (23%)	325 (18%)	473 (26%)	1840 (100%)
Highlands	10 (3%)	51 (16%)	59 (18%)	30 (9%)	46 (14%)	44 (14%)	83 (26%)	323 (100%)
Inverclyde	16 (4%)	19 (5%)	20 (5%)	63 (17%)	84 (23%)	53 (15%)	110 (30%)	365 (100%)
North Ayrshire	1 (0%)	15 (3%)	95 (17%)	122 (22%)	126 (22%)	108 (19%)	95 (17%)	562 (100%)
North Lanarkshire	0 (0%)	26 (4%)	66 (10%)	159 (24%)	188 (28%)	89 (13%)	134 (20%)	662 (100%)
Renfrewshire	57 (11%)	21 (4%)	40 (8%)	73 (14%)	164 (32%)	67 (13%)	95 (18%)	517 (100%)
West Dunbartonshire	51 (15%)	41 (12%)	53 (15%)	56 (16%)	67 (19%)	36 (10%)	43 (12%)	347 (100%)
Total	173 (3%)	256 (4%)	712 (12%)	1071 (18%)	1403 (24%)	936 (16%)	1257 (22%)	5808 (100%)

Figure 4.1: Number of New Clients Registered Monthly (from October 2004) to 31 March 2006 by month

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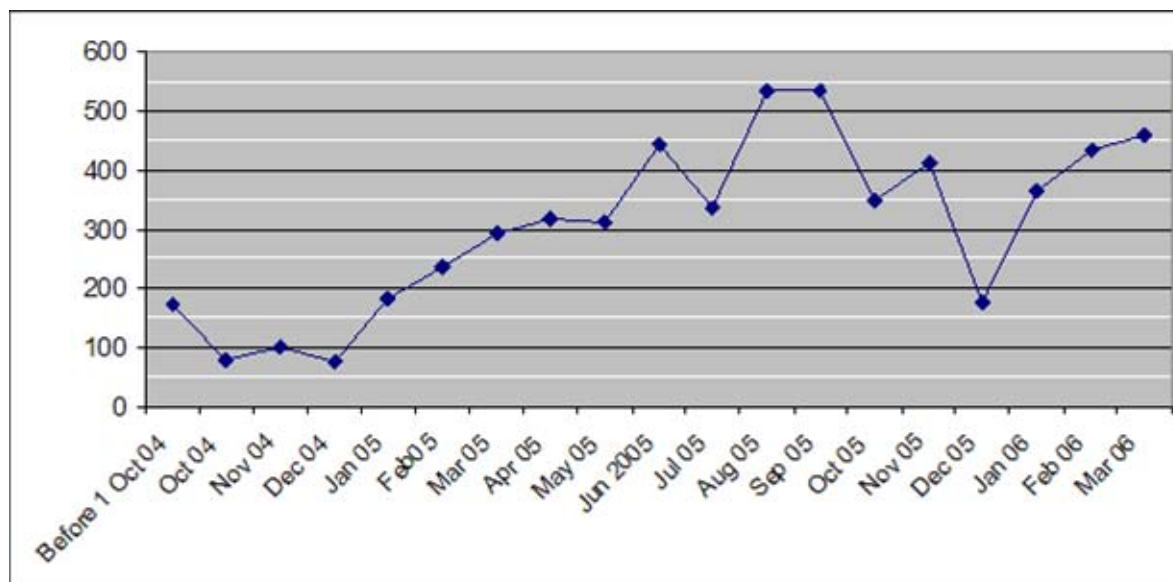
[29] The number of new clients taken on each quarter was fairly constant after the first six months (excluding a drop around Christmas and New Year). This suggests little or no fall in demand for WFF services by the end the period, although capacity constraints in the supply of WFF services appear to have limited some growth. It should be noted that many existing clients still needed support as times went on, so pressure on resources grew even though the number of new clients may not have risen.

4.2.2 Who referred Clients to WFF?

Working for Families projects register clients using a referral process from a wide range of sources, including self-referrals. Figure 4.2 shows the percentages, of clients according to the agencies that referred them to Working for Families (also Table T4: 1.13).

- The largest proportion of referrals were self-referrals (21%) and from the Job Centre Plus (20%). Around 11% are referred from other parts of the project's organisation and 11% from childcare providers. Small numbers of referrals (5% or less) came through Voluntary sector projects, Health Services, Social Work, Careers Services, Addiction/Drug Services, and Hostel, Accommodation or Housing Services. Nearly a quarter of referrals came from 'other' sources than the ones identified (24%), or have been incorrectly allocated to this category by the project data collectors.[30]

Figure 4.2: Percentage of Clients Registered to 31 March 2006 by Agency Referred From
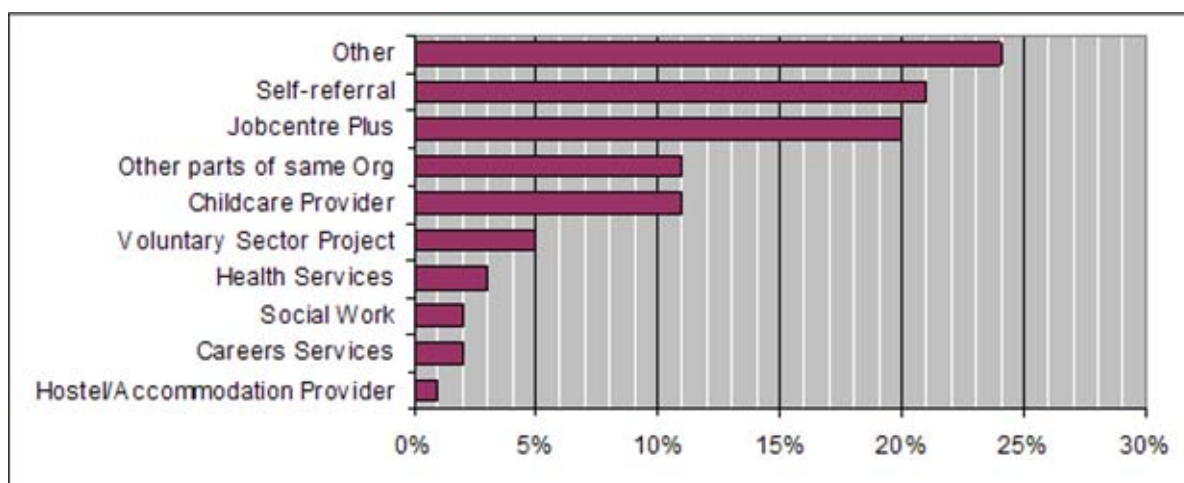
- Local partnership working and joint working are extremely important to the recruitment of clients and referrals to WFF were generated from a wide range of agencies. In particular 20% of referrals came from Job Centre Plus, indicating both good joint working and the presence of some potential gaps in the availability of specific support for many of the WFF client group. Self-referrals (21%) were also important, especially in the initial start up phases of WFF, indicating effective local marketing and possibly a high level of self-motivation among many clients as they independently sought WFF support to move into work, training or education. However, as WFF developed, 'word-of-mouth' became more prominent in recruitment as clients told their family, friends and neighbours about the services.

- There are considerable variations between LA areas as to where these referrals were received from (Table T4: 1.3). For instance, the highest proportions of referrals in East Ayrshire (50%) were self-referrals, while Dundee had less than 10%. In Dundee and North Ayrshire the highest proportion of referrals came from Job Centre Plus (32% and 34%), although these were less than 6% in East Ayrshire. These figures will be influenced a range of factors including: the types of clients targeted; the marketing and

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[30] It is not possible to discern what referral sources are included in 'other'.

outreach strategies adopted; the degree of effectiveness of local partnership working and the size and range of the statutory, private and third sector infrastructure in an area .

> *"A couple of years ago I had trained as a childminder, but it didn't come off. And then the Jobcentre and … One Plus [an organisation for lone parents] put me in contact with WFF because initially when I started up I had literally no money and I needed childcare…. I was determined to improve my life, and have something that belonged to me. And I wanted to be self-employed and I wanted to have a job that belonged to me - I wasn't answerable to anybody else and I was in charge of it. And they really helped me." (Helen, 39. Living with Partner/Spouse. Situation before WFF: part-time dinner lady, to fit in with children. Situation after WFF: self-employed as a registered Childminder. Children: 6 and 3 years old. Qualifications: HNC Catering Management. (North Lanarkshire Childcare Mentor))*

4.3   WHO ARE WORKING FOR FAMILIES CLIENTS?

This section provides a summary overview of the characteristics of WFF clients, including: who they were; the households they lived in; education, economic activity and benefits they were claiming.

4.3.1 Who were WFF Clients?

- The majority of WFF clients were female (93%) (Table T4:2.1).

- Their average age was 30 years old. The youngest clients were 15 years old and the oldest (a grandparent) was 71 years (T4: 2.2).

- The vast majority of clients were EU citizens (97%), 'White British' (95%) (Table 4.2.2) and their main language was English (97%) (Table T4: 2.3). Ethnic minority (non-white) clients make up a higher proportion of the WFF client group than in the general population for Scotland as a whole. In particular, Glasgow (11%) and Dundee (8%) have a higher proportion of these client groups than in the general population (6% and 4% respectively according to the Census).

- A small minority considered themselves disabled (3%) (T4: 2.5).

Table 4.2: Number of Clients Registered to 31 March 2006 by Ethnicity and by Area

	Ethnicity											
	White British	White Other	Black Caribbean	Black African	Black Other	Indian	Pakistani	Bangla deshi	Chinese	Mixed Origin	Other	Total
Dumfries and Galloway	250 (93%)	13 (5%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	3 (1%)	269 (100%)
Dundee	400 (91%)	3 (1%)	1 (0%)	2 (1%)	0 (0%)	6 (1%)	16 (4%)	0 (0%)	1 (0%)	0 (0%)	9 (2%)	438 (100%)
East Ayrshire	457 (99%)	2 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	460 (100%)
Glasgow	1528 (87%)	41 (2%)	4 (0%)	53 (3%)	9 (0%)	14 (1%)	48 (3%)	0 (0%)	3 (0%)	10 (1%)	49 (3%)	1759 (100%)
Highlands	314 (97%)	6 (2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	0 (0%)	322 (100%)
Inverclyde	359 (99%)	4 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	363 (100%)
North Ayrshire	509 (97%)	7 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (1%)	3 (1%)	523 (100%)
North Lanarkshire	625 (98%)	1 (0%)	0 (0%)	1 (0%)	1 (0%)	0 (0%)	3 (1%)	0 (0%)	1 (0%)	0 (0%)	4 (1%)	636 (100%)
Renfrewshire	463 (98%)	4 (1%)	0 (0%)	4 (1%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)	1 (0%)	1 (0%)	0 (0%)	474 (100%)
West Dunbartonshire	341 (99%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	344 (100%)
Total	5246 (94%)	81 (2%)	5 (0%)	62 (1%)	11 (0%)	21 (1%)	68 (1%)	4 (0%)	6 (0%)	16 (0%)	68 (1%)	5588 (100%)

Notes to table There is no information on Ethnicity for 54 clients.

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4.3.2 The Households Clients live in

- The majority of clients (72%) were lone parents, with 26% living with a partner/spouse (Figure 4.3, below and T4: 3.1

Figure 4.3: Percentage of Clients Registered to 31 March 2006 by Household Living Arrangement
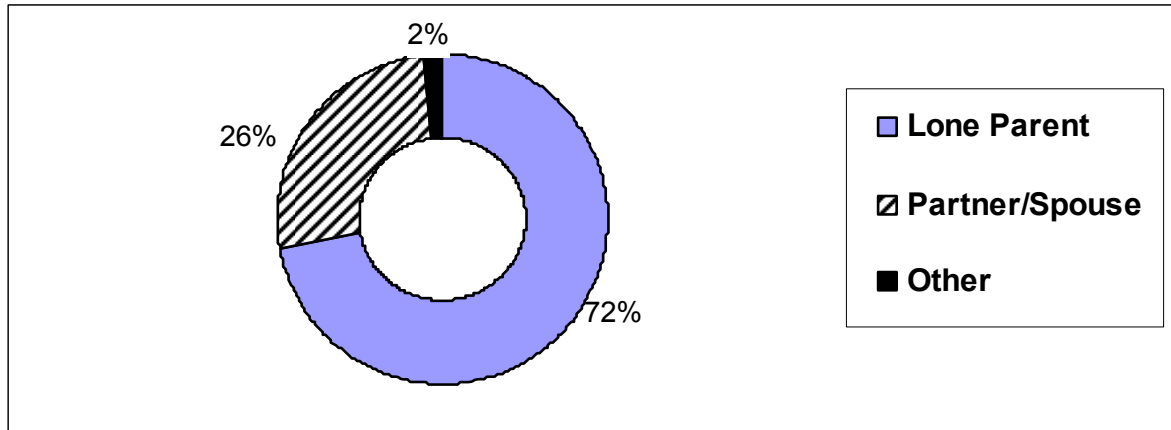
- WFF clients had a total of 9512 children (averaging 1.7 per household).

- The children of clients were relatively young: 95% of clients have one or more children aged under 12 years living in the household (this proportion was the same for lone parents and clients in couple households) and 48% have a child aged under 3 years old (Figure 4.4, below and T4: 3.2.3). These parents with young children were not, at the time of WFF Phase 1, targets for New Deal for Lone parents. So WFF appears to be supporting lone parents of younger children who wish to progress towards work, training and education.

> *"I just wish it [WFF] had happened years ago. This is actually my last chance to be able to do this, because Clare (my youngest child) is fifteen and you've got to have a child of under sixteen. I'm glad it came when it came or I would never have had this opportunity. I would still been here." (Catherine, 39. Living with Partner/Spouse. Situation before WFF: working part-time. Situation after WFF: moved into full time self-employment and being self-employed. Children: 19 and 15 years old. Qualifications: no qualifications (East Ayrshire, Clients into Work))*

Figure 4.4: Age of Youngest Child in Scotland (Census 2001) compared to among WFF Clients
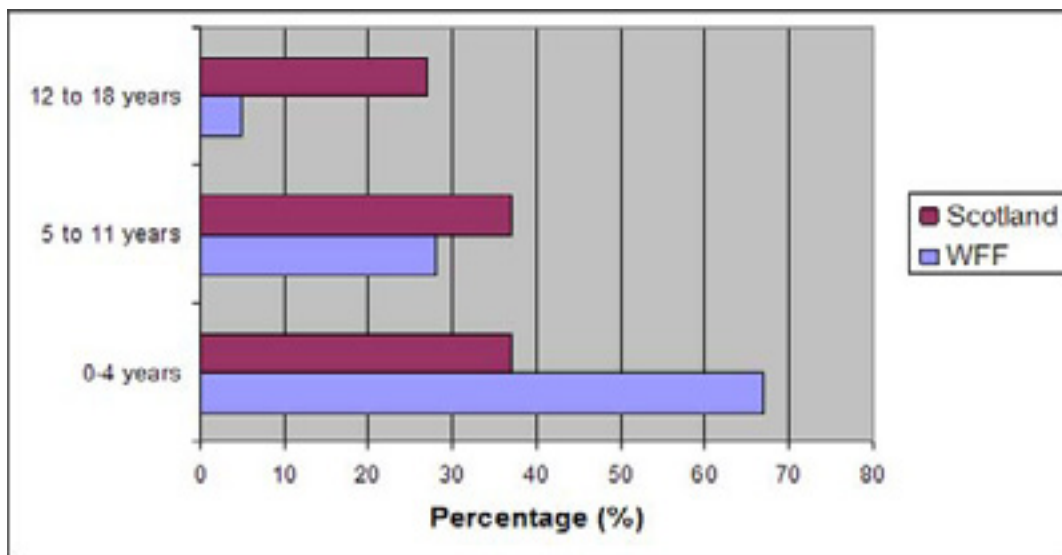
- A small minority had additional care responsibilities: 10% had a child with disabilities or chronic or severe health problems; 2% cared for other non-child dependents (e.g. parents; partners or other relatives) (T4: 3.3.1 and T4: 3.3.2).

> *"I gave up working two years ago because of my husband's health. He needed me, so I've done my part by looking after him for a while. It was getting too much because I've always worked, I've worked in shops. So this project came up and Jane [project worker – name changed] said we have this project and I felt all scared and I thought it's different and it will be good to build my confidence up and it was different from shop work, the hours and meeting different people. And I thought I'd just give it a shot and I'm really enjoying it. It was what I wanted to do. At the end I'll be going voluntary for a while. I'll go out to people's homes to fit safety equipment for children. So when my wee boy goes to school, I'll hopefully get a part-time job out of it." (Sheila, 41. Living with Spouse/Partner. Situation before WFF: Unemployed/ Situation after WFF: Being supported by a WFF project currently. Children: 8 and 3 years old. Qualifications: None. (Glasgow, Guidance Project Mental Health))*

- Many clients lived in workless households: 61% of clients lived in households were nobody was in paid employment (Figure 4.5, below and T4: 4.4).

> *"And then John (my partner) he got paid off…They [WFF] have helped John back to work, driving lessons when we could not afford them when he was out of work. They got him through his test …. He now works in Tesco and he needs to drive there and he usually works nights, which is handy because I used the car through the day. Because we are never in, if I have the kids we are always away. And it's worked well because he is part time so it does not interfere with what I'm doing. But definitely I wouldn't be sitting here if it wasn't for WFF. I'm really, really pleased." (Pam, 39. Living with Partner/Spouse. Situation before WFF: working in the Co-op. Situation after WFF: moved into full time self-employment - childminding. Children: 7 years old. Qualifications: none. (East Ayrshire, WMA))*

Figure 4.5: Percentage of Clients Registered to 31 March 2006 Living with Partner/Spouse or in Lone Parent Households by Household Economic Situation
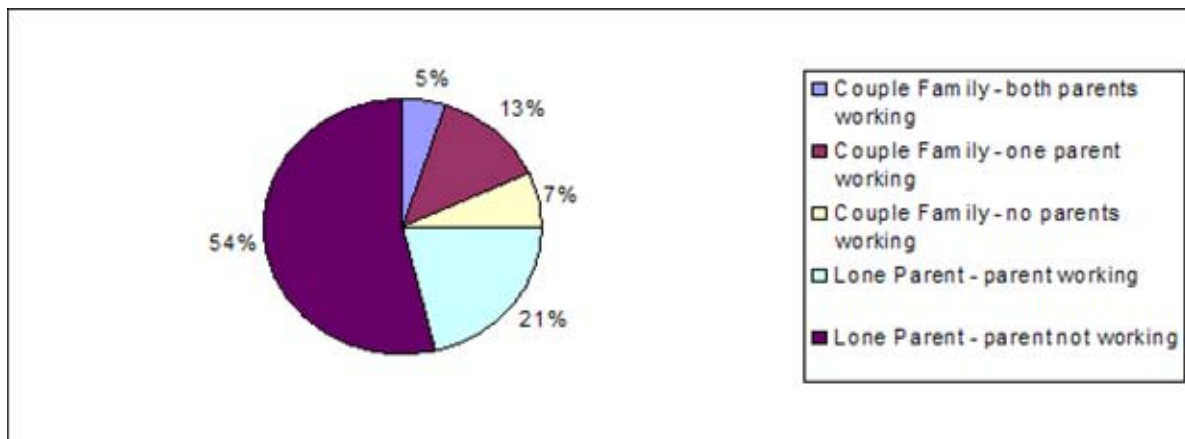
4.3.3 Education, Economic Activity and Benefits Claimed by Clients

- WFF clients had low levels of qualifications compared to the Scottish average: 67% of clients had qualifications equivalent to SVQ Level 2 or lower; and 32% of clients had either no qualifications or qualifications between SVQ Level 1 (compared to a figure of 15% in Scotland) (Figure 4.6, below and T4: 4.1).

Figure 4.6: Percentage of Clients Registered to 31 March 2006 by Type of Qualification (%) compared to Scotland (Census 2001)
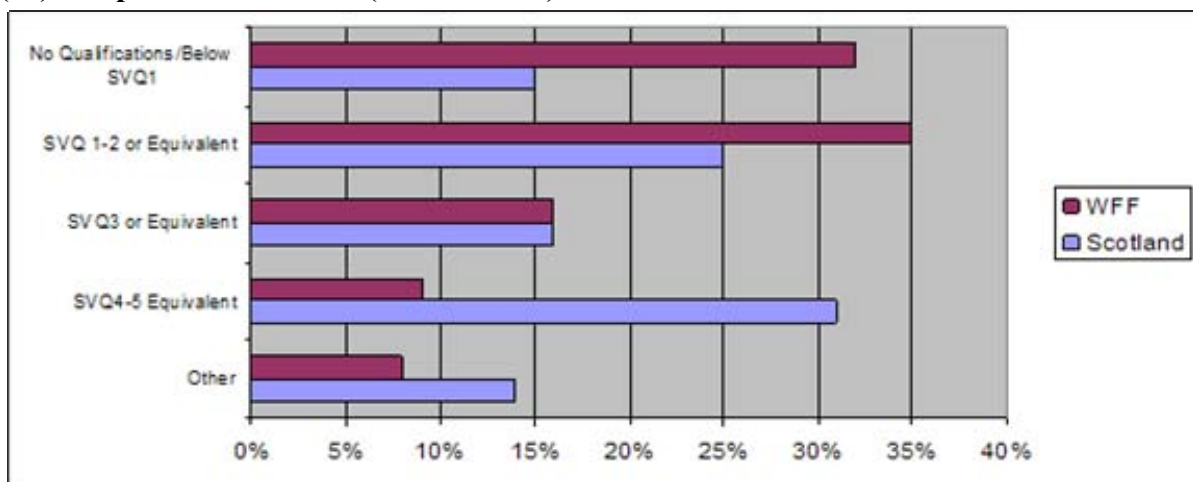
"My goal at the end of all this is to get into support work and what I find with [Project Worker] is she actually supports me ... in what I need to do, what I need to get. I've not got the qualifications, but I've lots of life skills and in-house training and other training I've been on, but I need [a qualification] in Social Care. That's what this three year training course is going to allow me to do." (Bernadette, 40. Lone Parent. Situation before WFF: Unemployed/ Situation after WFF: Doing an SVQ. Children: two 15 years old. Qualifications: No qualifications, now working towards an SVQ.(Glasgow, Guidance Project Mental Health))

- The economic activity of clients was varied: 37% of clients were 'At home, caring for children'; 28% were in employment (either full-time or part-time); 16% said they were registered unemployed (although a large number of these appeared to be in receipt of Income Support rather than Job Seekers Allowance), and; 11% were in training or education (Figure 4.7, below and T4: 4.2).

Figure 4.7: Percentage of Clients Registered to 31 March 2006 by Economic Activity at Registration
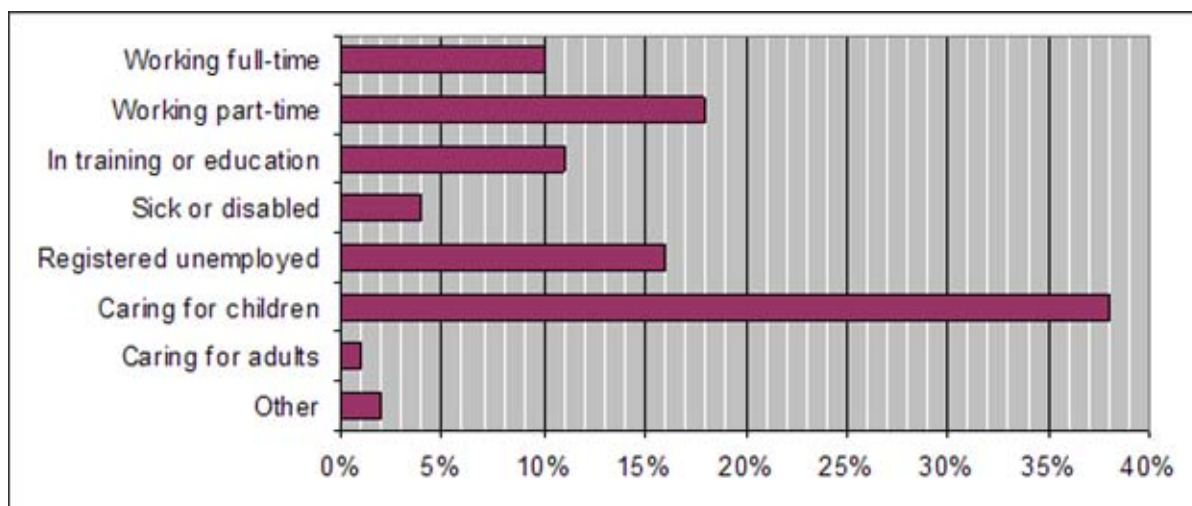
- Many clients lived on a very low household income: 49% of clients either claimed Income Support or their partner/spouse claimed Income Support (T4: 4.5). Relatively few clients or their partners were on Job Seekers Allowance (JSA) (4%) or Incapacity Benefits (IB) (6%). Some 27% were in receipt of the Working Tax Credit, 7% for the childcare element of this benefit and 61% received Child Tax Credit. 3% received Carers Allowance and 5% Disability Living Allowance. In terms of other benefits, the majority of clients received Child Benefit (86%), Housing Benefit (47%) and/or Council Tax Benefit (49%). 2% of clients received no benefits whatsoever.

- The areas with the highest numbers of clients on JSA were East Ayrshire (11%), Dumfries and Galloway (9%) and Highlands (8%). Some 8% or more clients were claiming IB in Highlands, Inverclyde and North Lanarkshire.

The low numbers on JSA and IB suggest that WFF was generally bringing in new groups to the potential labour force, who were not prime targets for many of the national schemes, such as New Deal, to get people back into work.

- Of those who were employed, most earned a low income: 80% earned less than £200 per week take home pay and 33% of clients in earned less than £100 per week (T4: 4.6.4).[31]

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[31] This compares to Scottish averages gross weekly pay (before deductions) of £267.50 for females, but is comparable to the £138.20 gross for part-time females (data from NOMIS).

> *"It's made me feel that there is more to life than just being in the house and stuck on benefits. There is a lot more to life, and I just want to give the bairns [children] a better life. It's going to give me a lot of more independence. I am really looking forward to just working. Working and making my own money, and not being on the benefits. That's what I'd really like to come off, it's the benefits. I just really like to be independent and give something back." (Lucy, 39. Lone Parent. Situation before WFF: unemployed single parent. Situation after WFF: moved into self-employment, coming off benefits. Children: 11, 8 and 7 years old. Qualifications: no qualifications (East Ayrshire, Clients into Work))*

- Of the 72% of clients who were not currently in paid employment, many had not been employed for a considerable time: 78% had not worked in one year or more and 28% had not worked for over 5 years. (T4: 4.7.2).

> *"I had personal experience although I didn't have any qualifications, coming through different issues and barriers myself through my childhood and my parents and things like that. And I wanted to go into that line of work myself, and I thought I'll have to get qualifications, but Emma [project worker – name changed] suggested that I go on the Positive Options for Parents course to build up my confidence because I haven't done anything for ten years or so, I think it was the last time I had a job. So I started that and then just kind of started opening wee doors and ideas and things like that." (Sarah, 28. Lone Parent. Situation before WFF: at home. Situation after WFF: done POP, ILM, SVQ2 Community Development. Children: 8 and 5 years old. Qualifications: no qualifications. (North Lanarkshire, Job Shuttle))*

4.3.4 What were the Differences between Areas?

This section summarises how some of the characteristics of clients in different local authority vary from each other. They illustrate that there were some important variations between local authorities in the types of clients they were recruiting.
(T4: 7.1 to 7.3)

- 21% of clients In East Ayrshire were male, a far higher proportion than the average of 7%, as part of a strategic decision by that local authority. In East Ayrshire there were a number of ex-industrial areas (particularly mining) with a larger proportion of unemployed males. It also appears that these males were often recruited via their partners/wives, some of whom had already registered with WFF.

- East Ayrshire also has an older age profile among their clients (with an average of 33.4 years compared to 30 years). This older age profile was also probably linked to the increased perceptions of disability (7%), the higher than average percentage of older children living in the household (there were more clients whose youngest child was school aged, 5-17 years old, 49% compared to 33% across all authorities) and increased numbers caring for non-child dependents (6% compared to the average of 2%). East Ayrshire was also running a Teen Care project which may account for some of the older age profile of clients and their children.

- As expected, Glasgow had the highest proportion of clients whose main language was not English (8% compared to an average of 3%) as well as fewer clients of 'White British' ethnicity and non-EU Citizens, as this area has a higher number of ethnic minorities and refugees.

- There were large differences in the proportion of lone parents involved in WFF between areas. In West Dunbartonshire, for instance, 88% of clients were lone parents (compared to the average of 72%), while in East Ayrshire 38% of clients were lone parents. These variations were probably linked to different recruitment strategies, projects and partnerships in areas.

- There were some variations between areas in terms of the highest level of qualifications held by clients. In East Ayrshire, for instance, 40% of clients had either no qualifications or only ones below SVQ 1, compared to 19% in North Ayrshire (The average was 32%).

- There were considerable variations between LA areas in the main economic activity of clients at the time of their registration. For instance, in North Lanarkshire 69% of clients were solely caring for children, whereas in Renfrewshire only 8% were drawn from this group (average was 38%). In West Dunbartonshire 40% of clients were registered unemployed compared to only 4% in North Lanarkshire. In North Ayrshire 40% were in employment (either full-time or part-time) whereas in North Lanarkshire only 12% were employed

- Areas with higher numbers of clients whose main activity was caring for children were likely to be reaching more clients who do not normally engage with mainstream services (e.g. Job Centre Plus).

4.4 WHAT DO CLIENTS WANT TO ACHIEVE?

This section describes the main aspirations of clients, the types of jobs clients were seeking and how far they would be willing to commute to a job. Note that this information was only gathered for Sustained Contact Clients, who made up 72% of all clients[32], and therefore was not representative of all Working for Families Clients.

4.4.1 What Clients Would Like to Achieve by Participating in WFF

At Registration, Sustained Contact Clients were asked additional questions to Limited Contact Clients, including what they considered to be the main things they would like to achieve by participating in Working for Families. Clients were able to list up to three main factors (Figure 4.9, below, Table T4:5.1.1-2).

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[32] Clients are registered as either Sustained Contact (SCC) or Limited Contact Clients (LCC). LCCs are judged by project workers to require a limited amount of support from Working for Families, for instance, only sourcing childcare for somebody about to start work in a job they got before joining WFF. SCCs are judged to require more sustained support and/or financial assistance from Working for Families, and will generally be clients who are 'further from the labour market'.

Figure 4.9: Percentage of Clients Registered to 31 March 2006 that indicated One of Three Main Aspirations that they would like to achieve by participating in WFF
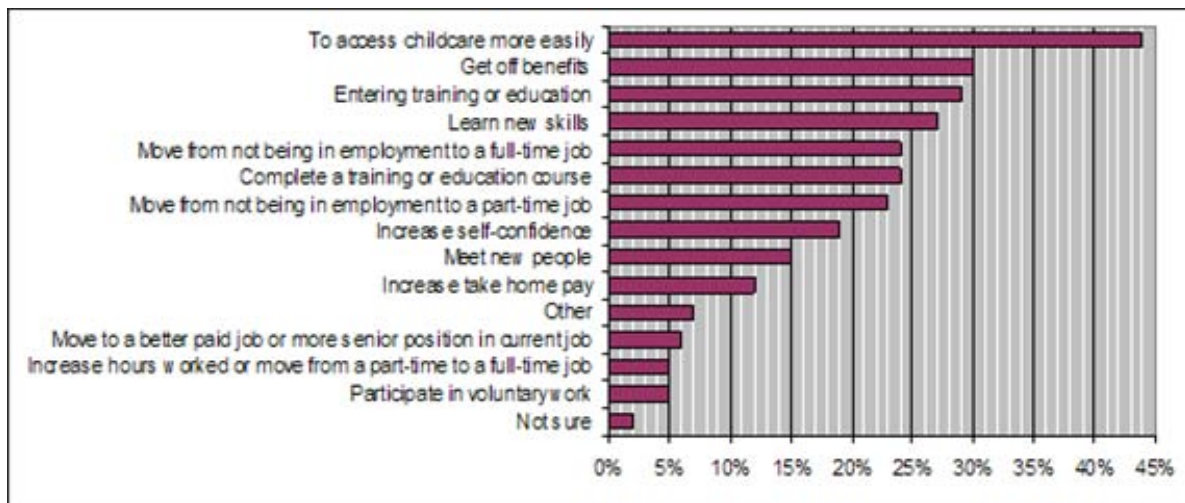
- The most popular responses were to access childcare more easily (44% mentioned this as one of the three main things they would like to achieve), get off benefits (30%), enter training or education (29%) and learn new skills (27%). 24% hoped to move into full-time work, 23% into part-time work and 24% hoped to complete a training or education course.

> *"I think I would like to do more voluntary work and commit myself. I feel like I want to pay back all the support and help I've been given. I don't like living on benefits. This is my first time that I've ever had to. But my way of paying back, well of giving back, is voluntary and support work." (Allison, 42. Lone Parent. Situation before WFF: Unable to work due to alcohol addiction and depression. Situation after WFF: due to commence a self-confidence course for employment. Children: 10 years old. Qualifications: SQ 1-2 (Classroom Assistant) (Glasgow, Guidance Project Mental Health))*

4.4.2 Working Patterns Clients Would Consider

- When considering clients' flexibility, in terms of work times, those who aspired to employment (either full-time or part-time), to increase their hours in employment, or move to a better paid or more senior position, were asked, at Registration, what working patterns they would be willing to consider. The most popular working patterns were daytime shifts (59%) and part-time work between 10 and 30 hours per week (50%). 38% would be willing to consider full-time work of more than 30 hours per week (Table T4: 5.2).

- There were some working patterns that few clients would be willing to consider, including: temporary or fixed term contracts (3%); part-time work of less than 10 hours per week (4%); variable hours (7%); and night shifts (7%). Working either evening shifts, early shifts or weekend shifts were also not popular (with only between 9% and 11% willing to consider these working patterns).

4.4.3 Type of Jobs Clients Would Like to Move Into

- Clients who, at Registration, aspired to move into employment or change jobs were asked what sort of jobs they would like to move to. The most popular job was 'Other personal services' (21%), followed by Childcare (17%) and Administrative and secretarial (15%)(T4: 5.3.1)

- The most popular industry clients would like to work in was 'Health and social work' (25%), with 'Other Services' next most popular (13%) (Table T4: 5.3.2).

4.4.4 Travel to Work Time Clients Would Consider

- Clients who, at Registration, aspired to employment (either full-time or part-time), to increase their hours in employment, or moved to a better paid or more senior position were asked how long they would be willing to travel to and from work on a daily basis (i.e. total time travelling per day).

- 35% of clients would only be prepared to travel up to half an hour per day to work (up to 15 minutes each way), while 48% would be prepared to travel between half an hour and an hour. Only 17% of clients were prepared to travel over on hour each day (over 30 minutes each way) (Table T4: 5.4.1)

- Overall, the average time clients were prepared to travel was 55 minutes there and back. Clients in Renfrewshire were prepared to travel the shortest average time (40 minutes on average). Clients in Dumfries and Galloway were, on average, prepared to spend the most time travelling (82 minutes per day) with clients in East Ayrshire also prepared to spend 77 minutes on average travelling. Both these areas have large rural sections (particularly the former). It may seem surprising that clients in Highlands (the most rural and geographically dispersed of all the 10 areas) were prepared to travel only an average of 53 minutes per day (Table T4: 5.4.2), but this is likely to be because most clients lived in Inverness City.

4.5   BARRIERS TO EMPLOYMENT FACED BY CLIENTS

This section considers the main barriers to work as perceived by clients and progress towards overcoming these.

4.5.1 Main Three Barriers to Employment

- Sustained Contact Clients were asked to indicate, from a list of factors, which (up to three) they considered prevent them from entering or progressing, sustaining or improving employment. A total of 94% of Sustained Contact Clients indicated one or more barriers (Table T4: 6.1.1) and 59% indicated four or more barriers. This suggests that many clients are some distance away from the labour market.

- For analysis the potential barriers are classified into four main types:

    1. ***Opportunities and Skills***, including lack of appropriate jobs (including pay or type of work), discrimination by employers, lack of qualifications, skills, experience or confidence;

2. *Caring Responsibilities*, including caring for children or adults and lack of or cost of childcare services;

3. *Transport*, including lack of private and public transport, cost of public transport and inability to drive; and

4. *Other issues,* including benefits issues, debt/money problems, housing problems, learning disabilities, basic employability skills such as literacy/numeracy difficulties, alcohol/substance abuse, criminal/ police record, physical disability, physical or mental health issues.

- Figure 4.10 (below) shows that, overall,
  - the majority of clients (80%) identified **caring responsibilities** as a major barrier to their movement into or within employment,
  - 71% felt that **opportunities or skills** were a barrier,
  - relatively fewer (33%) indicated that **transport** was problem, and
  - 43% stated they had '**other issues**' preventing them moving into or in employment (Table T4: 6.1.2).

Figure 4.10: Percentage of Clients Registered to 31 March 2006 that indicated one of the following Barriers to Employment
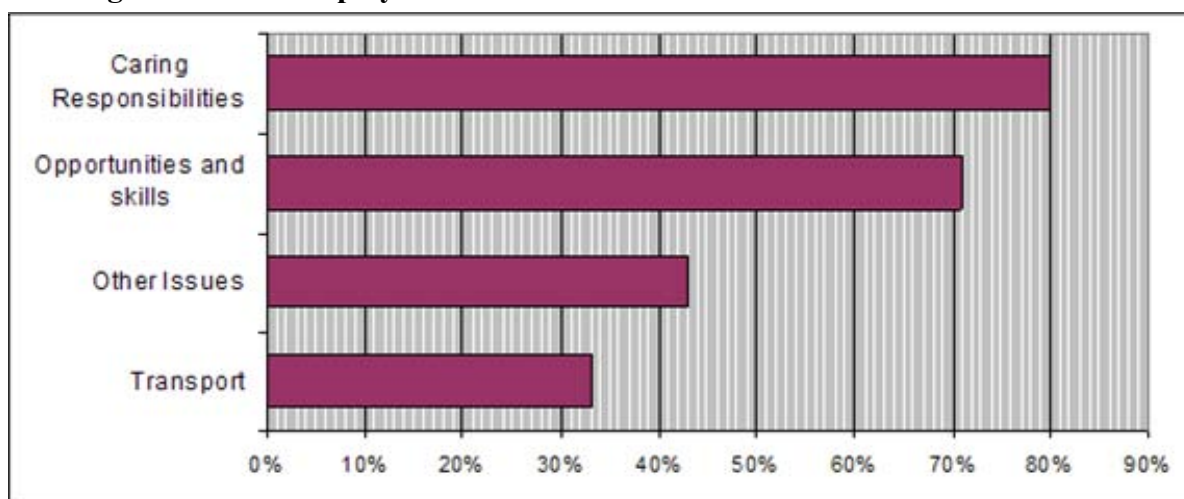
- There were some variations between LA areas in the barriers identified by clients. For instance, transport was an issue for 66% of clients in Dumfries and Galloway and 53% in Highlands but less so in other areas and in particular in Glasgow (19%).

- Lack of Opportunities and skills were felt to be barriers by more clients in Highlands (88%), North Lanarkshire (82%), and Dumfries and Galloway (82%), but less so in Renfrewshire (52%).

- Analysing the 26 detailed barriers that made up the four broad types of barriers confirms that the main barriers to employment identified by Sustained Contact WFF clients were related to *childcare* responsibilities and access and cost of childcare. Specifically, the main barrier to employment was 'Responsibilities for caring for child(ren) (with 69% of Sustained Contact clients mentioning this).

- Lack of qualifications, experience, skills and confidence were the next most cited barriers to clients moving closer to employment (with between 32% and 40% mentioning each of these).

- Inability to drive was mentioned by 26% of clients as a barrier. This was probably not just related to access in rural areas, as some jobs require employees to be able to drive or jobs with unsocial working hours may not have adequate access via public transport.

- Of the 'Other Issues', the most often mentioned were 'Benefit Issues' (20%) and 'Debt and/or money problems' (19%) (Table T4: 6.1.3).

> *"I had been advised from my New Deal advisor to get in touch because I'd debt problems. For a period of ten years I've been a single parent, so obviously trying to make ends meet and match all your needs and your children's needs, I did not have much income or support from my ex-husband. So I gradually declined through the years, slipping into a hole you don't realise you are going into, and really, it was getting really stressful." (Anne, 44. Lone parent. Current Situation: Caring for her children and doing an HNC course at university (which she has had to stop recently). Two children: 15 and 16 years old. Qualifications: Highers and an NC. (Inverclyde, Money/Debt Advisors)).*

- The average (mean) number of barriers identified by Sustained Contact Clients was broken down by type and for each area.[33] The two areas where clients report the highest number of barriers were the only two largely rural areas in Phase 1 WFF (Tables T4: 6.1.4.1 to T4: 6.1.4.5). Overall, clients in Dumfries and Galloway reported the highest number of barriers with an average of 6 (compared to the overall average across all areas of 4.5), followed by Highlands (5.9) and North Lanarkshire (5.5). The fewest average number of barriers was reported in North Ayrshire (average 3.6), although this was still a significant level of multiple barriers.

4.5.2 Progress towards Overcoming Barriers

- At the six-month review stage, clients were asked to update their views of the barriers they faced. Table 4.4 (below) shows the numbers and proportions of clients who indicated that they faced particular barriers to entering employment at the Six-Month Review stage. This table also shows, for each potential barrier, the proportion of clients who stated that while this was still an issue, they felt that it was less of an issue at the point of the Six-Month Review than when they registered.[34] (Tables T5: 5.4.6.1 to T5: 5.4.6.4).

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[33] Tables 6.1.5.1 to 6.1.5.3 present a breakdown of the *proportion* of clients mentioning the 26 barriers by area.
[34] As the numbers of clients with barriers are relatively small, these data must be treated as illustrative only. Also, non-responses are indistinguishable from 'no barriers'.

Table 4.4: Barriers to Work: Latest Six-Month Review for Clients

Opportunities and Skills	No/Non-response	Yes	Of those for whom this was an issue, it is less so now
Lack of the sort of jobs that I am looking for	1166 (84%)	221 (16%)	88 (40%)
Lack of well enough paid jobs	1214 (88%)	173 (12%)	41 (24%)
Discrimination by employers	1336 (96%)	51 (4%)	27 (53%)
Lack of qualifications	1034 (75%)	353 (25%)	186 (53%)
Lack of skills	1005 (73%)	382 (27%)	247 (65%)
Lack of experience	1030 (74%)	357 (26%)	212 (59%)
Lack of confidence	1011 (73%)	376 (27%)	282 (75%)
Caring Responsibilities			
Responsibility for caring for child (ren)	721 (52%)	666 (48%)	381 (57%)
Responsibility for caring for adults	1370 (99%)	17 (1%)	7 (41%)
Lack of childcare services	895 (65%)	492 (35%)	380 (77%)
Cost of childcare services	847 (61%)	540 (39%)	348 (64%)
Transport			
Lack of private transport	1299 (94%)	88 (6%)	20 (23%)
Lack of public transport	1326 (96%)	61 (4%)	18 (30%)
Cost of public transport	1314 (95%)	73 (5%)	18 (25%)
Inability to drive	1213 (88%)	174 (13%)	35 (20%)
Other Issues			
Benefit issues	1201 (87%)	186 (13%)	115 (62%)
Debt and/or money problems	1221 (88%)	166 (12%)	94 (57%)
Housing problems	1308 (94%)	79 (6%)	42 (53%)
Learning disabilities	1371 (99%)	16 (1%)	8 (50%)
Literacy difficulties	1354 (98%)	33 (2%)	18 (55%)
Numeracy difficulties	1369 (99%)	18 (1%)	10 (56%)
Alcohol/substance abuse	1350 (97%)	37 (3%)	31 (84%)
Criminal/police record	1375 (99%)	12 (1%)	7 (58%)
Physical disability	1362 (98%)	25 (2%)	5 (20%)
Physical health	1337 (96%)	50 (4%)	17 (34%)
Mental health	1303 (94%)	84 (6%)	57 (68%)

Notes to table Total N=1387

- In terms of improvements, clients generally reported that all the barriers were less of an issue at the Six-Month Review point than at Registration, with over 50% stating this was the case with Lack of Qualifications, Skills, Experience or Confidence.

- This was particularly high for Lack of Confidence with 75% stating this was less of an issue than at Registration.

- Responsibilities for childcare and issues relating to childcare services were also perceived as less of an issue for over 57% of clients and, in particular, 77% felt Lack of Childcare Services was less of an issue.

- Between 20% and 30% of clients who stated one of the transport barriers now said these were less of a problem.

- Over 56% of clients who stated either Benefit or debt as an issue, stated these were less of an issue. Other barriers also saw high proportions of clients feeling these were less of an issue, although relatively few saw these as barriers in the first instance.

- Improvements made by clients in reducing these barriers, with evidence elsewhere in this report, suggest that the holistic approach of WFF was successful in addressing the varied need of a large number of clients.

> *"I didn't know what I wanted to do when I first went to [the WFF Project Worker]. I suffered from depression and I just thought basically, I'm useless, I've not worked for 18 years and I cannot do anything, I've been looking after the kids and my gran. But they give you the confidence to see that I've been there for my man, my parents, my gran. She told me things that I could do, like I make curtains, so she is like there is something else you can do. She put me in contact with the computer course. First when I went to the child project it was scary because I did not know anybody but I got on brilliant with people, we had a good laugh. It just felt good getting up in the morning, it's just so different from being stuck in the house. I would like eventually to come off my benefits, eventually work, in something to do with kids." (Susan, 38. Living with Spouse/Partner. Situation before WFF: Unemployed, at home caring for children and grandchild. Situation after WFF: doing Voluntary Work at Child Safety Project. Children: 18, 13 and 10 years old. Qualifications: 'I thought I had no qualifications'. (Glasgow, Guidance Project Mental Health))*

KEY POINTS – CLIENT DATA

As this section has illustrated, the vast majority of WFF clients were drawn from the target groups:

Lone parents (pre-New Deal) -
- The majority of WFF clients were female (93%) or lone parents (72%).
- The children of clients were relatively young: 95% of clients had one or more children aged under 12 years living in the household and 48% had a child aged under 3 years old (a much higher percentage than the Scottish average).

Parents who were on low incomes -
- 61% lived in households were nobody was in paid employment.
- Many clients lived on a very low household income: 48% either claimed Income Support or their partner/spouse claimed Income Support.
- The weekly income of those in employment was low: 80% earned under £200 take home pay and 33% of clients in earned under £100.
- The economic activity of clients when they first registered for WFF was varied: 37% of clients were 'at home, caring for children'; 28% were in employment (either full-time or part-time); 16% were registered unemployed, and; 11% were in training or education.

Particularly disadvantaged parents -
- WFF clients had low levels of qualifications compared to the Scottish average: 67% of clients had qualifications equivalent to SVQ Level 2 or lower – 32% of clients had either no qualifications or qualifications below SVQ Level 1 (compared to under 15% in Scotland).

- Most of those not currently in paid employment had not been employed for a considerable time: 78% had not worked in one year or more and 28% had not worked for over 5 years.
- A significant proportion indicated at least one of a number additional stresses, e.g. mental or physical health problems, disabilities, debt or money issues, housing problem, criminal record etc.
- A small minority had additional care responsibilities: 10% indicated that they had a child with disabilities or with chronic or severe health problems; 2% cared for other non-child dependents (e.g. parents; partners or other relatives)
- The local authority areas where WFF was delivered had high levels of multiple deprivation according to the Scottish Index of Multiple Deprivation. Six Local authorities had more deprived data zones than the average, and the two rural areas had around a third of Scotland's most deprived data zones in terms of accessibility. A high proportion of the clients of WFF came from the most disadvantaged areas.

CHAPTER FIVE   OUTCOMES AND ANALYSIS

5.1   INTRODUCTION

This section considers the progress that WFF clients have made towards work, training or education, i.e. the outcomes they experienced. Further information is in Technical Annex T5.

The indicators of progress towards employment, training or education used in Working for Families were one set of 'hard' outcomes and two measures of 'softer outcomes':

a) *'Hard' Outcomes/Transitions* - whether the person went into employment, education, training, improved their job etc. Based on the forms completed when a client achieved one of these outcomes.[35]

b) *Intermediate Activities* - activities such as participating in a substantial non-accredited short course, that progresses them towards employment etc., but is not significant enough to be counted as a 'hard' outcome, based on information collected on the Monthly Monitoring forms.[36]

c) *Other Soft Outcomes: Improved Employability* - including distance travelled towards employment, education or training through improving their confidence. This is measured through changes in the qualitative employability Likert scales (which reflect clients' views of their confidence etc.) - i.e. a 1 to 10 scale where 10 is the highest level. Collected in the Registration and Six-Month Review forms, which all clients should fill out.

5.2   CLIENT OUTCOMES

In total, just under half (49% or 2869) of all clients during Phase 1 had achieved an identified outcome, improving their employability and making progress towards sustained employment, training or education, by 31 March 2006 (and many of the others achieved outcomes after that date).[37]

- 41% of all clients achieved 'hard' Outcomes/Transitions - i.e. a Transition of moving into full- or part-time employment; improving or sustaining employment; or entering or completing education or accredited training courses lasting 6 months or more. Of these 19% (472 people) moved into a full-time job and 24% (568) in a part-time job, 13% (324) sustained employment (e.g. were able to continue in current employment having faced a recent 'crisis' which threatened this employment), 10% (247) improved employment or achieved another employment-related outcome (including 3% who reduced their hours)

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[35] The term Transition is called a 'Key' Transition in the Quarterly reports. This identifies the 'highest' transition a client achieves if they have had more than one Transition (see below).

[36] In the Phase 2 evaluation, Intermediate Activities are defined as 20 hours of training etc. and are measured systematically. Intermediate Activities should improve the skills/employability of a client to a meaningful extent and include: work placement; non-accredited training/education; accredited training; voluntary activity; and other (which includes specified other skills such as key work skills; attitudinal skills; personal skills; practical skills: driving lessons, interview skills etc.). The main focus of Phase 1 was on 'hard' outcomes.

[37] Note that no specific targets for outcomes were set for Phase 1, as, due to the slightly different nature of the programme in each area, the early estimates in local authority proposal documents were only considered as indicative and so were not gathered in a consistent manner into an overall total.

and 34% (810) entered/completed or sustained education or accredited training of a least 6 months duration.

- 5% achieved progress through participating in 'intermediate activities' such as voluntary work, non-accredited training, on-the-job training, work placements etc., although they had not achieved a Transition;[38]

- A further 3% of clients recorded progress by improvements in their employability skills and characteristics, such as confidence, measured on a series of Likert Scales,[39] at their six month review, although they had not achieved a Transition.

- 24% had only registered for WFF during the last six months and in many cases little or no progress would be expected.

- Around a quarter (27%) had made no significant recorded progress towards work. This may partly reflect the distance of many clients from being able to take up or progress towards work.

Figure 5.1: Outcomes for WFF clients

No significant Outcome yet, 1560, 27%

'Hard' Transition, 2421, 41%

Recently Registered (No Outcome expected yet), 1379, 24%

Intermediate Activity, 295, 5%

Improved Employability, 153, 3%

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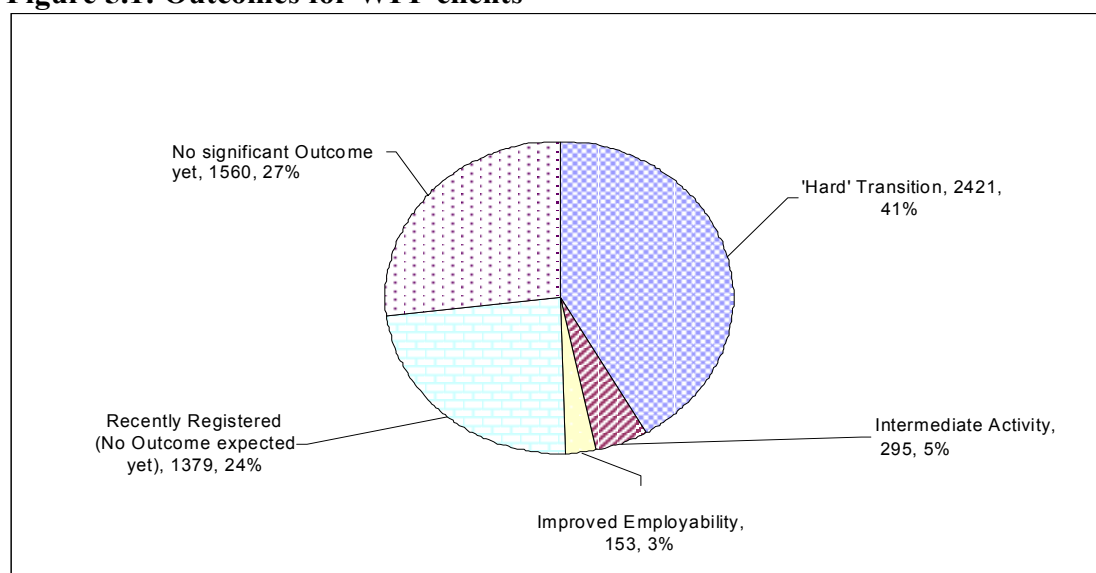
[38] Note that figures for this activity are likely to be below the actual level of activity undertaken, since completion of the monthly monitoring form where these were recorded was not mandatory in Phase 1 due to a primary focus on 'hard' outcomes.

[39] Improvements in employability were measured by responses to a series of 10-point Likert scales completed at the initial registration with WFF and again 6 months after registration. Three scales from the original forms were included in order to measure these improvements in employability: 'How would you rate your job skills (in relation to the type of work you are looking for or would like to do?); 'How confident are you when meeting new people?'; and, 'If you are not currently in work, how confident do you feel about starting work'. An improvement was registered if a client indicated a positive improvement on one or more of these scales.

5.3 "HARD" OUTCOMES/TRANSITIONS

5.3.1 Measurement of 'Hard' Outcomes/Transitions

'Hard' Outcomes/Transitions could be recorded for the same client at **different** points in time, and more than one Transition could be recorded at the **same** point in time, as appropriate (for instance, someone moving into part-time employment and beginning a training course at the same time). Note that the WFF target to increase the numbers of parents moving into or towards employment relates to the numbers of clients not the number of Transitions experienced.

For the purpose of this evaluation, where a client had experienced Transitions at more than one point in time, only *one Transition* was included. The 'Hard' Outcome/Transition included was the **highest** level of Transition based upon a ranking reflecting the broad objectives of WFF. The order of priority used for ranking Transitions was as follows:

- Into full-time job;
- Into part-time job;
- Sustained employment or other activity (i.e. sustained after a period of crisis where employment was at risk);
- Improved employment or other employment (increased hours, pay, promotion, self-employment, temporary/seasonal employment);
- Entered/completed education or training (accredited or of at least 6 months duration);
- Reduced employment (reduced hours, pay, demotion which may or may not be through the clients' own choice etc.);
- Other Transition

  Hence moving into work was 'higher' than, say, entering education or reducing employment. It was necessary to assign an order to Transitions so that the data can be analysed by the number of clients who have experienced Transitions (and not just the number of Transitions). However, it was recognised that, at a given point in time, an individual client reducing employment may, for instance, be a more appropriate course of action. Transitions are not intended to reflect a value judgement on any specific choice.[40]

- Three-quarters of clients who experienced a Transition, experienced one Transition, but nearly a quarter (24%) had experienced a Transition at more than one point in time. This was indicative of strong client attachment to the WFF programme and a commitment to continue towards enhanced outcomes (Table T5: 5.3.2.2).

- Overall, there was an average (mean) of 89 days between initial client registration and first Transition (Table T5: 5.3.2.4). The shortest average length occurred in Dundee with an average of 57 days. In Glasgow, the average was 60 days. The longest time was

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[40] In addition, data collected on the monthly monitoring forms for clients has been analysed and taken into account when assigning a Transition. Where clients indicated either participation in (a) Accredited training or education, or (b) Other training (non-accredited, Intermediate Labour Market programme, on-the-job training, work placement and unspecified), these were included in the calculations). The additional data are shown in Appendix Table T5: 5.3.3.2 (Clients indicating Additional Training Activity on the Monthly Monitoring Form (added to Transition), by Area). However, since many of these clients had already recorded a 'higher' Transition, only 191 clients were eventually added (see note in Annex T5). Note that monthly monitoring was not mandatory and the figures may not be representative of the actual level of other activity undertaken.

recorded by clients in Dumfries and Galloway, with an average of 178 days between initial registration and the first Transition. These variations may be related to different types of clients recruited between areas, i.e. some clients being 'further away from the labour market', for instance, Dundee had the shortest time to Transition but also had a much higher proportion of Limited Contact Clients that all other areas.

> *"I wanted help in getting back to work. After having my children I was going through post natal depression, and she [the Parent Champion] helped me… it was her who helped me to go back into work. She has been a great encouragement. You know after being at home looking after your kids your confidence goes a bit… and she gave me the insight for going back in to work." (Emma, 42. Living with Partner/Spouse. Situation before WFF: Caring for her children. Situation after WFF: Relief work. Children: 19, 14, 12 and 3 years old. Left school at 16 with 2 O Grades. (Highlands, Parent Champion, Easter Ross))*

- There were some differences between LA areas in the nature of the latest Transitions recorded for clients. For instance, a higher proportion of clients in Dundee (75%) entered employment (either full-time or part-time) whereas 30% or less of clients in Ayrshire and Renfrewshire entered employment. A number of areas did not appear to be systematically recording sustained employment for clients.[41] Although of those that were, 33% of clients in North Ayrshire recorded this as the Key Outcome, 17% in Renfrewshire and 16% in Glasgow. Improving employment was recorded as the Transition for 23% of clients in East Ayrshire, the highest in any area.

- Entering or completing education or training was the Transition for 40% or more of clients in Highlands, Inverclyde and Renfrewshire, although only for 13% in Dundee.

5.3.2 Economic Activity by 'Hard' Outcome/Transition

Clients were asked for their economic status at both point of Registration and at their point of Transition. Note that only clients registered up to 30 September 2005 were included because these clients have had a reasonable amount of time (at least 6 months) to achieve a Transition. Table 5.3.1, (below) shows the change in the numbers of clients according to economic status, i.e. the economic activity of clients recorded at Registration (up to 31 March 2006) against the Transitions (up to 31 March 2006) achieved.

- This shows that there were a number of clients in full-time and part-time employment who were recorded as moving into full-time and part-time job as their Transition. This suggests that they changed employment. For further analysis of this records have been recoded so that clients in full-time work who were recorded moving into a full-time job and those in part-time work moving into a part-time job were recorded as 'Sustained Employment'.[42] Clients in a full-time job who move into a part-time job were recorded as 'Reduced Employment' and clients in a part-time job who move into a full-time job as 'Improved Employment' (also in T5: 5.3.4B).

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[41] Sustaining activity was only identified as a valid outcome later during WFF Phase 1, therefore the numbers recording this would be relatively low.

[42] One cannot be certain of this interpretation, but this seems most likely since 'Sustained Employment' was not a separate category and these clients should have been recorded under 'Other' for later re-coding. Some Project Workers may have been allocating this category incorrectly.

Table 5.3.1: Economic Activity at Point of Registration (up to 31 March 2006) by Transition (up to 31 March 2006)

Economic Activity at Point of Registration	Economic Activity at Transition						Total
	Into a full-time job	Into a part-time job	Sustained employ-Ment	Improved employ-ment or other	Entered/ completed/ sustained training or education	Reduced employment or other	
Full-time work	45 (19%)	16 (7%)	107 (44%)	38 (16%)	23 (9%)	12 (5%)	241 (100%)
Part-time work	38 (9%)	76 (17%)	153 (35%)	82 (19%)	72 (16%)	21 (5%)	442 (100%)
Training/education	35 (12%)	49 (17%)	15 (5%)	9 (3%)	166 (59%)	8 (3%)	282 (100%)
Sick/disabled	10 (13%)	11 (15%)	3 (4%)	2 (3%)	47 (63%)	2 (3%)	75 (100%)
Registered unemployed	94 (24%)	123 (32%)	17 (4%)	12 (3%)	130 (33%)	14 (4%)	390 (100%)
Caring for Children	229 (26%)	269 (30%)	18 (2%)	26 (3%)	340 (38%)	13 (1%)	895 (100%)
Caring for Adults	3 (11%)	8 (31%)	1 (4%)	1 (4%)	13 (50%)	0	26 (100%)
Other	9 (19%)	7 (15%)	10 (21%)	3 (6%)	17 (35%)	2 (4%)	48 (100%)
Total	463 (19%)	559 (23%)	324 (14%)	173 (7%)	808 (34%)	72 (3%)	2399 (100%)

Notes: Missing=22
This table includes clients who did not agree to confidentiality

- The numbers in employment and in training or education have gone up by 492 and 206 clients respectively, whereas the numbers of clients who were registered unemployed or caring for adults or children has gone down by 193 and 548 clients respectively following a Transition. There was a small drop in the number of clients registered sick or disabled (down by 31 clients). These figures exclude those clients who did not make a Transition (Table T5: 5.3.4A).

- Also around 10% of those in full-time and part-time jobs, did not record an outcome, but were likely to have been in sustained employment.

5.3.3 Types of 'Hard' Outcome/Transition – Further Details

Clients who moved into employment, education or voluntary work, and clients who completed education or training or left education or training, were asked for further details of these activities. These are reported below:

Transition into Employment

- The most common occupations into which WFF clients moved was Sales and Customer Services (30%), followed by Other Personal Services (20%) and Administration and Secretarial (20%). Some 8% of clients moved into childcare occupations (Tables T5: 5.3.5.1A and T5: 5.3.5.1B).

- Unsurprisingly, the most common industries which WFF clients moved into were wholesale, retail trades and repairs (21%) and Health and social work (20%). Some 14% also moved into Other Services. Many service industries were exhibiting employment growth, usually with a higher proportion of female employees and part-time jobs.

- 42% of clients moving into employment recorded that their average hours were 30 or more per week. 39% recorded their hours as being less than 30, but more than 17 per week and 19% working up to 16 hours per week (Table T5: 5.3.5.1C).

> *"Sometimes it is hard work [being self-employed]. It's not physical it's a lot mentally [...]. But everyone is adjusting, because it's what I always wanted, because when I left school I went for interviews to be a nanny ... I wanted to do it all my life and I am actually doing it now, but as I said I cannot thank WFF enough." (Rachel, 39. Living with Partner/Spouse. Situation before WFF: working in the Co-op. Situation after WFF: moved into full time self-employment - childminding. Child: 7 years old. Qualifications: none. (East Ayrshire, WMA))*

- In terms of the average weekly take home pay for these clients, over half (52%) reported earning weekly take home pay of between £100 and £199. Some 27% earned a low amount of less than £100 per week, and only 21% earned £200 or more per week (Table T5: 5.3.5.1D). The average (mean) weekly take home pay for clients moving into part-time or full-time employment was £144.73 with the highest average pay recorded in East Ayrshire at £174 per week and the lowest in Dumfries and Galloway at £113 (Table T5: 5.3.5.1E). Clients moving into part-time employment (less than 30 hours per week) recorded a mean average weekly take home pay of £110.30 per week compared to £187.15 per week for those moving into full-time work (30 hours or more per week) (Table T5: 5.3.5.1F). These figures tend to be fairly far below the mean average wages for each LA of around £280 take home (£360 gross) per week (see Annex T3 Table 5), although exact figures will vary individually and are not exactly comparable (e.g. some take home pay reported may be after pension deductions and so may gross be worth more in some cases or conversely some gross pay may have allowable deductions which may increase average net pay). However, given the relatively low levels of employability of many clients, e.g. lack of recent experience and skills etc., it is unsurprising that they enter lower paid jobs compared to local averages. What may be more important is the likelihood of career and pay promotions (and increased lifetime earnings) after people have entered employment.

Some Factors Associated with making a Transition to Full-time Employment

Statistical analysis was carried out on the data to identify what factors were associated with clients having a work related Key Transition (part- or full-time job or retaining employment) and this will be extended in the Phase 2 evaluation. The results indicate that:

Factors that were more likely to be associated with a client being more likely to get a full-time job were:
- Having ANY qualifications (including below SVQ 1, SVQ 1-4 or Degree level) – which corresponds with much of the literature on employability.
- Having an aspiration for a full- or part-time job or to improve their work at registration, as the person was well motivated (so this suggests that the Registration form aspirations may be a useful predictor of success in this case).
- Having relatively high scores on the employability measures of job confidence and on child care issues (which suggests that the employability measures at Registration may be a useful predictor).

Factors that were less likely to be associated with a client getting a full-time job were:
- Having no qualifications.
- Having a larger number of children.
- Being on an education course, as you would not be available for work immediately.
- Caring for other (adult) dependents.
- Having been out of work for a long time.

There were some differences between Glasgow and other areas with Qualifications not being significantly associated with getting a full-time job in the city (perhaps due to the greater availability of entry level jobs there). Having more children appears to limit short term moves into full-time work, but this does not appear to be the case for part-time jobs. Older clients were more likely to go into part-time work and less likely to go into education or training in LAs other than Glasgow (age having no significant effect in Glasgow). In Glasgow older clients were less likely to undergo sustained employment.

When the LAs, except Glasgow, were looked at then the older the person was the longer it took them to undergo a Transition, while in Glasgow, age did not appear to influence the time to transition. In Glasgow, clients who perceive Benefits to be a barrier take longer to make a Transition.

The limited timescale for most projects to actually be operating, plus the time it takes many (especially those furthest from employment) to achieve a transition or 'hard' outcome means that these results are only indicative and further analysis is required after the projects have been running longer. The results suggest that initial indications in terms of aspirations and barriers may be reasonably good indicators of likely transition into full-time employment in the short term. They also indicate: the importance of a combination of types of support that are required to improve the employability and outcomes of individual clients; the varying importance of different barriers; and the variations across LAs.

As expected, the evidence suggests that clients that were less likely to move into employment have poor qualifications, low employability skills and significant barriers. So within the disadvantaged group that WFF clients represent there were still many particularly disadvantaged people. This should not imply that WFF clients should not be supported, but rather than further targeted long-term support is needed for some clients.

Transition into Education or Training

Clients who moved into education or training since registering with WFF were asked to specify the qualifications which were being studied. 47% of clients moved into courses that were recognisably accredited, with the majority moving into SVQ Level 3 or equivalent (31%). However, 40% of clients moved into courses which were not part of the formal Scottish Qualifications framework, for instance, short vocational and personal development courses, such as the European Computer Driving Licence (ECDL).

Some factors associated with a client being less likely to get into education or long-term training were: having relatively low scores on the employability measures of job confidence; living in a more deprived area (as measured by the Scottish index of multiple deprivation).

"That was the way I felt 'cos I was on my own since I've split with my partner and I was looking after my son on my own, practically on my own even when I was with him. And I thought to myself, I should just look after my child, but I thought to myself 'no, I want to do some training' 'cos all the qualifications I've got are out of date. I need to get new up–to-date qualifications and through Childcare Buddies I am actually able to do that. I am actually going to do the ECDL. So it is great, really is. And they are all my friends as well." (Annemarie, 32. Lone Parent. Situation before WFF: Unemployed – unable to work due to sickness and disability - caring for her children. Situation after WFF: moved into a training course. Child: 2 years old. Qualifications: HNC in Office and Secretarial Studies. (Renfrewshire, Childcare Access Fund))

5.4   SIX MONTH FOLLOW-UP

5.4.1 In order to ascertain how far clients staying with WFF 6 months or more had progressed, a six-month review was completed for Sustained Contact clients. A total of 1642 Six-Month Reviews were completed by 31 March 2006 (T5: 5.4.1.1).

5.4.1 Training and Job Search

- Figure 5.2 (below) shows that 34% of clients completing the Six-Month Review had undertaken some form of training activity in the last 6 months. Of these, 79% had spent more time in training than before joining Working for Families, so the programme appears to have helped them increase their amount of training (Table T5: 5.4.3.1 & Table T5: 5.4.3.2).

Figure 5.2: Clients Who Have Undertaken Any Training Activities in the Last Six Months & of those who have done so Change in Time spend in Training and/or Education
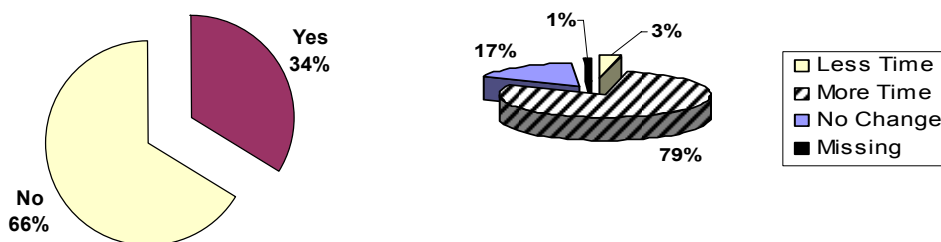
- Figure 5.3 (below) shows that 22% of clients had applied for jobs in the last 6 months and of those, 85% had made more job applications since registering with Working for Families (Table T5: 5.4.3.3 & Table T5: 5.4.3.4), so again, for these clients actively seeking jobs, WFF was linked to making more applications.

Figure 5.3: Clients Registered to 31 March 2006 Who have Applied for Any Jobs in the Last Six Months & of those who have done so Change in Making Applications in the Last 6 Months
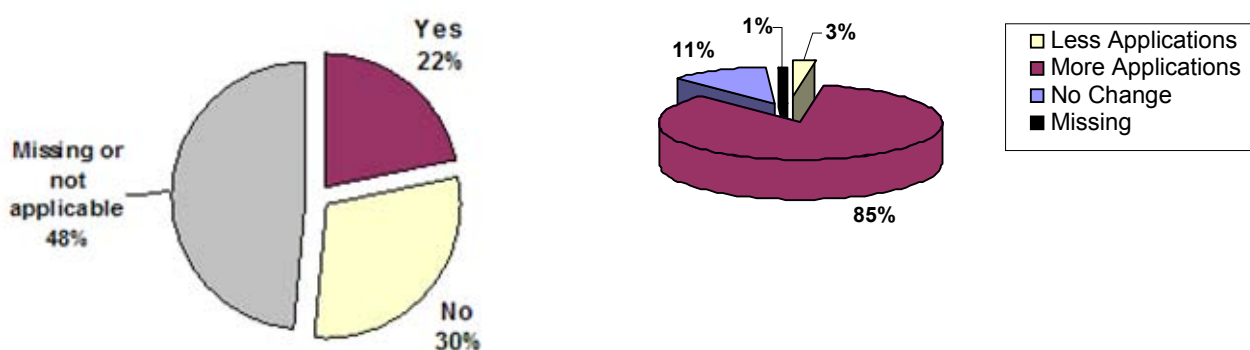
5.5   DISTANCE TRAVELLED – EMPLOYABILITY MEASURES

In addition to measuring 'hard' outcome indicators eight 10-point Likert scale questions were designed in order to measure 'soft' outcomes, i.e. client progress, particularly where no 'hard' outcomes had yet been achieved. These 'employability' measures asked clients' about their confidence, job skills, benefits and childcare issues and give an indication of their 'distance travelled' towards work, education or training.

Scores at Registration

The average score on each of the employability measures across all areas at their Registration lies between 1 and 10, with 1 indicating the poorest score and 10 the most positive. The lower scores were recorded on access to informal childcare, organising and knowledge of childcare services for children and knowledge of benefits (all scoring a mean average of less than 5) indicating that, in general, clients felt less able or confident about these aspects. However, they did feel fairly confident about the quality of local childcare services (over 7). On average, clients seemed moderately confident of their employability skills in terms of meeting new people, job skills and confidence about starting work (each scoring between 6 and 7) (Table T5: 5.4.4.2).

Scores at Six-Month Review

A key purpose of the Six-Month Review was to track changes in clients' progress where no 'hard' outcomes have occurred (e.g. Transitions). In order to measure progress, clients' scores on each Likert Scale in the latest Six-Month Review was subtracted from clients' scores recorded at the registration stage. This gives a figure which represents movement (either positive or negative) on each scale. Figure 5.4 (below) show the mean average score change between Registration and Six-Month.[43]

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[43] Note that the client scores for each individual are linked at Registration and Six-Month (so the figures reflect the sum of changes for individuals and not simply the change in the average scores for all clients) (Table T5: 5.4.4.3).

- The mean average score for the scales varies between +0.53 to +1.99 which indicates a positive movement on all of the scales (i.e. this shows that clients have made progress towards increased employability as measured here).

- In particular improvements were noted in relation to **childcare**, with ease of organizing childcare (+1.99) and awareness of childcare services (+1.68) rising considerably as expected in a programme such as WFF.

- Increases in **awareness about Benefits** was also quite high, as many projects provided advice and support in this area.

- The smallest absolute increase was experienced in ability of friends and families to help with looking after children (+0.53), but again this was as expected. Various **confidence measures** all showed a reasonable increase, particularly increased confidence in knowledge of the benefits entitled to (+1.37) and in how a clients' job skills were rated (+0.99).

Figure 5.4: Change on Employability Measures: For Clients Registered to 30 September 2005 who Completed a Six-Month Review – Change in Average Score between Registration and at Six-Month Review
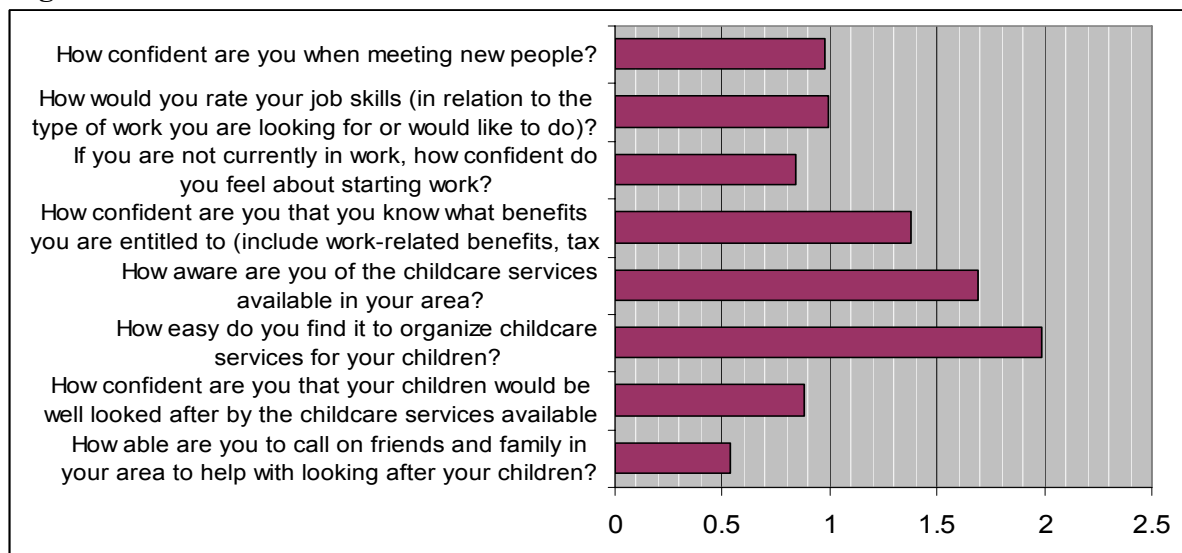
Notes to figures Scale ranges from 1-10 (1 being lowest, 10 being highest)

> *"I started off with the confidence building course as well. I really enjoyed it. I was looking forward to coming to it every week. The first week I was a bag of nerves but after four weeks, after that we were looking forward to it." (Catherine, 39. Living with Partner/Spouse. Situation before WFF: working part-time. Situation after WFF: moved into full time self-employment. Children: 19 and 15 years old. Qualifications: none (East Ayrshire, Clients into Work))*

However, it is important to note that because relevant data must be available on both forms, and because clients not consenting to confidentiality or who indicated 'not applicable' were excluded, total numbers of clients for which a movement was recorded was smaller than the numbers completing a six-month review (See Table T5: 5.4.4.3).

> *"It was really good to make new links and contacts because community work is small area around here. You never know when you're going to see these people again because next time you see these people maybe they're interviewing you for a job." (Helen, 26. Female. Lone Parent. Situation prior to WFF: Working as a Community Animator. Situation now: HNC student. Child: 8 years old. Qualifications: SVQII and III. (Rosemount HNC Pilot))*

5.6   USE OF FORMAL AND INFORMAL CHILDCARE

On the Registration Form, clients were asked to indicate if they used various forms of childcare during a typical week. This question was repeated on the Transitions Form and the Six-Month Review in order see if there were any changes to their use of childcare (excluding Mother and Toddler groups). Figure 5.5 below shows the numbers and proportions of clients at point of Registration who responded that they used some form of formal or informal childcare (informal care usually provided by family, friends and neighbours)(see Table T5: 5.5.1).[44]

- Overall, a higher proportion of clients used formal childcare (28%) compared to informal childcare (20%), although 55% did not respond (or had not used any childcare). There were notable differences between areas. For instance, use of formal childcare was particularly high in Renfrewshire (39%). In Inverclyde there was a particularly high reliance on informal care with 35% of clients using this compared to only 22% using formal childcare.

- Comparing clients' use of childcare at Registration and at the Transition (Tables T5: 5.5.1 and T5: 5.5.2), WFF clients greatly increased their use of formal childcare (around doubling it from 28% at Registration to 59% at the point of their Transition), while less informal childcare was used (12% at Transition compared to 20% at Registration). 30% of clients at the Transitions point did not respond, or else used no childcare, compared to 55% at Registration. These comparisons were based on the overall data and not on linked client data (i.e. they compare the total figures at each point and were not based on comparing the figures for each individual). The data suggest that clients making positive moves towards work (as was the case in nearly all Transitions) have significantly changed their childcare arrangements towards a greater use of formal childcare.

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[44] Note, however, that these figures need to be treated with some caution since a non-response is indistinguishable from clients who use no childcare (although the latter is likely to be extremely small given the nature of WFF support). It is currently not possible to ascertain from the data the actual levels of non-response.

Figure 5.5: Clients Registered to 31 March 2006 by Formal and Informal Childcare Used at the Registration point and at the Transition point (%)
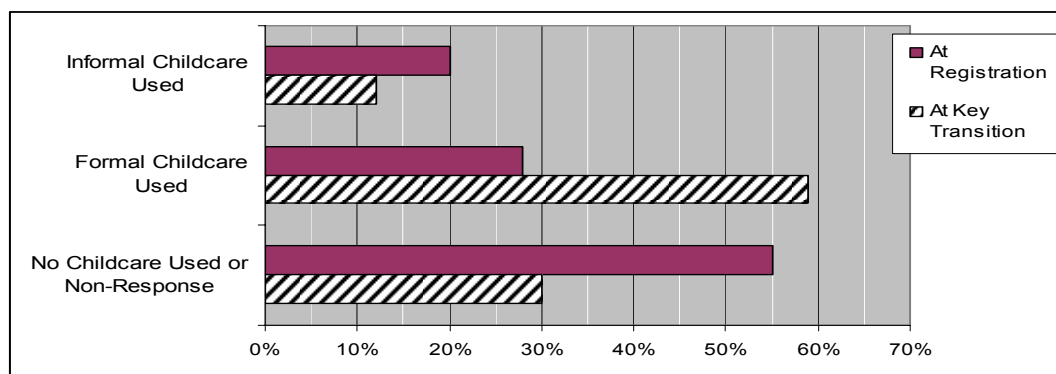
Clients' Use of Childcare at Registration can also be compared with the use of childcare the Six-Month Review point (also see Tables T5: 5.5.1 and T5: 5.5.3). Use of formal childcare appears to be higher at Six-Month Review than Registration (38% compared to 28%), although not as high as at the Transitions point (59%). This was probably because more clients achieving a Transition into work, training or education require childcare in order to undertake these activities.

- WFF appears to have therefore helped people to access formal childcare more readily.

> *"With WFF I did the 'Options and Choices' course which was very, very good. And it had a mobile crèche. My wee girl was in it all day. They were brilliant. The course lasted six weeks, one day a week from 9.30 to 2.30. For me, it would have been impossible to do it if I had to find childcare myself. The crèche was brilliant. I was quite lucky. I've also done a SCMA course to become a childminder." (Kirsty, 36. Lone Parent. Situation before WFF: Caring for her children. Situation after WFF: waiting for papers to become a childminder- she has done the course already. Children: 12, 7 and 2 and a half year old. Qualifications: none (left school at 16). (Highlands, Mobile Crèche, Ross-Shire))*

5.7 CLIENTS' VIEW ON THE WFF SUPPORT RECEIVED

Clients experiencing a Transition or a Six-Month Review were asked to rate how useful they found WFF and the support provided by the Key Worker (if applicable) in terms of a series of benefits gained.

Figure 7.5.1: How Useful Clients, Registered to 31 March 2006, Found the Working for Families Programme in Terms of the Following Factors (at Transition)
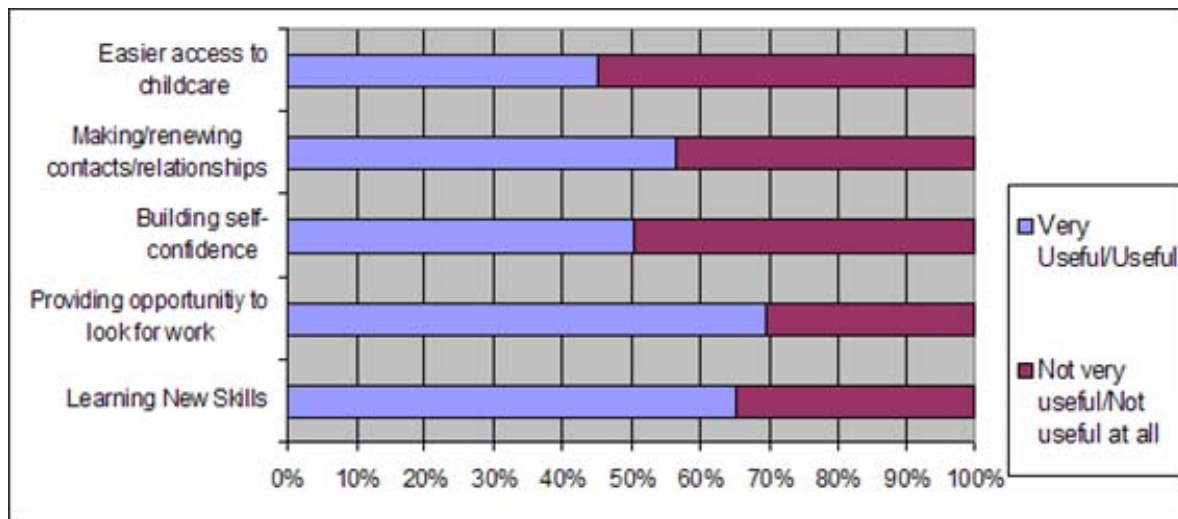
Figures 7.5.1 (above) and 7.5.2 (below) show the results. Some caution needs to be exercised in interpreting these figures because: there was a sizable minority who did not respond to each of the questions (these have been excluded from the figures for ease of analysis). In addition, clients may not have realised they were participating in a WFF funded project, as the WFF name was not always used.

Figure 7.5.2: How Useful Clients Found the Working for Families Programme in Terms of the Following Factors (at Latest Six-Month Review)
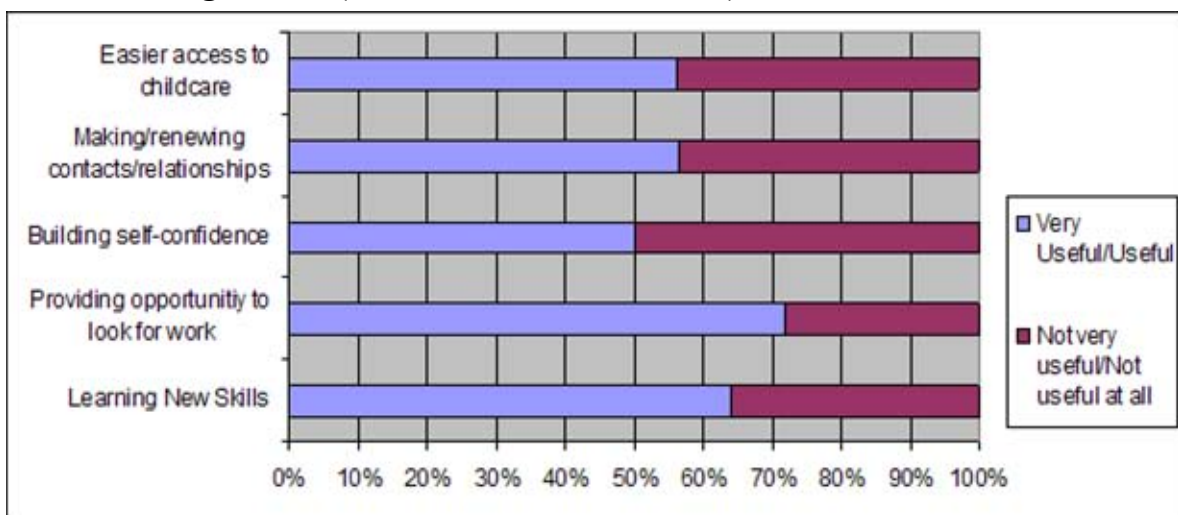
- The most helpful aspect of WFF was in terms of 'Providing an opportunity to look for work' with 70% at Transition and 72% at the Six-Month review stating WFF to have been Very Useful or Useful in this respect.

- Many clients also found WFF useful in terms of: learning new skills (65% at Transition and 64% at Six-Month); making or renewing contacts and relationships (57% of clients at both points); for building self-confidence (50% at both points).

- Somewhat surprisingly, only 45% of clients at Transition found WFF useful in terms of easier access to childcare, although this was 56% at the Six-Month review. It was likely that clients thought that the childcare support and funding came from the individual project they were supported by, rather than WFF.

KEY POINTS – MAIN CLIENT OUTCOMES

In total, just under half (49% or 2869) of all clients during Phase 1 had achieved an identified outcome, improving their employability and making progress towards sustained employment, training or education, by 31 March 2006 (and many of the others achieved outcomes after that date).

The outcomes were:

- 41% of all clients achieved 'hard' outcomes - i.e. a Transition of moving into full- or part-time employment; improving or sustaining employment; or entering or completing education or accredited training courses lasting 6 months or more. Of these 19% moved into a full-time job and 24% in a part-time job, 13% sustained employment (e.g. were able to continue in current employment having faced a recent 'crisis' which threatened this employment), 10% improved employment or achieved another employment-related outcome and 34% entered/completed or sustained education or accredited training of a least 6 months duration.

- A further 5% achieved progress through participating in 'intermediate activities' such as voluntary work, non-accredited training, on-the-job training, work placements etc., although they had not achieved a Transition;[45]

- A further 3% of clients recorded progress by improvements in their employability skills and characteristics, such as confidence, measured on a series of Likert Scales,[46] at their six month review, although they had not achieved a Transition. As discussed above (section 5.2) records were not systematically kept for these clients, so this may be an under-estimate.

In addition:

- 34% of clients completing the Six-Month Review had undertaken some form of training activity in the last 6 months.

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[45] Note that figures for this activity are likely to be below the actual level of activity undertaken, since completion of the monthly monitoring form where these were recorded was not mandatory in Phase 1 due to a primary focus on 'hard' outcomes.
[46] Improvements in employability were measured by responses to a series of 10-point Likert scales completed at the initial registration with WFF and again 6 months after registration. Three scales from the original forms were included in order to measure these improvements in employability: 'How would you rate your job skills (in relation to the type of work you are looking for or would like to do?); 'How confident are you when meeting new people?'; and, 'If you are not currently in work, how confident do you feel about starting work'. An improvement was registered if a client indicated a positive improvement on one or more of these scales.

CHAPTER SIX   COST - BENEFIT ANALYSIS

6.1   INTRODUCTION

This section considers the costs and benefits of the Working for Families Fund, comparing the actual impacts with what might have happened if there had been no WFF programme. It considers some of the public expenditure costs and benefits of WFF, and then presents a small comparator (control group) study to help estimate what may have happened without WFF. Finally changes in childcare provision were considered.

6.2   KEY FIGURES ON COST OF WFF

Clients achieving 'Hard' Outcome / Transitions

Out of the 5808 clients joining WFF, 1022 entered full- or part-time employment (847 of whom had not been in employment at the time of their registration) (Table 5.3.1). Of these, 463 entered full-time employment (418 of whom had not been in full-time employment at the time of their registration) and 559 entered part-time employment (467 of whom had not been in part-time employment at the time of their registration).   A further 324 sustained employment, 173 improved employment and 808 entered or completed training (over 6 months) or education. As discussed elsewhere these figures under estimate the effect of WFF, as recently registered people would not be expected to have had a transition into employment by the end of March 2006.

Budget for scheme

- £20 million over the two years 2004-06 - £10 million pa.

- Table 6.2.1 shows the actual spend for WFF, indicating that a considerable lead-in time is required for a programme such as this, as the budget was greatly under spent in Year 1, but almost fully spent (91%) in Year 2. The Actual expenditure over the two years was: £12,367,485.

Table 6.2.1 Actual Spend

Actual Spend in 2004/05 @ 31.03.2005	Actual Spend in 2005/06 @ 31.03.2006	Total Actual Spend in 2004-06 @ 31.03.2006
£3,241,384	**£9,126,101**	**£12,367,485**

- The budget was £10m pa, so there was a considerable under-spend in 2004/05 as projects took much longer than originally anticipated to gear up. However, expenditure in 2005/06 was fairly close to the original budget. There are clear lessons on the need to allow adequate time for the development of new projects, the setting up of structures and partnerships with other key actors, and the recruitment of staff etc. A lead-in time of *at least* six months may be needed once the decision to grant funding to LAs has been made and communicated to them.

- Given the short time that WFF has been operating, great care must be taken with the cost figures.

6.2.1 Costs

Unit costs

The cost per client (total cost divided by total client numbers) varied by LA area partly due to different types of clients, levels of support offered (e.g. whether they were sustained or limited contact clients) and different local circumstances etc. In addition the costs per client appear to be much higher during the start up phase (and so those LAs who were slower to start than others may exhibit higher average costs over these two years). The costs decreased significantly once LAs had passed the first, start-up, year and the variation between LAs decreased considerably. Hence a more accurate picture is presented by the Year Two figures (2005/06) where costs per client were £1955 (compared to £2841 in Year One). These figures should not be taken as a totally accurate cost of supporting a client, as those depend upon the type of clients, when they registered, how much support they received, the costs of other non-WFF public support they received for training etc., and how the costs were allocated between years. However, these aggregate figures do give some indication of costs.

Cost per 'Hard' Outcome / Transition

Counting only the 'Hard' Outcome / Transitions (i.e. excluding other activities such as short term training etc.) then the cost of Transitions was on average £3386 over 2004-06. Some clients had more than one Transition (see below). Note also that this overstates the cost per Transition as on average it takes three months for a client to reach a Transition, so if all clients registering in the last three months were excluded then the cost would fall. If the Transitions in the last 9 months of 2005/06 were compared to the average costs for 9 months of that year then the cost per Transition would be £2317.

Cost per client who experienced a 'Hard' Outcome / Transition

If we consider just those clients who achieved a Transition (rather than the number of Transitions themselves) then the costs per client who had a Transition was £5109 over the two years (this excludes clients who only did short term training). However, if only 2005-6 is considered, then 2289 clients had a Transition, so the cost per client who had a Transition would be £3987. This assumes that 2005-6 was a 'typical' year. These costs exclude the training and other costs provided by non-WFF support, and also were single year costs (clients may get support for more than one year). Hence they do not reflect full cost of making a Transition.

Effects of additionality, deadweight, displacement and substitution

When considering the effect of WFF we need to deduct what might have happened anyway (i.e. we should only look at the 'additional' impacts of the policy). Hence deadweight, displacement and substitution need to be considered.

The figures in the previous section assume zero 'deadweight' (i.e. outcomes which would have occurred without intervention), so the results may overstate the impact of WFF as some parents would have gained, or moved towards, employment anyway. However, the Control

Group (see below) suggests that this deadweight is likely to be relatively small during the period of Phase 1.

'Substitution' effects are where some WFF clients will take jobs that may have gone to other people and so substitute for other job seekers. Many of the jobs taken by WFF clients were relatively low entry level posts, so some substitution may occur (although if these jobs would have been taken by, say, in-migrants form the EU Accession countries or elsewhere, then there would not be substituting for UK residents). There is no clear evidence on any substitution effects. The number of lone parent benefit claimants in WFF areas fell at greater rates than in Great Britain, but at the same rate as the rest of Scotland (May 2004 to May 2006) (NOMIS, 2006).

In addition 'displacement' is some firms may get an advantage from employing WFF clients and this could lead to job losses in competitors). There are no reliable estimates for displacement, but displacement in WFF is likely to be small.[47]

Overall an additionality rate of 50% was used in the second as suggested in the New Deal for Lone Parents evaluation.[48] Using this figure the cost per WFF transition would be £7,974, taking account of additionality.

It is worth noting that these figures do not incorporate the considerable future positive outcomes that are likely to be achieved by WFF clients (which are expected to be high due to the nature of the clients), life time earnings of clients, family and personal benefits and other benefits due to getting or changing employment, and education etc. (see below under Public Expenditure). The WFF figures are also considerably influenced by the low Glasgow cost figure (which may perhaps be attributed partly due to the presence of a strong existing employability support infrastructure, the use of a particularly effective WFF model and its very effective management, and possibly economies of scale).

Benefits

The main financial benefits of those getting work were their increased incomes (life time earnings, as well as short-term wages and Working Tax Credit etc.) However, in the longer term the people may get pay rises and/or improve their jobs and careers, so the income is likely to grow for many of these clients.

It should be noted that the substantial 'soft' outcomes (e.g. short term training, greater employability skills, more confidence etc.) were not included in these calculations. These were likely to lead to better lifelong earnings and to non-money costs and benefits (as parents achieve improved mental health, suffer less depression, or feel better, as do their children). In addition those parents that were better educated will have associated benefits for their children and have more prosperous careers etc. (and arguably better careers etc. for their children, possibly helping to cut inter-generational disadvantage). Each of these will lead to long-term benefits that were likely to be large. There may be some positive effects from this

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[47]. Displacement is often considered as occurring due to reduced labour costs for supported employers, with other employers losing business and jobs as a result. However, as WFF included no wage subsidy and also WFF clients are available to all employers, it is unlikely that there was any significant displacement between firms.

[48] Evans, M., Eyre, J., Millar, J. and S. Sarre (2003) New Deal for Lone Parents: Second Synthesis Report of the National Evaluation, report for DWP, Bath University.

on reducing spending on health and other social services etc. Of course, there may also be some costs due to the negative effects of working (e.g. stress for working parents).

In addition to the 'Hard' Outcome / Transitions, WFF directly 'creates' a large number of jobs in the LAs and projects through people working for directly and indirectly for WFF. There will also be some multiplier effects of the WFF expenditure (as WFF workers, clients and childcare providers spend some of their extra WFF related income on other things such as additional shopping). These effects have not been taken into account in the above figures.

On balance, therefore, taking into account for deadweight, displacement and substitution, it is considered that the costs per transition estimate will be slightly higher than if these are not included. In addition the positive effects of progress towards work in the short term and the likely benefits to income and health in the longer term may be significant.

6.3   COMPARATOR STUDY – CONTROL GROUP

In order to estimate what might have happened if there had been no WFF programme, 107 randomly chosen parents across the 10 LA areas were interviewed. This provided a control group (similar people living in similar, generally disadvantaged, areas but who had not received support from WFF). The sample was spread among the 10 WFF LA areas approximately in proportion to the WFF clients in each LA. None of them had participated in WFF. All but six of the interviewees were currently considering employment (94%). Hence we can compare what happened to them with what happened to WFF clients and so identify a very rough estimate of deadweight effects (i.e. outcomes that would probably have happened anyway, even without WFF).[49]

In terms of characteristics the sample was close to, but not exactly the same as, the WFF population. The control group was actually closer to the Scottish than WFF average in terms of proportions of single parents, age of children and qualifications. Hence, in general the WFF clients would be expected, if anything, to have fewer successful 'Hard' outcomes or transitions (especially due to their low qualifications, lone parent status and younger children) than the control group.

However, the results indicated that there was little change in the circumstances of the control group, whereas the WFF clients showed considerable progress. This suggests that we can be reasonably confident that most, or at least a very large part, of the net increase in employment, training or education of WFF clients could be attributed to a large extent to the WFF programme, and Deadweight may be relatively small.

Other forms of comparison are also worth exploring, for example, measuring the relative performance of WFF against other employability programmes focussed on those further from the labour market. This comparison is not straightforward due to key difference in types of clients, circumstances, outcomes, policies and methodologies of different programmes. WFF, in particular, serves a specific range of client groups. The closest equivalent Scottish employability programme of recent years is probably the New Futures Fund (NFF), Phase 2 of which was evaluated in 2005. This programme aimed to improve the employability of

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[49] The timing of the Control Group interviews was autumn 2006, however, there was little evidence of any major changes to employment etc. opportunities in the LA areas between when the survey was taken and during the WFF period (especially 2005-06 when most WFF clients joined WFF).

jobless people on Benefits, particularly those aged 16-34 and was therefore working with a particularly vulnerable client group. The evaluation to October 2004 shows that, in terms of outcomes, 51% of NFF clients achieved a positive output on a broad definition, with 15% of these entering employment or self-employment.[50] These were broadly comparable figures to WFF overall, with WFF performing better in terms of moves into employment. It could be argued that many NFF clients might have been more vulnerable than WFF clients, however, on the other hand, the time period for Phase 1 period of WFF has been quite short and many WFF clients will need a long time period to achieve progress, so further outcomes for clients are expected. (These have since been achieved as measured in the on-going Phase 2 evaluation). So on balance, the results for Working for Families appear broadly comparable with those for NFF.

Further Cost-Benefit work will be carried out during Phase 2 when there will be a longer period of data for analysis.

6.4   PUBLIC EXPENDITURE

Based upon the actual figures gathered in the study and estimates of taxes and benefits paid we estimated the effects of the WFF programme on client incomes, potential tax receipts by the Treasury and the reduction in benefit payments resulting from clients moving into work. The data were based upon all those who registered by 30 September 2005 and comparing their average characteristics with those who made a Transition by 31 March 2006. The gap of six months has been chosen because the average length of time between Registration and Transition is 3 months, so assuming a fairly normal distribution, most people who were likely to have a Transition in a reasonably short period will have had one between registration and six months later, i.e. by 31 March. So the data seek to compare roughly a 'normal year' (note the period before 30 September 2004 had relatively few clients and was in the start up phase, and these clients were included). Given the time the project has been going, we would expect these figures to change over time.

The average weekly wage of those working at point of Registration was £139.40 and at Key Transition was £144.55 (i.e. people seemed to be getting entry or low level jobs before WFF and those on WFF were getting similar jobs – as expected).

The weekly increase in Gross pay due to WFF clients moving into work is estimated at £4,270,773 pa, including £435,000 income tax and national insurance payments. In addition to this increase in taxes paid (which is likely to increase over time), there will also be a decrease in government spending on benefits for people moving into work. Estimates were made for decreases in Income Support and other Benefits payments, although many of those finding work will receive Working Tax Credit so total benefits/ tax credits paid by the Exchequer are unlikely to fall by much. The net effect on public expenditure is likely to be small (especially given the average low level of wages).

In terms of Job Seekers Allowance, it is estimated that savings to the Treasury were in the order of £577,000. This is based upon taking an average weekly payment of Job Seekers Allowance of £57.45 and calculating the savings for the Exchequer of not paying those

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[50] Scottish Enterprise (2005) 'Evaluation of the New Futures Fund Initiative', Scottish Enterprise: Glasgow.

moving from JSA. Issues of Lifetime earnings cannot be accurately calculated as data do not exist.

So overall the effect of the initiative in terms or taxes and benefits, excluding the cost of WFF, may be relatively neutral. However, long term benefits (e.g. life time earnings of clients) are not included and are likely to be significant. Psychological and other benefits to parents and children etc. were not measured but are likely to be high.

6.5   IMPACTS ON CHILDCARE

In evaluating WFF we have felt it would be important to consider the impact on childcare provision including the overall supply of places, the availability of flexible places etc. One of our concerns was that a possible negative impact of WFF might be to drive up prices in childcare, while not necessarily increasing the supply of childcare places compared to what would have happened if WFF had not been implemented. In the longer term the market may increase the supply of childcare places. If this were the case our concern is that WFF may have resulted in the following:

- greater expenditure for all parents due to WFF pushing prices higher
- greater expenditure for WFF and other projects and
- WFF clients potentially displacing other needy non-WFF parents from existing childcare places.

In order to try to estimate if this had happened, the Scottish Executive Education Department Annual Census of Children's Daycare and Pre-school Education Centres was examined. Unfortunately the collection methods changed for 2006 so these data were not compatible with earlier years and so could not assist in any comparison from year to year. This is particularly a problem as most of the impact of WFF, in terms of new clients, was in 2005-06, so it is not possible to accurately compare this year with earlier periods.

Overall, there is no evidence or reliable data on whether WFF caused any displacement (whereby some people who formerly had childcare might be 'pushed out' by WFF clients or that childcare prices were pushed higher due to WFF).

It is unfortunate that the change in methodology prevented detailed evaluation of the childcare impacts of WFF. It would be helpful if the gathering of more detailed national and local data on childcare provision and up-take could be considered.

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PART III. IMPLEMENTATION

CHAPTER SEVEN   DEVELOPMENT AND OPERATION OF WFF
IN LOCAL AUTHORITIES

7.1   INTRODUCTION

This section explores the development and implementation of Phase 1 of WFF and picks out the key factors that influenced success. Further information is in Technical Annex T7.

Management of WFF at local level rested with Economic Development teams in all but one area, with the day to day project management driven forward by a WFF Coordinator. Steering groups comprising of key partners were established to support the strategic development and implementation of the fund.

Development of WFF projects and services largely took place in 2004/05, with a lengthy lead in time within some authorities. Projects were developed in response to local need, following consultation and mapping exercises. The approach in each authority continued to be flexible throughout Phase 1 with additional projects and services developed as required over the 2 years. Good practice from the pilot stage and between areas was shared during Phase 1 in order to inform development and implementation.

Delivery of individual projects on the ground was largely via social economy organisations, depending on the available expertise and capacity of these locally. A range of partner agencies involved in key services was identified and used to secure referrals to and from WFF.

7.2   MANAGEMENT STRUCTURES

7.2.1 The Management Team

In all but one area, WFF programmes were based within Development or Economic Development Departments of local authorities. Focusing services on the end goals of progress towards work, education or training, rather than intermediate services such as childcare provision *per se*, appears to have been successful. This approach: focused the remit of projects clearly upon employability and getting people into appropriate work, training and education; clearly signalled to clients, other agencies and other local authority departments that the aim of support was improved employability; was able to build upon existing skills in employability and in partnership working in the area of employability and upon existing partnerships with key service providers; and used staff who 'spoke the same language' with other employability orientated agencies

As the programme focused on both employability and childcare issues strong partnership working was required between economic development and childcare departments (usually Education and Social Work) in order to develop an effective approach.

Economic Development officers in most areas faced a steep learning curve in developing their knowledge of childcare services and the childcare barriers faced by parents returning to work. In part this contributed to the initial delays in project start-up, as understanding was

being developed, appropriately experienced staff were brought into the LA WFF teams and appropriate partnerships were formed.

KEY LEARNING

Placing the development and implementation of WFF in Development/Economic Development departments appears to have been a successful strategy, particularly due to the primary focus on employability and related outcomes.

In the early stages of WFF being developed in an area it is important that Economic Development and Education and Social Work or Children and Families Departments communicate fully.

Early consultation with a range of organisations is encouraged in order to share expertise; identify gaps in existing service provision; and develop ideas for WFF services.

Throughout the operation of WFF it is essential that close strategic and operational partnerships are developed and maintained between the LA WFF teams, employability agencies operating locally, childcare partnerships and relevant agencies (including those within a LA) and other childcare services.

7.2.2 Steering Groups

WFF aimed to build upon existing employability and childcare services in order to fill gaps and supplement existing work being carried out by a range of partners. The wide remit of WFF in encompassing employability and childcare, necessitated the involvement of a wide range of partners, including Jobcentre Plus, Childcare Partnerships, Scottish Enterprise and Health and Social work departments.

In order to ensure effective partnership and collaborative working, local steering groups were established to oversee the development and ongoing implementation of WFF projects. All areas operated a core steering group composed of interested members, both internal and external to the LA. It should be noted that in a small number of areas these groups did not function as effectively as they might.

KEY LEARNING

A steering group, composed of both local authority and external representatives which meets regularly, is beneficial in supporting the development and operation of WFF. Steering groups should establish terms of reference at an early stage, which outline the aims, remit, roles and responsibilities of partners. While taking a strategic perspective of local service needs and provision, steering groups should also be focused on taking forward action at operational level rather than becoming 'talking shops'.

The establishment of such working groups can also ensure buy in from local staff on the ground, and Steering Group members should have sufficient influence on local services to ensure that agreements between the partners are delivered.

7.3 DEVELOPMENT OF WORKING FOR FAMILIES

In order to develop a range of projects that would complement existing services and respond to local need, extensive consultation and mapping exercises were carried out in each local authority. This process continued throughout Phase 1 as client requirements changed and the need for additional services was identified.

7.3.1 Partnership Working

Services in each local authority area were developed in partnership with a range of existing service providers. Effective partnerships with other services were vital in order to:
- develop projects and services efficiently and effectively and avoid duplication;
- provide appropriate services for clients with multiple, specialised support needs (e.g. for whom support for skill development, substance abuse and childcare issues could each best be provided by a different agency);
- attract the referral of clients from other agencies to WFF.

Many areas carried out extensive mapping exercises of existing services at the beginning of the development period in order to determine availability of existing childcare provision and employability related support, and to identify any gaps that could potentially be filled by WFF. These areas were able to strategically determine what projects needed to be developed from an early stage. This generally avoided establishing projects that had to be later abandoned due to lack of demand, problems with delivery organisations etc. Other areas that did not carry out such a thorough exercise at the beginning, often found that such a review of services became necessary and carried out the mapping at a later stage.

KEY LEARNING

Effective and efficient partnership working is key to the success of WFF. Early consultation with a range of organisations is encouraged in order to share expertise; identify gaps in existing service provision; and develop ideas for WFF services.

Throughout the operation of WFF it is essential that close strategic and operational partnerships are developed and maintained between the LA WFF teams, employability agencies operating locally, childcare partnerships and relevant agencies (including those within a LA) and other childcare services.

7.3.2 Time scales for development

Local authorities also used lessons from the WFF pilot in order to develop their approach. Good practice was shared between authorities throughout, largely through the use of regular meetings of the Coordinators and also through a 'Sharing Good Practice' conference held in autumn 2005.

There was a long lead-in time and delays in the development and implementation of projects, with many not fully operational until 2005/06. This was due to a range of factors including lengthy recruitment times for key personnel, the time taken for lead departments to establish functional relationships with childcare partnerships and delays in establishing contracts and Service Level Agreements with external providers. In particular, childcare infrastructure

projects could be expensive, have a long development time and be subject to considerable paper-work with delays experienced where approval was required for childcare projects from the Care Commission.

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KEY LEARNING

Greater recognition should be given to the long lead-in and start-up times required for programmes such as WFF, and individual projects, with account taken of the impacts upon budgets, timing of the programme and expected outcomes. Authorities being asked to implement approaches, such as WFF, should ensure that this long lead-in time is allowed for setting up, including the recruitment of core staff, consultation, the development of specific projects and the negotiation of agreements/contracts.

It is essential to learn lessons from the implementation of similar previous initiatives in order to help develop a successful approach.

Programmes should be flexible enough to accommodate changes throughout the programme in order to be responsive to client needs and changing circumstances.

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7.4   IMPLEMENTATION AND OPERATION

7.4.1 Delivery Organisations

Individual WFF projects were largely delivered by social economy organisations out with LA departments. This reflects the existing expertise and capacity of external providers in some areas to deliver on behalf of WFF. Some external providers were national agencies operating locally, while others were local bodies. Setting up a service from scratch, as opposed to buying into an existing similar service from within or out with the local area, could also be more costly and time-consuming.

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KEY LEARNING

Areas should carry out a survey of existing service providers and establish what delivery capacity already exists within their area. Consideration needs to be given to whether providers are to be internal (within the LA), or external (e.g. a social economy organisation). Early negotiations with potential delivery organisations are advised. Where there are gaps in required provision consideration should be given to bringing in a suitable national agency which is willing to deliver services locally.

In order to be able to start WFF projects quickly and efficiently, potential WFF delivery organisations should, normally: be an established provider; have a background and expertise in the service; have the capacity to deliver at the quality and quantity levels required; and, have a suitable management infrastructure.

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7.4.2 Referrals from Agencies

Partnership working was crucial to the WFF approach, with client recruitment based largely on receiving referrals from a range of partner organisations. WFF teams established strong

links at both strategic and operational levels with potential referral agencies in order to broaden knowledge about WFF and the services on offer and to facilitate client referrals. Two-way referrals also took place, with WFF linking clients in with appropriate service provision as required.

> **KEY LEARNING**
>
> In order to maximise the number of agencies that will refer clients to WFF, national level consultation, events and promotion of WFF to key agencies may be useful. Area Co-ordinators and Area Key Workers also have an important role in developing and sustaining contacts with agencies at the local level. Having representation from key referral agencies on area steering groups and developing good relations with these members may also be of benefit. Organisations should also consider where other WFF areas are gaining their clients from (e.g. do they have relatively more referred to them from Job Centre Plus), perhaps using the on-going national evaluation data, and learn from this experience elsewhere.

7.4.3 Marketing and Publicity

Marketing and publicity was targeted at both potential referral agencies and potential client groups. It was usually carried out both at LA level and sub-area level. A range of marketing methods were employed, supported by the use of printed materials such as leaflets and posters.

Effective marketing of services using a range of methods has proved important to WFF however this alone is unlikely to result in significant success. Materials such as leaflets need to be backed up active promotion of services by projects themselves, for example Key Workers attending open days and giving talks to partner providers.

> **KEY LEARNING**
>
> Having time at the beginning of projects to carry out development and marketing work in local communities can be valuable in building the reputation of a programme. It is important that this is built on consistently through the implementation period.
>
> High expenditure on 'glossy' material and logos needs to be monitored properly to ensure they are effective and represent good value for money. Distinct branding of WFF can be useful in establishing an effective presence within a community, although it is likely that clients will identify with the actual service provider more closely.

7.4.4 Flexibility

The WFF programme was implemented by the Scottish Executive in a flexible way, allowing local authorities to develop proposals and projects to meet the needs of their areas and to adapt their proposals in the light of experience. This was particularly important as WFF was a new programme where there had been little experience of linking childcare and employability on this scale. This flexibility sometimes led to requests to the Executive as to whether certain activities were acceptable, and occasionally there were limited delays in agreeing this, but this became less of an issue over time as experience grew.

7.5   LEARNING AND COMMUNICATION

An important feature of the implementation of WFF was the continuous learning and sharing of information, experience and ideas. The Scottish Executive facilitated quarterly meetings of the co-ordinators of the ten local authorities to discuss common issues. A 'Sharing of Good Practice' conference was held part-way through Phase 1 involving a range of staff from all ten LA areas. Statistics on client numbers, characteristics, sources of referrals etc. were regularly shared, usually on a quarterly basis based upon the Quarterly reports, so local authorities and projects could identify trends and patterns across the whole of WFF, compare their own figures and take any action they considered relevant. In addition, where data in the reports was missing or clearly in error then a quarterly report was sent to each LA identifying this and so the data were 'cleaned up' each quarter. A quarterly Newsletter was also produced to promote interesting and good practice and update projects and LAs on issues concerning the evaluation.

The data for each project, and each local authority area, were gathered using widely available, standard database software so LAs could easily analyse their own data in ways that suited them and their decision making processes. Quarterly summary reports of monitoring data were also produced and put onto the Scottish Executive and Employment Research Institute websites for ease of access.

Should WFF be continued, or local authorities wish to continue using the database in the future then consideration should be given to developing it in a web-based format.   In addition, the amount of data collected, for on-going evaluation and monitoring, required from the LAs could be reduced as many of the key issues will have been covered under the Phases 1 and 2 evaluations and long-term data requirements should be lower. However, more limited key monitoring and evaluation longitudinal data should continue to be collected.

CHAPTER EIGHT   WORKING FOR FAMILIES PROJECTS

This section explores some of the projects developed under WFF based around a series of key themes. The themes are considered under four general categories: Key Workers; Issues; Client Groups; and, Childcare. Information within this section is drawn from a series of case study exercises, carried out between February and June 2006. It was gathered in order to identify, although not to provide an in-depth evaluation of, different delivery mechanisms and to provide qualitative evidence on the experiences of clients. As many projects only started relatively late in Phase 1 of WFF, they have often been operating for an insufficient time to determine the success or otherwise of specific projects, particularly as many clients need considerable time to make significant progress. Further information is in Technical Annexes T8A-C.

The Project Case Studies:

> *I. Key Worker Projects*
>
> *II. Issues*
> 1. Transport
> 2. Working with employers
> 3. Improving access to training
> 4. Volunteering
> 5. Health and disabilities
> 6. Money advice
>
> *III. Client Groups*
> 7. Supporting young parents
> 8. Parents in education
> 9. Lone parents
> 10. Hard to reach (outreach)
>
> *IV. Childcare*
> 11. Subsidy Schemes
> 12. Developing childcare workers
> 13. Developing childminders
> 14. Flexible childcare
> 15. Crèches.

8.1   KEY WORKERS PROGRAMMES

'Key Worker' programmes were those that used dedicated link workers (offering 'outreach' or peripatetic service to clients within a community) who formed the main point of contact for an individual client. This provision was central to the WFF programme across all the local authority areas, except one (which was taking steps in 2006 to adopt a form of Key Worker model). However, even the area that did not start out with this model (Dumfries and Galloway) felt that a type of 'Key Worker' model had emerged, insofar as the structure of the service given to clients. The Key Worker programmes were the 'hub' of the delivery of WFF in local areas.

Key Workers took a 'holistic' perspective of the client and worked to build up a trust relationship, becoming familiar with their personal and employability issues. The Key Workers acted as a support, giving advice and guidance where they were competent to do so and linking the client into other specialist services where needed, while remaining in contact with the client throughout their time with WFF. In addition, in most local areas Key Workers also provided assistance to develop tailored packages of childcare to suit their clients' needs.

Key Workers supported clients who wished to move into work, education or training through:
- helping them to improve their employability; and
- addressing the childcare and other practical barriers that stood in their way.

Clients were helped to improve their employability by establishing goals and producing a personal action plan that linked them to the various types of employability support available locally. These included: personal development courses to boost confidence and self-esteem; education and training to improve skills and qualifications; careers advice; money advice; and work experience – all helping the client to progress towards or into work. Key Workers helped co-ordinate and 'join up' these services for individual clients.

A second key element of WFF support was helping clients to identify and access the childcare they need at each stage. Often this took the form of information and advice, linking them to an existing childcare place, but it might also involve financial assistance (e.g. paying one-off, 'upfront' nursery registration fees, or paying for childcare while a parent attended education or training, or paying for childcare for a short time until tax credits came through).

Hence The Key worker provides a central point of contact and continuity with a client so that they can be supported to improve, where appropriate: their confidence and feelings of self worth; ability to manage family life, family issues, stress etc.; develop skills related to their employability; develop a network to help them gain work, training, volunteering etc. and develop employment related and other social networks; provide greater control over their decisions to the parent; and provide an incentive to continue improving their employability and employment.

The Key Worker approach would appear to be particularly effective since many of the positive client outcomes can be linked to Key Worker involvement (most clients with WFF have contact with a Key Worker) and specifically 46% of clients registered through a Key Worker programme achieved a 'hard' outcome compared to 30% on non-Key Worker projects (although these figures need to be taken with care as in many areas most or all of clients were registered through Key Worker projects but received assistance from others).

8.1.1 Delivery organizations and location of Key Workers

The majority of Key Worker models were delivered by social economy organisations, with two delivered by the LA economic development/ regeneration department and one via another LA department. In at least one areas key workers were spread across a few social economy organisations. In most areas key workers were treated by the WFF co-ordinator as members of a joint WFF team, regardless of their employing organisation. In one or two areas it was harder to achieve this joint team approach due to the different perspective of the management of the employing organisation.

In terms of area Key Workers were based either in a central location or in separate local communities (for example, in Highland due to wide geographical area, or Glasgow which has a much larger and denser population).

All Key Workers offered 'outreach' or peripatetic services to clients in the community. There were a variety of locations where clients would be seen, for instance, within Jobcentre Plus, Community Centres, Childcare Providers, Training Providers and in the clients' own homes. Usually, clients would be seen 'wherever best suits the client'.

It is suggested that, where possible, outreach services are offered to clients and that suitable venues are identified or established. It was felt that flexibility in where clients could be seen was useful to meet individual client needs. However, there are 2 specific aspects to consider when identifying appropriate locations: the suitability of the home and whether there is some way of occupying accompanying children to permit a focussed discussion with the parent. Home visits do have the advantage of being convenient and comfortable for the client who can more easily look after their children. However, home visits need to be considered in the light of existing council policy, worker safety and preferences and the additional resources required.

KEY LEARNING

There was no evidence to suggest that placing the delivery of the Key Worker programmes in social economy organisations was better or worse than delivery directly via the local authority. Choice of delivery organisation depended largely on local circumstances, e.g. availability of potential delivery organisations. Placing the programmes within an external organisation could be of benefit in tapping into existing expertise and resources, but experience in a few areas showed that co-ordination of workers based in social economy organisations could potentially be more difficult than those based in the LA due to communication with management in the host organisations. Terms and conditions of equivalent workers could also vary.

It may be preferable to place Key Workers within specific local communities under the following circumstances: where local populations are dispersed over a large area, where particular unique local population profiles have been identified, or where this fits in with existing service structures (e.g. Glasgow). However, where these are not requirements, centrally based staff carrying out extensive 'outreach' work in the community seems more appropriate.

The most appropriate organisational 'home' or location of Key Workers appeared to depend on local circumstances.

8.1.2 Client groups

The majority of clients overall were Sustained Contact (77%) - i.e. there was an on-going relationship with the client over a period of time. In one area the majority of clients were Limited Contact - i.e. there was a 'one-off' meeting or a few meetings around a specific issue. In some areas, clients were almost exclusively Sustained Contact.

The majority of clients were female and single parents, although there were variations between areas. One development of the Key Workers model was that some areas had, or

were developing, Key Workers to specialise in different client groups/themes e.g. mental health or young parents. The client groups chosen would generally depend on community characteristics and needs and/or Key Worker interests and expertise, or other organisational priorities.

There were small numbers of unexpected clients, such as grandparents, and some groups were found to be harder to reach than others, for instance, single fathers etc. More research is required on these groups.

> **KEY LEARNING**
>
> In general it would appear useful to adopt an approach that includes support for both Sustained and Limited Contact Clients. One-to-one 'holistic' support over a period of time is important in order to help clients with a complex of needs (e.g. many Sustained Contact Clients). Although Limited Contact Clients may need a lower level of support, the Key Worker approach can still help them in the short term and is available to give further support if other issues arise.
>
> Limited contact clients do not generally require the same degree of support (in terms of range and depth of support) as Sustained Contact Clients. Key Worker support is hence more essential for Sustained Contact Clients.
>
> The range of skills and expertise amongst Key Worker teams and/or projects needs to reflect key client group needs.

8.1.3 Geographical cover

Most of the areas focused on clients in deprived areas which had been identified in the original proposals. However, in many cases if a client lived outwith the identified areas, but met other WFF client criteria (e.g. lone parent, low incomes, multiple stresses), then they could still access the service. In some areas, more rigid geographical boundaries were laid down restricting access.

> **KEY LEARNING**
>
> Some flexibility in dealing with client eligibility may be useful, although as the WFF becomes larger this may be difficult to sustain (given the needs for equity in treatment of potential clients).
>
> Setting too narrow a geographical boundary may limit the number of eligible clients who can access the services.
>
> Mechanisms should be considered for efficiently allowing clients to access WFF funded services in neighbouring LA areas. This is likely to be a larger issue for smaller LAs around larger cities, where key services are concentrated in the city.

8.1.4 Rurality

Some areas faced additional issues of both rurality and covering a wide geographic area. (See also the Transport case studies).

In rural areas, transport problems can present particular restrictions for clients seeking to move into employment, training and education and to access childcare. Lack of transport can compound other rural problems such as lack of employment opportunities, apprenticeships, limited supply of childcare (particularly out of hours), employability support services and shortage of affordable housing.

Rural areas present special challenges for WFF, particularly in terms of cost-effectiveness and sustainability. The distances between services, employment, training and education, childcare requires additional resources in terms of time and costs required for transport. Lack of public transport or disconnected services, can mean access to a car and possession of a driving licence are essential. There may also be limited numbers of clients due to the population dispersion; making difficult for a suitable transport service to be sustainable without heavy subsidy.

Rural communities differ from each other in characteristics and needs (depending on geography and the structure of the local economy etc.). Individuals, particularly lone parents, can be at greater risk of social isolation. The physical isolation of rural communities can compound these issues. Being on a low income in rural areas can have a greater impact because costs of living tend to be higher than in urban areas, where money stretches further

In addition, some areas have also reported problems in recruiting staff to operate WFF services, one of the reasons being because the pool of suitably qualified staff was particularly small and another being the terms and conditions of employment, such as the temporary nature of many contracts.

KEY LEARNING

Adopting the Key Worker approach in rural areas would appear to be the most successful approach. Of the two rural areas in Phase 1, the one operating the Key Worker programme was more successful in terms of recruiting clients and achieving outcomes for clients. The other area was taking steps to develop a Key Worker model into Phase 2 WFF.

However, WFF has had a relatively low success rate in placing clients into work, training and education, particularly in one rural area (and particularly in areas remote from large towns and opportunities).

8.1.5 Key Worker staff

Numbers and roles of 'Key Workers' varied between areas, with one area having as many as 8 Key Workers (albeit 60% FTE) and another with only 2 Key Workers (100% FTE).

In the largest area, Glasgow, the roles of Key Workers were split into two distinct functions of 'Childcare Mentors' and 'Guidance Workers'. The former provided information and/or accessed childcare on behalf of clients and the latter provided more intensive guidance and

employability support. Initially, in most other local authority areas, these two broad functions were generally compounded into one role, although the actual balance between these roles varied. However, during the course of WFF, some areas have separated these roles to an extent. For instance, one area developed a Childcare Mentoring Project separate from the Key Workers Project (but linking in). In some other areas, Support Workers and even the Core Administration Team were providing information and support with arranging childcare for clients. In other areas, the Key Workers concentrated more on the Childcare Mentoring role, referring clients onto other services or projects for more specialised guidance support.

Key Worker projects differed in their approach to the use of generic or specialised Key Workers. In a couple of areas, most or all of the Key Workers had a specialist area (e.g. working with clients: with drug and/or alcohol problems; single parents; mental health issues; disabilities; ethnic minorities), sometimes only seeing clients with these particular issues. In many areas, Key Workers were generic, i.e. working with a range of clients with different issues and needs.

Two areas indicated that there had been ongoing problems with recruiting Key Workers or Support Workers. In one case, this had been eventually been overcome, but in the other, an alternative delivery mechanism had had to be developed because workers could not be recruited.

8.1.6 Capacity and demand for the service

A number of Key Worker Projects experienced an unanticipated level of demand for the service provided, leading to problems meeting capacity and high staff workloads. In most cases, these issues were resolved by recruiting additional Key Worker and Support staff in order to meet demand. Generally, after a period of two years from the start of the WFF programme, demand for the service had stabilised to a more predictable level, although there was still scope for expansion by offering the service more widely within existing local authorities (where this was not already the case) and by expansion to other local authorities (ten additional local authorities received funding from 2006).

8.1.7 Success of Key Worker services – Summary of conclusions

The Key Worker approach would appear to be effective since many of the positive client outcomes can be linked to Key Worker involvement (most clients with WFF have contact with a Key Worker) and specifically 46% of clients registered through a Key Worker programme achieved a 'hard' outcome compared to 30% on non-key Worker projects (although these figures need to be taken with care as in many areas most or all of clients were registered through key Worker projects but received assistance from others).

It is difficult to say if the Key Worker model has worked better in some areas than others because the different types of clients and local circumstances make comparison problematic, although as more experience and data were gathered under Phase 2 of WFF it should be easier to take these factors into account. Glasgow's Guidance and Mentoring model appears to have been particularly successful (with 58% of client achieving a 'hard' outcome) within the context of a large urban area. This was partly because of the strong existing service infrastructure in the area but also because of the development of appropriate services, e.g. Specialist Guidance workers alongside Mentoring workers working closely together within

specific local communities. However, the Key Workers in North Ayrshire and Renfrewshire also achieved a high success rate in terms of clients achieving 'hard' outcomes with 57% and 55% respectively. All three areas differed from each other in a number of points including type of delivery organisation and where Key Workers were based

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KEY WORKERS – SUMMARY OF KEY LEARNING

Key Workers are central to the WFF programme delivery, forming the key link between clients and services and providing various types of support for different types of client. The Key Worker approach would appear to be particularly effective since many of the positive client outcomes can be linked to Key Worker involvement.

The success factors of this approach would seem to be:
- Offering one-to-one support that was 'holistic' and tailored to client needs, thereby able to meet the needs of a range of clients
- Linking with other services (WFF and non-WFF in order to meet client needs)

In some cases offering outreach services to clients in local communities appeared to be very effective.

Glasgow's Guidance and Mentoring model appears to have been particularly successful within the context of a large urban area. This is partly because of the strong existing service infrastructure in the area but also because of the development of appropriate services, e.g. Specialist Guidance workers alongside Mentoring workers working closely together within specific local communities.

8.2   ISSUES FACING CLIENTS

This section illustrates the variety of projects dealing with specific issues faced by WFF clients.   As many projects only started relatively late in Phase 1 of WFF, they have been operating for an insufficient time to determine the success or otherwise of specific projects, particularly as many clients need considerable time to make significant progress.

8.2.1 Transport

Transport to employment, education/training and other activities and childcare has been identified as a major barrier to many WFF clients. In response to the demand for transport solutions around half of LA areas adopted specific transport projects, although these have taken different forms in response to different travel issues. For instance, the Job Shuttle in North Lanarkshire offered information and assistance in travel planning, in particular giving information on public transport services, timetables and accessing available transport subsidies (where eligible) to WFF clients throughout North Lanarkshire. In addition, two minibuses were deployed to assist clients to access work, childcare, education or training (where alternative transport was not feasible).

The cost and availability of public transport services in rural and semi-rural areas was a particular barrier to some WFF clients, limiting the options to employment etc. and childcare options available for them. In response to this rural transport options have been developed.

For instance, in Dumfries and Galloway a series of Access to Work projects have been established, which offer driving lessons to WFF clients.

8.2.2 Working with Employers

Some WFF projects specifically aimed to engage employers in three key ways:

(1) Providing aftercare support to WFF clients who have moved into employment, for instance, negotiating with employers when clients have childcare problems or other issues that may compromise their ability to sustain their employment. Key Workers in many areas also provide after care to clients in employment. However, their capacity to provide this service was generally limited.

(2) Building up networks with employers in order to promote work-life balance issues within the workplace, e.g. advising and informing employers on the best work-life balance practices that can be adopted to retain and attract employees.

(3) Linking in with existing local initiatives that engage with employers, e.g. East Ayrshire, Highlands and North Ayrshire.

North Lanarkshire's Employment Links programme brought both 1) and (2) together in the one project. This project aimed to link WFF clients to existing employment opportunities, by providing a comprehensive package of support which addresses a series of issues, including employability, transport, skills and childcare barriers. The project was particularly successful at creating links with employers who were experiencing recruitment difficulties in order to address those issues and to make employers aware of the issues faced WFF clients.

KEY LEARNING

There is a potentially valuable function in the provision of aftercare to clients in employment, in order to help them sustain that employment. This role generally emerges after a programme has been in operation for a while, since the clients who are likely to need most support in sustaining employment will not have reached this outcome in the early stages. However, since these roles in WFF are relatively new there was not enough evidence to assess their success.

Promoting work-life balance among employers encompasses a broader agenda out with WFF, for instance, the Government's Work-Life Balance Campaign. In the longer term, better work-life balance practices among employers should help all employees to deal with childcare and other issues and to sustain employment, and would clearly have particular advantages to the WFF client group. However, the capacity to engage with employers at a local level will vary between different areas due to the nature of local economies etc.

Linking in with local projects that already work with employers is a valuable strategy although, of course, the availability of these local projects will vary between areas.

8.2.3 Improving Access to Personal Development and other Training (Clients furthest from the Labour Market)

Lack of basic and soft skills can often be a significant barrier to parents who are further from the labour market. Poor educational attainment and lack of confidence can reduce the likelihood of a parent entering employment and may result in a parent entering low paid, low skilled work that provides little opportunity for progression. From the early stages of delivery it became apparent that many parents engaged with WFF needed basic skills development before they could progress. A range of projects were developed across all LAs, aiming to supplement Key Worker programmes. They encompass a number of different activities, but often include personal development courses (e.g. confidence building) and/or training in basic skills, such as IT.

East Ayrshire's Clients into Work project operates and designs personal development courses around clients referred by the Key Workers. Throughout the course, Key Workers maintain close contact with clients and provide support with any other issues that arise. The training is run in small groups (up to 8 clients) and involves confidence building and assertiveness training and aims to make clients ready to consider their next steps towards employment etc.

Rosemount Lifelong Learning Project offers a holistic support and mentoring service to clients in the North of Glasgow. Clients are provided with support from project workers in Careers Guidance, Guidance and support into volunteering. In addition, the project offers a wide range of in-house training courses (available at either Rosemount Lifelong Learning Centre (LLC) or Rosemount Flexicentre) in various subjects such as IT, English and Maths, Counselling Skills and leisure pursuits. This Learning Centre model provided by Rosemount LLC represents an interesting way of supporting and moving clients forward. However, not all areas have such resources and often establishing these from scratch will require substantial financial investment out with the scope of WFF Fund.

KEY LEARNING

The need for additional support for clients furthest from the labour market seems to be clear in many areas. Provision of personal development courses, basic skills training and confidence building can be essential for getting these clients on the route towards employment, education or training. It is necessary to offer this sort of support in areas that are dealing with a large number of clients who are not 'job-ready'.

Strategies for recruiting and retaining clients on these projects need to be considered carefully in advance (including referral agencies, course content, delivery and support). There are indications that working closely with the Key Workers may be a more successful approach to this.

8.2.4 Volunteering

Volunteering can be a valid route towards or back into the labour market for parents who need to build their skills and their confidence. Volunteering opportunities can offer training, skills development and work experience for clients.

Two areas operated specific projects aimed at encouraging volunteering among WFF clients. Dundee's Volunteer Support Project assisted clients interested in volunteering to go through their options for volunteering, set up 'tasters' and organise volunteer placements. However, only a small number of clients have taken up this option.

In other areas, there were no specific projects around volunteering but most have formed links with the local Volunteer Centre, and local voluntary agencies and Key Workers have supported clients into volunteering if that was the most appropriate option for them.

The agreed measure of counting volunteering as a Transition was 16+ hours per week (as Transitions were significant moves towards work, training or education). This proved too high for most instances of volunteering and this is partly reflected in the low level of volunteering Transitions. Further analysis of volunteering as a 'stepping stone' towards work, training and education will be possible when the projects have been progressing for a longer period.

KEY LEARNING

The benefits of volunteering for clients looking to return to work need to be appreciated as a valid step for clients, by Key Workers and employability services in general. Local Volunteer Centres can arrange voluntary work, and appropriate links should be made to this service - this may encourage a greater number of clients to go down this route. Other forms of voluntary work need also to be recognised (e.g. serving on Playgroup committees etc.). However, there are a number of other routes clients can take, e.g. work placement and work experience, which may be more appropriate for them.

It is questionable whether there is sufficient demand to warrant a dedicated WFF project worker to support clients into voluntary work in many areas. Clearly, low level of demand for volunteering is a broader issue and the appropriateness and ability of the WFF programme generally to address this is limited. Our recommendation is that funding for a specific WFF volunteering project worker should be reviewed.

The number of clients using these services was too small to fully assess the success of the projects. However, since recruitment to projects has been low, it would seem that they had limited success.

8.2.5 Health and Disabilities

In some LAs, specific projects were established to address the health and disability issues of clients and/or their children (including issues around physical and mental health, addictions as well as disabilities and respite care). In general the Key Workers also provided support which helped the general mental health of some clients, however, these specialist projects considered more severe and diagnosed cases of mental health.

In North East and East Glasgow, Guidance Workers specialised in Health and Disabilities, addressing the needs of clients with moderate to severe mental health issues (North East Glasgow), and clients with mental issues and clients with disabilities and addiction issues (East Glasgow). The Guidance Workers provided clients with personal, holistic and flexible support which aimed to build their confidence, help them access other appropriate services

and ultimately support them into employment. Clients are offered the opportunity to work at their own pace and are not pushed into employment before they are ready. In this way, although clients may be slower to make progressions into employment, it is anticipated that they are more likely to sustain these progressions in the longer term.

In other areas, clients with health, disabilities or addiction issues were referred to the appropriate services in the local area for further support.

KEY LEARNING

To be successful, the clients of health related projects must want to and be ready to make progress towards employment, education or training. Those with severe issues will often need to address these problems before they are in a position to make significant progress towards work. Hence those with severe problems are more likely to be assisted by specialist non-WFF projects. There is a question as to at what stage WFF support is appropriate, e.g. at what stage are clients ready to make significant progress towards work.

Before WFF projects are developed to address health, disabilities or addictions issues, a review of needs and of local services should be carried out in order to ascertain if a specific project is required, given the high level of skills, support etc. needed for relevant clients. It may generally be appropriate to use existing specialist services and organisations, unless there are large enough numbers of such clients to merit a specific service.

8.2.6 Money Advice

Many parents engaging with WFF required money/debt/welfare rights advice at some point during their engagement with WFF services. The need for responsive, tailored support became apparent early on. In some areas mainstream money advice and welfare rights services were unable to provide the responsive, dedicated service required for WFF clients and struggled to meet demand.

Most areas therefore developed a specialist money advice project, or plan to set one up in WFF Phase 2 (2006-08). Money advice projects offered varying degrees of advice and support on a range of money matters. The majority offered information on welfare rights and benefits, performed 'better-off' calculations and income maximisation and supported clients with debt management (e.g. by generating long term plans for the management of income and budgeting).

Inverclyde's Money Advice project, which was developed quite early on, covered the services cited above and in addition carried out representation and advocacy for clients experiencing financial difficulties, by for example, liaising with companies on clients' behalf, dealing with completion of paperwork and appearances at tribunals.

KEY LEARNING

Financial problems were reported to be fairly common among the WFF client groups, more so than many areas originally anticipated. There also appeared to be demand for specific financial advice for WFF clients in many areas. Dedicated WFF projects were put in place largely because of problems with access, quality and expertise of the existing services

WFF co-ordinators are likely to liaise with existing welfare rights advice teams within their own local authorities (or other appropriate agencies if available) in order to ascertain if these services can meet the demand and specific needs of the WFF client group. If existing services are not sufficient to meet WFF requirements, there may be a case for establishing a dedicated WFF project.

In some cases, clients were reluctant to admit to financial difficulties. Building up rapport and trust in the relationship with Key Workers is likely to therefore be essential in helping some clients to face up to such difficulties before they can move into or sustain employment, education or training.

From the evidence so far, it would appear that money advice should form a part of services available to WFF clients. This would generally be best provided through access existing local specialist services (or nationally if there are not local services).

8.3   CLIENT GROUPS

8.3.1 Supporting Young Parents

Young parents often have specific and complex issues that limit their employability. Four areas had specific projects aimed at addressing the issues faced by young parents moving towards employment, education or training. These projects came into operation after the start of WFF as young parents were identified as a specific client group with particular needs. For instance, the Young Parents Guidance project in Glasgow aimed to re-engage young parents in education, training or work and give support with childcare. Through this process Guidance Workers helped a client to assess their needs and offered holistic support.

Other areas either assisted young parents through the Key Worker programmes or referred them onto specialist services available in their area.

KEY LEARNING

Young parents may require specialist support that cannot be met through the existing Key Worker framework. In areas where there are larger numbers of this client group, then these clients may benefit from specialist Key Worker support.

8.3.2 Parents in Education and Training

WFF has engaged with a number of parents who were either taking part in, or wish to take part in education or training. A number of WFF projects were established to support WFF

clients in education. They were important as many WFF clients lacked qualifications and experienced a Transition into education or training (29%), therefore this appears to represent a popular stepping stone towards employment.

The approach in most areas was to support parents into education or training through the Key Worker programme, i.e. offering advice and support to clients seeking to access, sustain or complete education or training including the funding of childcare where other sources of funding were not available.

The HNC Pilot project based at Rosemount Lifelong Learning Centre in Glasgow was a unique project offering clients the opportunity to enrol in a full-time HNC course while maintaining their benefits. Clients also received childcare support, travel expenses, subsistence allowances and a holistic one-to-one support provided by the Project Worker. The Project Worker had an active role in keeping contact with the student, the college and the childcare provider.

Important to the success of projects such as the HNC Pilot was good partnership working between the key agencies, including the local authority, the core WFF Team and Jobcentre Plus (e.g. during the pilot Jobcentre Plus suspended interviews with HNC clients so they could concentrate on their studies),. However, the small numbers of clients during Phase 1 mean that it was not possible to determine its success at that time. (However, this pilot achieved a significant level of success in Year 2 showing the wider potential for this approach, which has attracted a lot of interest across the UK. JCP is currently looking at the possibility of a larger pilot in 2008-09 in Glasgow.)

KEY LEARNING

Issues for parents moving into education include accessing and affording childcare and other incidental costs. WFF in many areas has been able to provide information on childcare as well as help with the financial costs, where needed (see Childcare Subsidy, below and Key Workers, above). WFF would appear to have been successful in moving WFF clients into education and training given the numbers of clients who have achieved this outcome.

Some of the facilities and costs of childcare were met through education and training providers, and WFF generally only helped out when these facilities were not available/had been exhausted. Therefore, there would appear to be insufficient resources for childcare currently available via the education and training providers and this is an issue that requires attention more broadly than WFF. A particular issue is the lack of resources to support the childcare needs of students in Higher education.

Financial support (e.g. the continuation of benefits, payment of subsistence allowance) and the holistic support provided (e.g. childcare provided for study days) appear to counteract the student dropout rates, as do the strict selection process by both the project and the local college.

8.3.3 Lone Parents

Lone parents comprised the largest group of clients accessing WFF in Phase 1 (72% were lone parents), although this varied between areas (see data in Section 4).

In most areas, the approach to supporting the needs of lone parents was through the Key Worker programmes (tailored support to individual needs, as with other groups of clients). In one area (Dundee), however, there was a Lone Parent Link Worker who developed a particular specialism in supporting clients who were lone parents and offered person-centred support to help them move towards, secure and maintain employment. General WFF support includes developing action plans with clients, referring clients to specialist support where required, arranging funding for childcare and accessing and delivering personal development and other relevant courses for clients (e.g. confidence and self-esteem building, promoting healthy living, stress management, First Aid and help with budgeting). Aftercare was also provided to clients who have had a Transition.

KEY LEARNING

Lone parents are a major client group of WFF (72% of clients). In most cases, generic Key Workers are well equipped to deal with the issues of this group.

Dundee City is an urban community with high proportions of lone parents in the population and developed a specific lone parent WFF project. It may not be necessary or practical to operate Key Worker specialists for Lone Parents in peri-urban or rural areas unless specific communities have particularly high numbers of lone parents, limited support from other agencies is available and there is a sufficient number of Key Workers in the area to cover the other WFF groups.

As the New Deal for Lone Parents may be extended to include parents with childcare aged 11 and above, WFF's role is likely to increasingly involve close joint working with Job Centre Plus. However, since many WFF parents had children under school-age, Lone Parents are likely to continue to form a major WFF client group.

8.3.4 Hard to Reach (Outreach Projects)

Some areas operated community engagement outreach projects to recruit clients who would not normally engage easily with mainstream services.

Inverclyde's Community Listening project offered a first WFF contact on peoples' door steps. The service entailed leaflet drops in specific areas followed by a visit to each household which was repeated more than once if necessary, in order to get a response from each household. Community Link Workers assessed individual situations and tried to encourage participation in WFF where appropriate, but could also offer direct support and guidance to those who needed it before they were ready to be referred to a Key Worker (e.g. those with low levels of self-esteem). When a person did not meet WFF criteria, workers could refer them to other appropriate agencies.

KEY LEARNING

Community engagement projects clearly have the potential to reach clients who would not otherwise engage with WFF. However, it is best if these projects embrace wider client groups than WFF alone and link into mainstream services through referrals.

The experience of Community Listening type projects, for example Full Employment Area Initiative in Glasgow, suggests joint funding is more appropriate in order to provide potential clients with referrals to a range of products and services other than access to a single programme such as WFF. This is something which is being considered by Inverclyde and this approach could possibly work well elsewhere.

8.4 CHILDCARE

The aim of WFF is to remove childcare barriers that prevent parents from progressing towards or into employment. A number of barriers were identified relating to affordability, accessibility, availability and flexibility. A range of WFF projects have been established to respond to these issues.

Many areas had identified specific 'gaps' in childcare provision in their areas – some by carrying out audits of provision, others through experience either gathered from previous work experiences in the field or during the delivery of the WFF programme.

There appeared to be variations in the provision of childcare both between different local authorities and also within the same areas. These variations were too complex to recount here, but some general gaps in childcare were identified by most areas. The main gaps included:

- Out-of-school care. For instance childcare provided outside of normal school hours, e.g. typically evenings, weekends and school holidays.

- Flexible childcare. For instance, providing childcare at varying times, days or places e.g. evenings and weekends.

- Childcare for under 3 year olds

- Shortage of childminders (reported in some areas).

- Childcare for children with special needs

Three main approaches were adopted by local authorities to addressing childcare needs of WFF clients. These included:

a. Providing Subsidies – paying all or a portion of the cost of the client's childcare for a time-limited period. This was generally paid directly to the childcare provider, rather than the parent.

b. Ring-fencing Childcare Places – paying for a set number of childcare places within particular childcare providers that could be used by WFF clients only.

c. Development of the Childcare Infrastructure – developing actual childcare services, either from scratch, or contributing to the expansion of existing services.

These approaches are explored in more detail below.

8.4.1 Subsidy Schemes

Paying for childcare can present a difficult barrier for parents who engage with pre-employment activities in order to make the Transition to work, as well as those aiming to move into employment, education or training. All WFF LAs developed childcare subsidy schemes that could support parents in one of the following ways:

(1) Through the Transitional period when moving from benefits into employment, education or training. This usually took the form of short, time-limited subsidies – mainly to cover the period before the first month's wages were paid and tax credits came through. Parents receiving a subsidy only claimed the childcare element of working tax credits once the subsidy had ended, thereby avoiding duplication of payment. Clients could also be supported with registration fees and deposits if required.
(2) To engage in pre-employment activity including personal development and soft skills training. This was either in the form of individual subsidies or block provision e.g. provision of a crèche.

Key Workers or other project staff worked with clients to identify their childcare needs and to assist in pulling together a childcare package that was affordable and sustainable for a parent. This service had been complemented by the use of childcare subsidies. It should be noted that not all clients had accessed subsidies as financial support was often not required.

Wider "barrier-free" funds were also made available in many areas to cover other expenses associated with moving towards employment, for instance, personal development and elementary training, transport costs and sometimes clothes for job interviews.

The Childcare Access Fund in Renfrewshire supported clients with childcare costs while they were in education, training or work. Any type of childcare could be funded. In some instances, childcare was totally funded by WFF for a period of time (e.g. until parents claimed the childcare element of WTC) or WFF added to childcare support provided by other avenues (e.g. top-up childcare bursaries). The Key Workers invoiced the Childcare Access Fund on a monthly basis for each client and the WFF Co-ordinator checked and approved this. The money that was allocated to each client from the Childcare Access Fund was paid, normally in arrears, directly to the childcare provider.

Inland Revenue regulations for the payments of the childcare element of WTC meant that only 70% of childcare costs were covered (which was increased to 80% after April 2006, at the start of Phase 2 of WFF). Even if WFF subsidised costs, clients were still liable for 30% of costs. Many areas had worked around this issue for clients unable to pay 30% costs by post-dating claims to the childcare element of WTC and paying part or all of the childcare costs until the WTC childcare element 'kicked in'.

KEY LEARNING

Subsidy Schemes that offer support with the costs of childcare and other expenses are invaluable in helping clients moving closer towards employment, education or training.

However, these should only be made available where no other financial support outwith WFF is available. In particular, other sources of financial support with non-childcare costs should be identified (e.g. Job Centre) and used where possible. WFF support should only be a fund of last resort (which is the current position).

However, a level of subsidy should continue to be offered by WFF where this is needed, since this can be critical in allowing clients to make Transitions into employment, education or training.

Childcare subsidies were always paid direct to the childcare providers and not to the client, and there are sound reasons for areas to continue to do this. Some areas have found that funding childcare for only short periods of time has been effective in keeping clients engaged with WFF services. This strategy might be recommended where there is a high attrition of clients and/or to keep down spending on childcare subsidies where cost is an issue.

Consideration should be given by areas to including some element of childcare subsidies in wider employability services, but further evidence is required on its cost effectiveness.

8.4.2 Ring-fencing childcare places

Some WFF areas experienced problems with accessing certain types of childcare, often at short notice for parents entering employment, education or training quickly. Ring-fencing of childcare places was seen as a solution to this in some areas, whereby WFF would pay for a number of places with a childcare provider for exclusive use of WFF clients. The benefits of ring-fencing childcare places were that WFF clients can gain access to childcare in areas or for types of childcare where there were shortages.

In the areas where ring-fencing was not used it was generally reported that the need had not arisen, i.e. there had not been difficulties finding childcare places for clients. However, there were some additional concerns (see below).

KEY LEARNING

Ring-fencing childcare places can be a means of gaining access to childcare for WFF clients in areas where there are shortages of particular services. However, there is the potential problem that while ring-fencing may help improve access to childcare for WFF clients in areas of shortages, it will restrict access further for parents who were not WFF clients and do little to address the longer term issue of shortages.

As there were questions about the cost-effectiveness and possible displacement effects (on non-WFF parents), ring-fencing should only be used after carefully considering the supply and demand for such services.

8.4.3 Developing the Childcare Infrastructure

The success of WFF relies on the availability of suitable childcare, available for parents in the right place and at the right time. Following initial mapping exercises, and using experience of WFF implementation, most Phase 1 areas identified gaps in childcare services which were seen as crucial to the successful progression of clients. Some LAs identified a lack of provision within their area and attempted to address this through a series of projects. In most cases WFF worked closely with local Childcare Partnerships when developing new services.

8.4.3.1 Developing Childcare Workers

These projects aimed to develop childcare workers by increasing the labour pool available in the local area. In most cases this was done by recruiting clients from the WFF target groups to train and develop a career in childcare. This was designed to have a two-fold effect: supporting WFF clients into employment; and increasing the availability of childcare provision within an area to address gaps. Developing childminders is dealt with separately (see below).

For instance, the Special Needs Intermediate Labour Market Project (West Dunbartonshire) offers clients a 52 week course working towards an SVQ Level 2 in Playwork and a National Certificate module in Special Needs. Clients complete at least four placements during the course which include time in a Childcare for Special Needs Facility as well as in mainstream childcare with special needs children. Clients were offered financial support with childcare, where needed, as well as guidance in study and job search skills. They were supported by the Project Co-ordinator and were in regular contact with their Access to Employment Key Worker.

> **KEY LEARNING**
>
> There is a need for greater investment in the childcare workforce within Scotland, in terms of quantity as well as quality. This is not just in terms of training childcare workers, but in actually facilitating the provision of services (since actually finding employment could be a problem for some clients upon completion of courses). This investment needs to be carefully targeted into types of childcare that are in short supply (see above) and into specific areas with these shortages.
>
> It was too early to evaluate the effectiveness of a WFF project developing the childcare infrastructure (North Lanarkshire's Social Economy Infrastructure), but progress should be monitored to see if this approach is worthwhile.
>
> Offering clients more than one specialist outcome of their childcare training is useful for their job and career prospects. In one course, while all the clients study for the National Certificate module in Special Needs, they also gain a qualification in childcare and so can go on to work in this field.

8.4.3.2 Developing Childminders

These projects assisted clients to become registered childminders, thereby increasing the number of childminders in the area. As with the development of general childcare workers

this had a two-fold benefit in helping clients to enter work and in increasing the labour pool available. These projects tended to be developed in rural areas or areas with significant rural features where the provision of other formal childcare was minimal (for instance, nurseries, crèches, family centres, etc.).

In North Ayrshire, the Childminding Co-ordinator offered potential clients information via telephone and through an Information Pack on becoming a childminder. Clients who signed up were placed on a waiting list for the training (which was arranged and delivered by North Ayrshire Council). Following completion of flexible training (10 sessions over one week or 12 evenings over 3 months), clients were supported in their Care Commission application by the Co-ordinator, which would allow them to operate as childminders. Throughout this process, clients were supported by the Co-ordinator who offered advice and support on a range of personal and practical issues that might arise. The majority of associated costs incurred by the client were met by WFF. New Childminders were guaranteed one child place for a period of 12 weeks through WFF in order to get their business started and provide a service to WFF.

KEY LEARNING

Childminders are an important way of meeting childcare needs in small, particularly rural communities, where low demand makes dedicated formal childcare unfeasible. Shortages of childminders were noted in some areas and Childminding projects aimed to increase provision through providing information, support and assistance to clients going through the often complex process of becoming a registered Childminder. Sustained support for clients helped them to complete the process (through of training, registration, set up and running of a childminding business) and helped particularly vulnerable clients overcome issues along the way.

8.4.3.3 Flexible Childcare

A number of projects were developed which aimed to expand the flexible childcare available within LAs. This section specifically deals with the development of Sitter Services, although other flexible forms of childcare were developed. Sitter Services provide flexible childcare, including extended hours (early mornings, evenings and weekends) which can include providing care in the parents own home and dropping off/picking up children from school/other childcare.

For instance, the Sitter Services in Renfrewshire (called Childcare @ Home) provided sitter services when other types of childcare were not an option. Sitter services were usually accessed by families seeking 'wraparound' care, i.e. to take children to childcare or school in the mornings, pick them up afterwards in the afternoons, or to cover evening childcare where no other childcare services were available. As such, sitter services were used to fill gaps in existing childcare provision. The project also provided continuity of parental support as Childcare @ Home staff could also take notice of clients' circumstances (e.g. emotional state, etc) and refer clients to the Buddies (WFF Key Workers) with clients' agreement.

Different forms of childcare may be appropriate in different circumstances. Sitter services may only be the most appropriate solution for parents in certain circumstances e.g. parents

requiring short term support, parents with disabled children, parents with a number of children, where they may be cost effective in allowing the parent to go to work etc.

> **KEY LEARNING**
>
> Sitter services can provide a valuable childcare service where no other childcare is available. However, they may only be the most appropriate solution for parents in certain circumstances e.g. parents required short term support, parents with disabled children, parents with a number of children – often in this case Sitters can prove more cost effective and can make the difference between a parent being able to work or not.
>
> It is generally too early to evaluate the success of the Sitter Services working more closely with families in the longer term. Some of these services were only established relatively recently prior to the case studies being carried out. These services need to be monitored further in order to assess their future funding by WFF.
>
> However, it may be wise for LAs to consider the longer term development of other flexible services in the area, since Sitter Services usually need ongoing subsidy and may not represent the best value for money.

8.4.3.4 Crèches

Six areas had projects to develop mobile crèche facilities. The aim of mobile crèches was to provide quality childcare at the premises where an event or training course was taking place. This enabled parents to participate in such events while also knowing their child(ren) were on site and cared for.

For instance, the Mobile Crèche in the Highlands provided childcare at the premises where an event or a training course was taking place. In areas where crèche facilities were limited, some WFF projects appear to have been crucial in allowing certain activities to go ahead, but the evidence is very limited on this.

> **KEY LEARNING**
>
> The aim of mobile crèches is to provide quality childcare at the premises where an event or training course is taking place. This enables parents to participate in such events while also knowing their child(ren) are on site and cared for.
>
> In areas where crèches are available, WFF is advised to normally buy in services as opposed to developing their own. However, in areas where crèche facilities are limited, some WFF projects have been crucial in allowing certain activities to go ahead.
>
> The viability and effectiveness of mobile crèches needs to be considered carefully, before developing such services.

SUMMARY OF KEY LEARNINGS

- The combination of childcare, Key Worker, employability and other support for disadvantaged parents appears to have assisted many to improve their employability and to enter work, training and education.

- Key Worker approaches appear to have been successful as they have been able to provide: continuity and a single contact and support point for clients during their whole time with WFF; a supportive, individually tailored and relatively holistic service (including accessing other projects and services where necessary) in order to meet a wide range of client needs; and resources to access appropriate childcare and some relevant employability services.

- There was an issue as to the extent that some distinct projects were required to be set up through WFF, in addition to the Key Worker programmes. Key Workers in themselves were able to deal with a wide range of clients and those that needed particular support could often be referred to specialist services in the local area. Questions emerged as to the necessity of some types of projects, e.g. volunteering projects where there were existing services and demand among WFF clients appeared to be low. However, the flexibility of WFF funding meant that other projects could be developed in response to emerging needs being identified, e.g. money advice projects. Some projects might be relevant in some areas but not in others, for instance it might not be necessary or practical to operate specialist Key Workers in some areas but in others, the demand and geography made these worthwhile. Generally, early mapping of existing services (as outlined above) was valuable in helping to determine the need for separate projects.

- A further recurring question was the extent to which WFF should be solely responsible for funding specific projects that had a broader impact beyond WFF clients: for instance, community engagement outreach projects that sign-posted clients to a range of services, working with employers to develop work-life balance or childcare services and some childcare infrastructure projects. (It should be said that some of these projects were jointly funded). Developing close partnerships with other local services to develop funding packages is particularly valuable here. However, as WFF develops, there are questions as to the range of projects that it is appropriate to be funded via WFF, what could be developed in partnership and what is out with the remit of WFF. Greater clarity is required on these points.

- There remain gaps in the availability of flexible and affordable childcare provision in many areas,

PART IV: CONCLUSIONS

CHAPTER NINE   CONCLUSIONS AND RECOMMENDATIONS

9.1   INTRODUCTION

The overall conclusion is that Working for Families appears to have made a significant improvement in the employability of disadvantaged parents. The Working for Families Fund represents an important attempt to develop innovative, targeted solutions to the barriers to work faced by people with families. It was established to invest in new initiatives to improve the employability of parents who have difficulties in participating in the labour market, focusing on the specific needs of the most disadvantaged parents - those who have difficulty entering employment or training because of disability, drug and alcohol or mental health problems, those on low incomes and lone parents pre-New Deal. The Fund seeks to support these groups by helping them find sustainable childcare solutions and provide access to other relevant employability-related services.

This conclusion assesses:

- The overall impact of the funding
- The benefits and effectiveness of the funding for particular groups and in particular circumstances
- The trade-offs between positive outcomes and economic resources used, through cost-benefit analysis
- WFF's implementation
- Recommendations.

9.2   THE OVERALL IMPACT OF THE FUNDING

Overall WFF had a significant initial impact in 2004-06 in terms of recruiting a large number of clients and assisting many of these to make significant progress towards work, education or training. Specifically, 5808 clients were recruited to WFF projects in the ten local authorities. This is a reasonable level for such a programme starting (except in Glasgow and Dumfries and Galloway) from scratch with a largely new set of client groups, and a new combination of economic development and childcare support workers and specialists.

In total, just under half (49% or 2869) of all clients during Phase 1 had achieved an identified outcome, improving their employability and making progress towards sustained employment, training or education, by 31 March 2006 (and many of the others achieved outcomes after that date). Also nearly a quarter (24%) of clients had experienced a Transition at more than one point in time, indicating quite a strong client attachment by many clients to the WFF programme (even after their first Transition) to continue towards enhanced outcomes and the need for long term WFF support for such clients.

41% of all clients achieved 'hard' outcomes - i.e. a Transition of moving into full- or part-time employment; improving or sustaining employment; or entering or completing education or accredited training courses lasting 6 months or more. Of these 19% (472 people) moved into a full-time job and 24% (568) in a part-time job, 13% (324) sustained employment (e.g. were able to continue in current employment having faced a recent 'crisis' which threatened this employment), 10% (247) improved employment or achieved another employment-related

outcome (including 3% who reduced their hours) and 34% (810) entered/completed or sustained education or accredited training of a least 6 months duration.

Given the slow start-up of WFF in most areas, this seems a reasonable number of Transitions and client progress.

Overall most clients found the support of WFF to be very useful, the most useful aspect being in terms of 'providing an opportunity to look for work'.

9.3   THE BENEFITS FOR PARTICULAR GROUPS

The evidence suggests that most WFF clients experienced multiple barriers to progressing towards work, including identified caring responsibilities (identified by 80% of WFF clients); opportunities or skills were a barrier (71%), and 'other issues' (43%). The improvements by clients in reducing these barriers, together with evidence elsewhere in the report, suggest that the holistic approach of WFF is successful in addressing the varied needs of a large number of clients.

Overall WFF successfully focused support on disadvantaged parents in the target groups, who were among the most disadvantaged parents in Scotland (e.g. in terms of levels of qualification, Benefit dependency, low income and being long-term unemployed etc.). This is indicated, for instance, by:

- The relatively low levels of education and qualifications which indicate that WFF clients were well below Scottish averages.
- Six LAs had more data zones in the worst 10% of Scotland Scottish Index of Multiple Deprivation than the Scottish average. The two rural areas had around a third of Scotland's data zones in the Geographic Access and Telecommunications domain, and North Ayrshire had 15% of Scotland's data zones in the employment domain. The clients of WFF were generally even more concentrated in these disadvantaged areas than the LA averages.
- A higher proportion of WFF clients have children under 5 years old (67%) compared to 37% of parents in Scotland, and so were in need of generally more intensive and expensive pre-school childcare.

In addition, overall the children of clients were relatively young with 95% of lone parent clients having one or more children aged under 12 years living in the household (this proportion is the same for clients in couple households) and 48% having a child aged under 3 years old. None of these were, at the time of WFF Phase 1, prime targets for New Deal for Lone parents. So WFF appears to be supporting lone parents of younger children who wish to progress towards work, training and education. The projects have been client group, rather than postcode led, and this has allowed disadvantaged parents in most LAs to be supported regardless of where they live.

However, the evidence suggests that those with poor qualifications, low employability skills and significant barriers have, so far, been less likely to move into employment. So within the spectrum of disadvantaged groups that WFF clients represent, there are some clients who are particularly disadvantaged and will require longer term support.

A fifth (21%) of clients were self-referrals, indicating a possibly high level of self motivation for them, but this leaves a large majority (79%) who were attracted through other agencies. Together with the low educational levels etc. of WFF clients, it is unlikely that a large share of the positive outcomes is due to WFF attracting relatively high achievers.

The evidence also indicates: the importance of a combination of types of support that are required to improve the employability and outcomes of individual clients; the varying importance of different barriers; and the variations across LAs (see Section 8).

9.4   COST-BENEFIT ANALYSIS

Expenditure on WFF was considerably under budget (around £12.4 million was spent over the two years compared to a budget of £20 million). This was primarily due to the slow start up of the projects, because of difficulties in getting appropriate staff etc. It also appears that emphasis was upon setting up good quality, sustainable projects and that this was more important than maximising budget spend. The budget was almost fully spent (91%) in Year 2 (2005-6).

The cost/benefit analysis of WFF funding needs to take account of the slow start-up period, when set up costs were incurred but there were relatively few clients. Hence Year 2 (2005-6) provides a more reliable estimate of costs. In Year Two figures costs per WFF client engaged on the programme were estimated to be £1,955. For this year, the overall costs per client who had a Transition into work, education or substantial training were around £4,000. (It is expected that these costs may fall in the future as fewer of the clients will have been on the programme for short periods of time and there will be some economies of scale as numbers rise.) These costs exclude those of training and support from non-WFF sources. A more accurate estimate of the medium term costs per Transition will be possible using data from Phase 2.

A comparison control group was set up across the 10 local authorities with 107 randomly chosen parents with roughly similar characteristics, but who had not received support from WFF. The comparator study showed that their moves into work, training or education were very limited compared to WFF clients. This broadly suggests that much of the increase in employment, training or education of the WFF clients is likely to be attributable to WFF support rather than to other changes that would have happened anyway.

There were no reliable data available to show the impact of WFF on childcare services - the national database definitions etc. changed during the life of the evaluation, so they do not provide a reliable baseline. It is therefore recommended that more detailed national and local data on childcare provision and up-take should be gathered if possible.

Costs per 'Hard' Outcome/ Transition were estimated to be £2317 after the start up phase. If only 2005-6 is considered, then the overall cost per client who had a Transition would be around £4000. This would appear to be reasonably low in relation to projects with generally similar types of client groups. This figure will be higher (just under £8,000) if 'deadweight', displacement and substitution effects are taken into account, but there are no accurate measures of these. On the other hand the figures exclude considerable future outcomes (which are expected to be high due to the nature of the clients), life time earnings of clients,

family and personal benefits and other benefits due to getting or changing employment, and education etc.

While it is too early to make conclusions, preliminary indications for WFF suggest that the government exchequer benefits (e.g. through higher taxes and national insurance contributed and lower benefits paid). In addition, the wider long term benefits for participants, including increased life time earnings, improved mental health and other benefits to parents and children etc., are likely to be higher than the financial costs of WFF.

9.5   IMPLEMENTATION

Many lessons can be learned. The lead-in time and cost of establishing a programme such as WFF is considerable, therefore allowance should be make for this in terms of budgeting and advance set-up time .

In all but one area, WFF programmes were based within Economic Development Departments of local authorities who worked with relevant specialist agencies. This choice of location appears to have been successful. It focused the services on the end goals of progress towards work, education or training, rather than intermediate services such as childcare provision per se; built upon departments with skills in partnership working in the area of employability and upon existing partnerships with key agencies; and used the ability of staff to 'speak the same language' with other employability orientated agencies.

There appears to be an overall high level of co-operation and joint working across sectors within WFF, with many projects operated by the third sector and most referrals of clients coming from other agencies (in particular 20% were referred by Job Centre Plus). The approach of continuous information sharing across areas with regular co-ordinators' meetings, appears to have helped cross-learning and problem solving across the LAs and to have helped improve the efficiency and effectiveness of projects.

The key learning is set out in Section 8 for projects based upon: specific client groups; for projects based upon specific issues; and types of childcare.

Other lessons include the speed of implementation. The initial start-up phase was fairly slow during the first six months and the number of new clients fell over the Christmas/New Year period. One overall lesson is that the time needed to get projects fully operational was longer than originally expected (it appears to be around twelve months before a peak of new clients each month is reached). This is partly as it is a new type of initiative involving: cross disciplinary and departmental work, with among others economic development, childcare and education staff; multi-agency; hiring staff where there is often a limited pool of suitably experienced and qualified staff; and generally setting up new projects or forming new partnerships with existing organisations. Setting up a service from scratch could also be more costly and time-consuming, as opposed to buying into an existing similar service from within or out with the local area,

The long lead-in time for many projects was particularly true for childcare projects. Childcare infrastructure projects could be expensive, have a long development time and be subject to considerable paper-work (e.g. that involved in Care Commission approval).

Hence lead-in time should be carefully considered when budgets are set, with the expectation that only a few staff may be employed and relatively few clients assisted in the first few months. Secondly when expanding out WFF, training of project and local authority staff should be carefully considered, including in employability, childcare and partnership issues. Thirdly, mechanisms need to be in place to ensure learning from good practice elsewhere for both new local authorities and projects joining WFF and for existing LAs and projects. Fourthly, consideration should be given to new areas being brought into WFF in a phased way

9.6   RECOMMENDATIONS

The recommendations from Phase 1 are as follows. (Some have already been adopted in Phase 2):

- Greater recognition should be given to the long lead-in and start-up times required for programmes such as WFF, with account taken of the impacts upon budgets, timing of the programme and expected outcomes.

- WFF should continue with a focus in the Economic Development departments of local authorities. However, local partnerships with employability and childcare bodies and organisations providing other services, at both strategic and operational, frontline delivery levels, should continue to be progressed and their importance should be stressed.

- The focus on the Key Worker models of providing consistent, flexible and tailored support on employability *and* childcare issues should be continued. In addition, the developing Key Worker models should continue to be investigated on an on-going basis, with lessons identified and distributed widely among interested parties. It would also be useful to investigate providing Key Workers with more formal specific training or support in condition management, as used in other employability projects for clients relatively far from employment, such as 'Pathways to Work'.

- Due to the relatively long start-up time, and hence limited periods that most clients have been supported by WFF, further analysis of outcomes by types of projects and of clients should be continued using data from Phase 2. This should include what appears to work best.

- Continued monitoring and investigation into the importance of different types of support (e.g. transport, forms of confidence building etc.) should be, and is being, carried out in Phase 2. In particular more projects directly working with employers, which might attempt to better meet the combined needs of employers and WFF clients, should be encouraged and lessons learned. Particular support is needed for those with strong barriers and a lack in employability skills and qualifications. While WFF is focusing on people on low income in Scotland, within the WFF client groups there remain some who are currently achieving less and may require further support over a longer period.

- Clearer targets, concerning client numbers and expected outcomes based upon knowledge from Phase 1, should be set for any future WFF local authorities and projects, as they have been in Phase 2.

- Prime focus of Working for Families should be on 'hard' outcomes leading to major improvements in the position of clients (such as moves into or sustaining work, substantial training and education) rather than on 'softer' outcomes. However, 'soft' outcomes are also important and should be recognised. More information on 'soft' outcomes (such as consistent intermediate activities like short term training) should be gathered and this is underway in Phase 2.

- Greater childcare information should be collected, and consideration should be given to altering the annual Census of Children's Daycare and Pre-school Education Centres so it can assist in providing a basis for a consistent, longer-term picture of childcare availability, supply and cost, in order to assist in the development and evaluation of the effects of increases public expenditure on childcare.

WORKING FOR FAMILIES EVALUATION
(PHASE ONE)

TECHNICAL ANNEX T2

POLICY AND LITERATURE REVIEW

TECHNICAL ANNEX T2

POLICY AND LITERATURE REVIEW

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Policy Review completed by:
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POLICY AND LITERATURE REVIEW

This policy review briefly examines the key UK and Scotland policy initiatives that relate to the Working for Families Fund, including Child Poverty, Childcare, Employability and Labour market policies and Partnerships.

The literature review summarises key qualitative research on the experiences of families living on low incomes, including issues around parenting and paid work, lone parents, and parents with multiple stresses.

Policy Review

Policy Context – Child Poverty

The UK Government aims to eliminate child poverty by 2020. More specifically, Closing the Opportunity Gap committed the Scottish Executive to tackling poverty and disadvantage through their Social Justice Strategy. In partnership with the UK Government, the Executive are committed to ending Child Poverty and, in addition, their Strategy was supported by a number of targets (the social justice milestones). Key aims include

- To **prevent** individuals or families from falling into poverty;
- To provide **routes out** of poverty for individuals and families; and
- To **sustain** individuals or families in a lifestyle free from poverty.

The Working for Families Fund directly addresses the specific objective 'To increase the chances of sustained employment for vulnerable and disadvantaged groups - in order to lift them permanently out of poverty' which is one of 6 Closing the Opportunity Gap objectives launched on July 12, 2004.

A number of strategies at the UK level have been employed to reduce child poverty. These include: various into work programmes, for instance, the New Deal (and at the Scottish level, the Working for Families Fund) and 'making work pay' through in-work benefits, tax credits, the minimum wage and tax rates. In order to make it easier for parents to access and maintain work, work-life balance has been promoted, including the introduction of various statutory measures (such as increased maternity and paternity leave and pay, the right to request time off for childcare reasons etc.).

These measures may have been in some way effective, since child poverty has reduced since 1998/99 and particularly so in Scotland were the percentage of children living on low incomes (below 60% median, or "in poverty") net of housing costs has been reduced from 31% in 1998/99 to 24% in 2004/05. However, child poverty in the UK as a whole still remains higher in relative terms than in all but three of the 24 other EU countries (Hirsh, 2006).

It has been argued that at the heart of UK government policy are the core values of work and family (Backett-Milburn et al, 2001). Labour market participation is perceived as the key means by which families can escape poverty and cycles of poverty, including inter-generational poverty. For instance, in Scotland, almost one half of all lone parents were classed as being in income poverty. However, the major reason for this is the high levels of worklessness among lone parents, whereby around half of all lone parents are not in employment (JRF, 2005).

At the same time, there is an increasing emphasis on parenting skills, on partners' responsibility for their children's education and behaviour, and on the outcomes for young people who have been brought up in different family forms (Backett-Milburn et al, 2001). Some commentators have argued that the development of children whose mothers go out to work has suffered (Gregg et al, 2005.).

However, increased employment among mothers does appear to have the potential to reduce the level of child poverty, as well as increasing women's financial independence (which has longer term implications in reducing poverty among women) and social inclusion. Research also maintains that mothers particularly value paid work (see Literature Review – Low Income Families below).

Policy Context - Childcare

Prior to the National Childcare Strategy (DfEE, 1998), childcare was seen as a private family matter. Provision at that time was poor and was a major barrier to employment among low-income families, and especially lone parents. The National Childcare Strategy aimed to improve the availability, affordability and quality of childcare and also formed part of the government's strategy to reduce child poverty through expanding childcare to help more parents into employment (Skinner, 2006).

582,000 new childcare and early education places in the UK had been created by 2005 (HM Treasury, 2005: 15). However, problems such as patchy provision between local authorities, insufficient places for disabled and disadvantaged children and children from ethnic minorities and that some services were not sustainable without sustained core funding were identified by a National Audit Office (NOA, 2004) report.

The childcare subsidy element of the Working Tax Credit remained unclaimed by a large portion of eligible lone parents and the average amount paid out was low. Parents in the UK still paid for 75% of childcare costs compared to an average of 25-30% among OECD.

Lack of childcare still presents a barrier to employment for many parents, although employment rates for lone parents have increased to 56% (in 2005) from 46% in 1997. (Skinner, 2006)

In 1998, the Green Paper, Meeting the Childcare Challenge: A Childcare Strategy for Scotland, the Scottish Office recognized the need for accessible and affordable childcare as part of its strategy on supporting families, and identified three key problems:

- variation in the quality of provision;
- high costs;
- difficulty in finding childcare places.

The Green Paper was followed up with the Childcare Strategy, which has at its core the aim of providing good quality, affordable and accessible childcare. A key component of the Strategy was the provision of Out of School Care. Childcare is believed to have both social and economic benefits for parents and children: parents are able to participate in work and/or training, while children are offered play, social and educational opportunities (Scottish Executive, 2004).

Policy Context – Employability and Labour Market Policies

The concept of employability has become a major component of national, regional and local labour market policy in many countries (e.g. OECD 1998, CEC 1999; ILO, 2000). Employability is concerned with factors changing a person's probability of getting a new or improved job (see McQuaid and Lindsay, 2003, 2005). The need for strategies targeting "low-paid and unskilled job seekers [and] enhancing the effectiveness of active labour market policies and lifelong learning to maintain *employability*" continued to form the central focus of the Organisation's labour market policy agenda throughout the 1990s (OECD, 1998, p. 4).

The Scottish Executive's Employability Framework uses the definition of employability as "*Employability is... the combination of factors and processes which enable people to progress towards or get employment, stay in employment and move on in the workplace*" (Health Dept. and Scottish Executive Employability Framework, 2006). A major purpose of WFF is to improve disadvantaged parents' employability and so move them towards or into work or to improve their progress in work.

In order to analyze these various potential factors, an employability framework can be useful for analyzing theory and policy. Many researchers on employability stress McQuaid and Lindsay (2005) set out a comprehensive 'broad' model of the employability with three main inter-related components that influence a person's employability: individual factors, personal circumstances, and external factors.

Individual Factors involve, firstly, a person's "employability skills and attributes" and are therefore fundamental to skills mismatch. These primarily "supply-side" employability issues broadly cover the overlapping: essential attributes (basic social skills, reliability, etc.), personal competencies (diligence, motivation, confidence, etc.), basic transferable skills (including literacy and numeracy), key transferable skills (problem-solving, communication, adaptability, work process management, and team working skills), high level transferable skills (including self-management, commercial awareness, and possession of highly transferable skills), qualifications and educational attainment, work-knowledge base (including work experience and occupational skills), and labour market attachment (current unemployment/employment duration, work history, etc.).With the changing sectoral and occupational structure of employment, especially the rise of service industries and use of information technology, there is an increasing need for related "softer" skills such as verbal and other communication skills even for entry-level jobs.

"Demographic characteristics" that may influence employability include those such as age or ethnicity that may influence job seekers' ability or willingness to accept certain jobs. "Health and well-being" factors include health (physical and mental health, medical history, and physical ability to do different jobs, of which some may be age-related) and disability (including the nature and extent of physical disability, mental disability, and learning disability). "Job seeking" skills, including skill and intensity of use, have a large influence upon job matching. "Adaptability and mobility" include the job seeker's awareness of his or her own strengths and weaknesses; a realistic approach to job targeting; geographical mobility (including non restrictive mental maps of where to search for a job, wage flexibility and reservation wage); and occupational flexibility including willingness to do shift work and to consider jobs across a range of sectors.

The second employability component, *Personal Circumstances*, incorporate contextual socio-economic factors related to individuals' social and household circumstances that affect their ability to get a job match. "Household circumstances" can be divided into: direct caring responsibilities (e.g., for children or elderly relatives); other family and caring responsibilities (including financial commitments to children, emotional and/or time commitments to family members, etc.); and other household circumstances (such as the ability to access appropriate housing). An additional element of personal circumstances, "work culture" refers to the wider social influences impacting on the individual's attitudes and aspirations, such as: the existence of a culture in which work is encouraged and Job search success and employability in local labour markets supported within the family, among peers, and the wider community; and spatially concentrated socio-economic disadvantage, which may limit job search success.

Next, there are factors related to "access to resources" including transport and mobility issues (such as access private transport, ability to walk appropriate distances to work, etc., which may have some influence on spatial mismatch); access to financial capital (such as the level of household income and access to formal and informal sources of financial support); and access to social capital, such as personal and family support networks and formal and informal community support networks, especially those relevant to job seeking.

Third, *External Factors* include primary demand factors and enabling factors, which help connect employers and job seekers. These influence a person's employability such as labour demand conditions and enabling support of employment- related public services. As discussed earlier, "demand factors" include local labour market factors, which may affect spatial mismatch (such as the level and nature of local and regional or other labour demand, location issues, centrality/ remoteness of local labour markets in relation to centres of industry/employment, and levels of competition for jobs); macroeconomic factors (macro-economic stability, level and nature of labour demand within the national economy, etc.); vacancy characteristic factors (remuneration, conditions of work, working hours, and prevalence of shift work, opportunities for progression, extent of part-time, temporary, and casual work, availability of "entry-level" positions if appropriate, etc.); and recruitment factors, which may lead to frictional mismatch (including employers' formal recruitment and selection procedure and general selection preferences, employer discrimination, and the form and extent of employers' use of informal networks). However, demand should ideally be

measured in more sensitive ways, such as types of labour required by local employers rather than simply, for instance, local aggregate demand.

"Enabling support factors" for matching labour demand and supply includes employment policy factors (accessibility of public services and job matching technologies, such as information and communication technologies, information and job search/counselling, use and credibility among employers and job seekers of Public Employment Services, incentives within the tax and welfare systems, and measures to ease the school-work transition) and other policy factors that help enable people to get a job (such as the accessibility and affordability of public transport or childcare). It is clear that demand factors and enabling support factors are linked—labour market demand may be influenced by national policies concerning macroeconomic growth and stability, anti-discrimination legislation, and regional and local strategies to stimulate demand via support for inward investment and new firm development, etc. Similarly, many of these policy responses are discussed above, highlighting the extent to which individual factors, personal circumstances, and external (labour market and policy) factors are inherently linked. For example, the efficiency of individuals' job search strategies is subject to employers' recruitment preferences and channels.

Although WFF is a solely Scottish Executive policy, it is indirectly linked to and complementary to other UK wide employment policies and legislation (e.g. Job Centre Plus and New Deal etc.). The UK sees itself as a 'world leader' (DWP, 2004a) in the development and delivery of policies to promote the employability of unemployed and inactive people. The National Reform Programme for employment (HM Treasury, 2005) and recent policy documents outlining the 'next steps' in the government's welfare reform agenda (DWP, 2004b, 2005, 2006) confirm the UK's self-perceived position as a leader in the development of innovative, supply-side labour market strategies.

Policy Context – Partnership Working

New forms of partnership working and inter-agency co-operation have gained increasing prominence in the delivery of employability policies in Europe and elsewhere. The range of factors influencing people's employability means than often no single agency has the services and expertise required to deal with all of the key issues, so necessitating increased inter-agency collaboration to provide effective support. When unemployment is low and there is strong demand for labour there is a particular need to improve the employability of those with multiple barriers to work. Faced with increasingly complex and harder to reach client groups, employability stakeholders have come to accept that job search and training services are not alone sufficient to move many job seekers towards work. Promoting inter-agency co-operation and partnership is therefore a priority for the future development of approaches to employability for disadvantaged parents in Scotland and elsewhere.

There are a multitude of definitions of partnership. The OECD (1990: 18) has provided a useful definition of partnerships as: "Systems of formalised co-operation, grounded in legally binding arrangements or informal understandings, co-operative working relationships, and mutually adopted plans among a number of institutions. They involve agreements on policy and programme objectives and the sharing of

responsibility, resources, risks and benefits over a specified period of time." WFF was designed and implemented as a form of partnership between the Scottish Executive and the ten LAs and between the LAs and the projects in their areas.

Policy makers have increasingly sought to promote inter-agency co-operation due to a number of potential benefits accruing from such approaches. Effective partnership working can: produce more flexible and innovation policy solutions; result in the sharing of knowledge and pooling of resources; build capacity in organisations and communities; gain the 'buy in' of key stakeholders including at the local level; and engender a more integrated, consistent and aligned approach across policies, agencies and local areas.

However, there can also be significant additional costs of partnerships, and the benefits of inter-agency co-operation can be limited by organisational constraints, lack of leadership and accountability, partners' conflicting interests and priorities, and a lack of capacity among different stakeholders to fully participate. The research sought to explore these issues and identify 'critical success factors' that need to be in place to improve partnerships promoting employability.

Promoting 'partnership' and inter-agency co-operation between government departments, public agencies, private companies and the third sector has become a staple of strategies to promote social and labour market inclusion in Scotland, Great Britain (DWP, 2004) and the EU (CEC, 2003). Area-based strategies to tackle social and labour market exclusion have particularly seen the promotion of partnership approaches – for the government, 'renewal relies on local communities', and non-public bodies have a leading role to play in promoting regeneration and inclusion (SEU, 2001). Inter-agency co-operation is seen as the appropriate policy model to promote and achieve these goals.

Different types of partnerships will be appropriate in different circumstances, and a key strategic issue is to identify and choose an appropriate type. Some of the main dimensions of partnership are: a) what the partnership is seeking to do, i.e. its purpose and whether it is strategic or project driven; b) who is involved, i.e. the key actors and the structure of their relationship in the partnership; c) when i.e. the timing or stage of development of the partnership process and changing relationships and activities over time; d) where, i.e. the spatial dimension; e) how the activities are carried out, i.e. the implementation mechanisms (see McQuaid, 2000).

The term 'partnership' covers widely differing concepts and practices and is used to describe a wide variety of types of relationship in a myriad of circumstances and locations (McQuaid, 2000). The OECD (1990: 18) has defined partnerships as:

> *"Systems of formalised co-operation, grounded in legally binding arrangements or informal understandings, co-operative working relationships, and mutually adopted plans among a number of institutions. They involve agreements on policy and programme objectives and the sharing of responsibility, resources, risks and benefits over a specified period of time."*

Reviewing a number of existing definitions, Hutchinson and Campbell (1998) suggest that there is consensus around a number of defining features:

- partnerships bring together a coalition of interests drawn from more than one sector to generate agreement;
- partnerships have common aims and a strategy to achieve them;
- partnerships share risks, resources and skills;
- partnerships achieve mutual benefit and synergy.

Potential Benefits of Partnership working

Partnership-based approaches to dealing with social and labour market exclusion have become increasingly popular among policy makers. A review of the policy literature suggests that there are a number of potential benefits associated with inter-agency co-operation (McQuaid, 1994, 2000; Dowling et al, 2004; McQuaid et al, 2005). In particular partnerships may provide benefits through:

Flexible and responsive policy solutions

Perhaps the most regularly deployed argument in favour of partnership-based approaches is that the problem of social and labour market exclusion is complex and multi-dimensional, requiring a range of inputs from stakeholders. The individual barriers (e.g. lack of skills), personal circumstances (e.g. caring responsibilities for children or other relatives) and socio-economic context (e.g. living in an area of multiple deprivation and low job opportunities) faced by people with low employability are often inter-related, over-lapping and mutually reinforcing. Hence policy solutions aimed at one factor, or part of the support system, are unlikely to be fully successful due to the counteracting impacts of other factors. Partnerships between key actors or service providers are therefore essential in order to tackle the various causes as well as the symptoms of low employability. In terms of labour market policies, local partnerships arguably facilitate the tailoring of the programme and its delivery to the specific problems and opportunities of local labour markets.

Facilitating innovation and evaluation

Partnerships arguably have greater scope to test new and innovative approaches – the fact that stakeholders come together from a range of different policy perspectives can, in itself, produce greater dynamism through the sharing of ideas, expertise and practice. Effective partnership working therefore challenges existing approaches by bringing to bear experience from other sectors and organisations, and developing new ways of working.

Other potential benefits include: sharing knowledge, expertise and resources; pooling of resources, synergy and 'bending the spend'; developing a coherent service; improving efficiency and accountability; capacity building; and gaining legitimisation and 'buy-in'.

Potential problems and limitations

The benefits discussed above are achievable where effective structures for inter-agency co-operation and/or partnership working are in place. However, there are considerable challenges in achieving these positive outcomes related to: a lack of

clear and/or consistent goals; resource costs; impacts on other services; and differences in approaches between partners.

These potential disadvantages may include: conflict over goals and objectives; resources costs; accountability; impacts upon other services; organisational difficulties; capacity gaps; differences in philosophy among partners; and inequalities in power relations.

Qualitative Research on Low Income families and Work Life Balance

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There are few studies carried out in Scotland providing qualitative insights into the experiences of living on a low income (whether in paid work or not). This reflects a general dearth of currently published qualitative evidence, nationally or internationally, about work-life balance issues specifically facing those in low income families, whatever their household composition or particular circumstances (Cunningham-Burley and Backett-Milburn, 2004). To some extent this has been changing recently, perhaps partly because the successful implementation of a range of welfare to work strategies being developed in many Western countries now requires a more in depth understanding of the targeted groups, including lone parents and those on low income. However, on a positive note, this overview found that recent research findings show remarkable similarities in the reported experiences and perceptions of those living in low income households. In this section we summarise relevant aspects of living on a low income; examine the meanings attached to combining paid work and parenting, attitudes to childcare, and the particular challenges facing lone parents; consider transition to work issues for groups facing particular stresses or disadvantage.

Background

Firstly, however, it is necessary to contextualise these issues in the meanings and experiences of employment, working conditions and nature of labour markets, as these structure the earning possibilities available to most low income families. Qualitative research shows that, for instance, women in low income jobs tend to report that their jobs are predominantly part time, with little opportunity for education or training, and that any 'family friendly' practises are predominantly informally negotiated (Airey et al, 2004; Backett-Milburn et al, 2001); this reflects the realities of the so-called 'peripheral' job market (Dean, 2002). Such experiences, however, seem sometimes to be taken as 'givens' by these respondents; the 'understanding boss' is valued and employees report changing or losing jobs when family friendly conditions cannot be satisfactorily negotiated (Dean and Shah, 2002; Airey et al op cit.; Backett-Milburn et al op cit). Many low paying workplaces are, however, not yet experienced by women as 'mother ready' or, indeed, as 'parent ready'; most women, in particular, work in SMEs where flexibility is very variable and informal arrangements tend to prevail (Dex and Scheibel, 2002). Analysts have commented that, in these respects, it is the employee who shoulders the burden of the "precarious nature of the labour market in which low income families must engage" (Dean and Shah op cit., p76). Moreover, those reviewing the 'business case' for family friendly policies also conclude that this will favour those in skilled, well remunerated, secure jobs during periods of full employment and labour scarcity (Ackers, 2003); that 'arguments about work-life balance will in practice be shaped by the perceived benefits to the employer, rather than issues of social justice' (Healy, 2004, p222); and that lone parents are particularly vulnerable to labour market recessions (Kjeldstad and Ronsen, 2004).

The meaning of low income work

Given these structural conditions, what do those on low incomes say about the meaning of work for them? Here the work of Richard Sennett (2003) on 'Respect' is useful to frame discussion of work-life balance issues on a low income, linking the public and personal, home, work, citizenship and welfare. Although written about the US, 'Respect' resonates strongly with the qualitative data coming from recent empirically based work in the UK. Sennett argues that in societies that claim we must treat each other as equals, thus conveying mutual respect, this is rendered problematic in the face of intractable inequalities; earning such respect in our society means not being weak, not being needy. However, although the way out of this is seen as becoming materially self sufficient, for example in welfare to work programmes, he contends that this is still not enough; rather, to earn self respect and respect from others it matters what one does and how one achieves it. Relationships of dependency within welfare systems borne from compassion rather than respect cannot induce respect; work that demeans also cannot generate respect.

Despite such critiques of the kind of work available to those on low incomes, the qualitative literature suggests that paid employment is still seen as one means of earning respect. Low income working mothers have spoken about the high value they place on work, not just for economic reasons (Bostock, 1998), but also in terms of personal identity, social contact and giving good messages about working for a living to their children (Backett-Milburn et al op cit.). In the latter study some lone mothers seemed particularly to value working as a means of escaping the perceived stigma attached to being a lone parent on benefits. However, this is far from straightforward as other studies have found respondents expressing concerns about the perceived financial risks to taking up potentially insecure employment compared with guaranteed welfare benefits (Kempson et al, 1994; McKendrick et al, 2003). Indeed, Dean and Shah echo these views, commenting that, "the concern we seek here to express is that for low income families the risks associated with insecure low-waged employment can present a threat rather than an opportunity" (op cit, p 78).

Living on a low income

What do the messages seem to be about experiences in the 21st century of families living on low incomes, or indeed 'in poverty'? Unsurprisingly, the feelings of stigma remain (McKendrick et al, 2003; Ghate and Hazel, 2002). Most people do not wish either to see themselves as 'poor' or 'in poverty', or to be defined as such. A recent study in Scotland concluded that the problems of maintaining self-respect are described as being just as important as the lack of material goods and challenges of living on a low income. Many spoke of their feelings of self worth when they <u>could</u> actually manage on a low income and, conversely, of the effects on their 'self esteem' when they were not able to manage (McKendrick et al, 2003). Although these respondents acknowledged that they had enough on which to survive, a sense of not having enough for themselves and their children to participate fully in Scottish society pervaded their accounts, reinforcing the significance of consumption in societal definitions of worth and the value placed on possibilities for leisure and social interaction. Generally, qualitative studies show that children's needs are prioritised by parents, particularly by mothers whose descriptions of their lives often show how they make particular sacrifices for them. Parents speak of wishing to protect children

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from the worst effects of poverty, for example by minimising its visibility whenever possible so that the 'outward signs' of poverty do not distinguish them from their peers (Middleton et al, 1997).

However, other researchers emphasise how the everyday experience of poverty involves much more than material hardship. Holman et al (1998), drawing on Easterhouse residents' biographical writings, identifies three realms of poverty: hardship, powerlessness and monotony. Gordon et al (2000) argue for a re-conceptualisation of poverty, taking account of its potential exclusionary impact on everyday social life and interactions.

Several key issues emerge from recent studies of living and parenting in disadvantaged circumstances or neighbourhoods: experiences of neighbourhoods; managing money and issues of debt and credit; perceptions and availability of resources and support; (Gill et al, 2000; Ghate and Hazel, 2002; McKendrick et al, 2003; Attree, 2004).

Experiences of neighbourhoods

All studies emphasise that neighbourhoods with a greater proportion of people in poverty or on low incomes are more likely to be rundown and often environmentally and socially dangerous places where people are likely to be exposed to high levels of risk factors in every respect. Those living in poor environments tend to have worse physical and mental health compared with the wider population and poorer communities have fewer collective financial resources for the children who live there (Bradshaw, 2002; Brown et al, 2002). Qualitative studies are now adding to the picture of how people who live in these neighbourhoods view them and the ways that they cope. Hastings and Dean (2000) comment that poverty-associated behaviours that are observed in individuals are, too often, erroneously mapped onto the wider community. Such feelings about living in stigmatised areas are commonly expressed by residents themselves. Nevertheless, concerns about drugs, crime and the poor opportunities and facilities for children dominate accounts from poor or high risk neighbourhoods, where most also describe lives constrained by and dependent on that very area. However, study respondents regularly differentiate between the place and the people, with many expressing relatively high levels of satisfaction with their neighbours and neighbourhoods. "According to our respondents, people do still talk to each other, associate with one another and 'feel at home' in poor environments" (Ghate and Hazel op cit., p104). Alongside this picture, studies also find that residents readily identify particular pockets of deprivation and sub- areas where social problems are concentrated. Residential stability in an area is valued, in part because it provides the conditions for stronger intergenerational relationships and family ties, (Gill et al op cit.); conversely, in areas of high population turnover families may report isolation and not knowing their neighbours.

Managing low income and issues of debt

A recent meta- analysis of qualitative studies of parenting in disadvantage identifies several overarching ways in which parents describe how they manage poverty (Attree, 2004). Firstly, 'strategic adjustment' implies an element of choice and agency over household resources. Respondents describe how they prioritise the purchase of food

and fuel, source and buy cheaper food, seek out bargains, keep to budget often by juggling payments and expenditures. Earlier researchers described this as the 'discipline of poverty' (Dobson et al, 1994). Secondly, 'resigned adjustment' implies that poor families simply get used to their circumstances, take them for granted, and concentrate on 'keeping afloat' rather than seeking any ways to escape from material impoverishment or the negative attitudes of others.

Studies indicate that the majority of low income families consider that they manage their finances reasonably well, though considerable stress and anxiety may be expressed (Ghate and Hazel, op cit). Unsurprisingly, the proportion of those on low incomes who feel they do not manage is greater than that for the general population. Moreover, while some of the above strategies may be familiar in any households, the necessity to deploy these to meet *basic needs*, the need to deploy more of such strategies, and the importance of these strategies in the lives of low income family households, creates a particularly intense experience, and poignant meaning, of these management strategies. Consequently, from respondents' accounts, it is evident that both sets of strategies described above entail physical and emotional costs for those managing on low incomes; several studies identify the expressed need by parents to find some relief, by way of low cost treats or making some time and space for themselves within the fabric of their daily lives. Bostock (1998) interpreted the latter as a child protection strategy for the hard pressed low income mothers in her sample.

Living with debt is another key issue for those in low income households, indeed, in most studies respondents present this as simply part of everyday life. There is little sense of shame at having debt, although this should not be taken to imply that those living on a low income are indifferent to it, for some it is seen as the cause of considerable stress and ill health. Debt is owed to family, friends (to a lesser extent), private companies, DWP (Social Fund) and loan sharks. Debt is understood to be something best avoided, but it appears that few actually manage this. The other side of debt is the ready availability of credit. Respondents' stories suggest that 'in practice, the ease with which credit can be accessed implies ready access to exorbitant interest and the spiral into increasing poverty that this could bring' (McKendrick et al, p 40). In this study, people from low income family households often recounted 'hard sells' and unethical practices of those selling credit on the doorstep. Vulnerability of low income family households to high interest credit is heightened at special times of the year, notably Christmas, and for special events, such as birthdays and marriages. To finance these, most respondents acknowledge that, as a result, additional debt will be a feature of household budgeting for perhaps a year.

Perceptions and availability of resources and support

In Ghate and Hazel's quantitative and qualitative study, support for those parenting in disadvantaged communities was investigated not just in terms of feeling supported but in terms of actual, enacted, support. Unsurprisingly, those who said they were coping well with parenting also said that, in the main, they felt well-supported, whereas those who were not coping well tended to say that they felt unsupported. Respondents' accounts showed the moral and practical constraints and downside of needing and receiving support for parenting, illustrating its often evaluative and reciprocal nature. Studies find definite limits to the extent of informal support from friends and families in poor areas and that the reports of those with the fewest resources (such as lone

parents) indicate a support deficit (Attree op cit,). Moreover, distinguishing between state and family support for low income households can be problematic, as many forms of *state* support assume that the family can and should provide support. McKendrick et al (op cit,) found that family support encompassed: providing accommodation in times of emergency (eviction); support in paying bills; access to credit (use of catalogues); support in managing generally; buying Christmas presents to be given to their grandchild by their parent; childcare; food (particularly feeding young parents and their children); and helping them to save. However, in several interviews, young parents in particular made reference to relationship problems that followed from receiving support from their parents. Terms such as 'obligated', 'feel bad' and 'owned' were used by those for whom their parents had provided support.

Some studies also indicate that many people are critical of official support services, feeling let down and inappropriately dealt with by health and social services. Whilst other respondents may report valuing practical, non judgmental, interventions (for example, health visiting), overall, this 'credibility gap' is a barrier to providing adequate support (Ghate and Hazel op cit., p181). Interestingly, the latter study also found that, whilst the actual levels of support parents received did not actually predict coping, *feeling supported* did. Those groups who felt poorly supported and that they were not coping were likely to be those with high levels of problems, such as lone parents, people with poor mental or physical health and those with a pre-school child.

Meanings attached to parenting and paid work

Parenting skills and responsibilities are currently being spotlighted at the same time as mothers are increasingly taking up paid work, children are spending time in a range of childcare situations, and there has been a "re-moralisation of citizenship based on labour market participation" (Innes and Scott, 2003, p1). Competing discourses and demands have to be managed, often on the margins of poverty, by those living in low income households. Moreover, lower grade staff regularly report that there are fewer options for flexibility open to them; access to 'work-life balance' is inequitably distributed across the workforce (Kodz et al, 2002).

Most of the recent studies examining women's views and experiences of caring and providing, or of making transitions to paid work, emphasise the 'rationality mistake' of applying existing 'rational economic man' models to make sense of why mothers, and particularly lone mothers, do or do not take up work. Perhaps women's decision making processes might better be characterised as making choices that are felt by them to be 'reasonable', a concept that involves taking into account culturally and contextually appropriate understandings and moralities in the process of balancing private and public responsibilities.

Research with low income mothers highlights that they often describe lacking the material resources to cushion the difficulties experienced in balancing paid work and parenting (Backett-Milburn et al op cit.). Furthermore, social resources, such as kin helping out with childcare, are not always available and often come with personal/interpersonal costs or risks (Attree, 2004). Studies in a variety of disadvantaged neighbourhoods show women reporting how informal care can make additional demands on already overstretched resources, particularly when unanticipated problems, such as sick children, arise. The studies in different areas

seem to vary, though, in whether informal care and intergenerational support were reported to be more or less problematical for wider family relationships (Gill et al op cit.; Mauthner et al, 2001; Innes and Scott, op cit.); traditions, locality, levels of long-term deprivation and residential stability all play their part. Once again, quantitative findings support the views expressed in qualitative studies, where, for example, further complex considerations about general household circumstances and family negotiations are described as entering into financial and domestic calculations about the value of paid work. A recent analysis of the Family Expenditure Survey concluded:

"Thus, for low-paid workers, the statement that 'work is the best route out of poverty' needs to be modified: 'having a job and living with other people in work is the most effective way to avoid poverty'. And even this conclusion should be weighed against potential disadvantages to reliance on paid work, such as what happens when households split up, or how to combine paid work and care for children or other household members" (Millar and Gardiner, 2004).

Qualitative studies indicate that, for women, the constraints of private responsibilities remain strongly felt and that 'family comes first'. Innes and Scott's work (2003) shows how exploring transitional times, such as when women are returning to paid employment, both highlights and echoes concerns that are being experienced by many already in the workforce. The issues identified by the women in their study were: "finding local, good quality, affordable childcare; managing other family/domestic roles and responsibilities; the job opportunities available, their hours of work and locality; social pressures and pressures and support or discouragement from a partner and/or other family members" (op cit. p12). Other studies cited in this overview also find descriptions of job-related issues by low income working mothers, such as: transport/timing problems; availability of very poorly paid or inflexible work; stress and overload; setting high personal standard of worker reliability to counteract negative perceptions of potential domestic intrusions; settling for jobs at lower grades than merited by education/experience; finding (or counting themselves out of) few prospects for training/career advancement; managing children's educational and leisure time commitments.

Issues of caring and gendered role responsibilities pervade this literature. Mothers still retain primary responsibility for the household economy and for organising and carrying out care and domestic work. It is argued that we may currently be in a transitional situation in which traditional divisions of labour within the family (male breadwinner, female nurturer) are changing but this has not yet been matched by more egalitarian domestic norms (Himmelweit, 2002). The literature emphasises the valuing and prevalence of informal childcare in low income working families, not just for economic and practical reasons in a 'flexible' job market (Campbell et al, 2003), but also because of a preference for familial and known carers (Attree, 2004). Researchers are also drawing attention to the hidden, largely but not exclusively gendered, roles of 'caring for' and 'caring about' undertaken by older adults, particularly grandmothers (Wheelock and Jones, 2002; Land, 2004) and to domestic contributions by children, particularly girls (Dodson and Dickert, 2004).

There are a variety of potential responses by women to the policy pressure to adopt an 'adult-worker' role. Qualitative research shows that the calculations women make

about these issues are not influenced just by economics, but also by a range of biographical and family attitudes and experiences and wider moral and political discourses about mothering ('gendered moral rationalities', Duncan and Edwards,1999). Some women embrace and value both paid work and their parenting roles, negotiating a 'new motherhood' in which caring and providing are seen as integral parts of maternal identity, rather than as opposing preferences (Backett-Milburn et al op cit.). However, qualitative studies also reveal a variety of responses and priorities, influenced by particular social and cultural contexts and practical issues of time and location (McKie et al, 2002) which affect women's views of what is possible for them and their families. For instance, recent qualitative research about young adults' experiences of long-term social exclusion in some of the poorest neighbourhoods in the UK, found young mothers delaying entry to the labour market because they wanted to stay home with their young children; this was only in part because of precarious childcare arrangements (Webster et al, 2004).

Lone parents

Although there are similarities in the experiences of low income lone mothers and those in two parent families, many of the pressures and challenges discussed so far weigh particularly heavily on the lone parent. The recent meta analysis, bringing together qualitative findings from lone mothers, concludes that:

"While they are able to exert a greater degree of control than women in couple families over household budgets and diet, for example, they often do so in circumstances of considerable hardship. Their accounts also suggest that they are parenting in a moral atmosphere that lays the blame for any shortcomings firmly at the door of the individual. This increases the contradictory pressures on lone mothers attempting to reconcile the role of primary carer with that of paid worker" (Attree, 2004, p27).

The message from both qualitative research and policy analysis is that it is important to acknowledge and respect diversity in the caring and work aspirations of lone mothers. Analysts and lone parents themselves point out that tensions and difficulties in combining paid work and parenting are increased where financial margins are tight or even non-existent, and that this may particularly characterise the experience of lone mothers (Innes and Scott, op cit., Backett-Milburn et al op cit.). Recent announcements by the Chancellor of the Exchequer appear to be increasingly acknowledging the importance of parental caring roles. The caring work of lone mothers and the time they spend with their children may be particularly important for their children's welfare, especially if, as seems likely, they may struggle in one-income households to achieve sufficient income to compensate for time deficits (Ermisch and Francesconi, 2003).

It has been argued, though, that the statistical category of lone mother may be a chaotic concept and that "poor lone mothers living in a peripheral housing estate in a declining local labour market will probably have more in common with similar partnered mothers than with better off middle class lone mothers living in suburban areas in growing local labour markets" (Duncan, 2002, p555). Nevertheless, a recent review of low pay, household resources and poverty (Millar and Gardiner, op cit.)

found that poverty among low paid lone mothers has fallen since the mid 1990's and that forty percent of lone parents avoid poverty because of tax credits. However, it also appeared that the complexities of the income package needed to avoid 'in-work poverty' was very difficult for lone parents to set up and made their transitions into work problematic.

Households facing particular stresses or disadvantage

Literature is especially sparse in this area but the necessity of acknowledging diversity and particular needs evidently also characterises these households. New Deal Services that require people in receipt of benefits to attend work-focussed interviews seem to have most impact for those who are most work ready; overall such interventions have had mixed results that are hard to separate from generally improved economic and labour market conditions (Millar, 2000; Bryson, 2003). A literature review by the Scottish Poverty Information Unit found that: people with disabilities face particular barriers, such as lack of qualifications, employer discrimination and accessibility issues; those with mental health problems face additional issues of stigma in transitions to work; and people with learning difficulties require ongoing support once in work (Gillespie et al, 2004). A qualitative study of the labour market experiences of 50 people with multiple problems (including substance abuse, homelessness, mental and physical ill health and experiences with the criminal justice system) was entitled the 'Different Deal' study (Dean, 2003). Confirming findings from other research that such respondents needed personalised, intensive and flexible forms of support, this study also found a range of expressed strategies, such as self-development (needing a CV) or self assertion (personal anger at or boredom with the system) which could feed back into increased feelings of self blame. Dean concluded that those facing multiple problems or needs may require extended time to achieve job readiness and that for many of these respondents "it was hard to see how employers could be persuaded to allow them the kind of latitude they would require without guaranteed support and some measure of compensation" (p457).

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WORKING FOR FAMILIES EVALUATION

TECHNICAL ANNEX T3

LOCAL AUTHORITY AREA PROFILES

WORKING FOR FAMILIES EVALUATION

TECHNICAL ANNEX T3

LOCAL AUTHORITY AREA PROFILES

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CONTENTS

INTRODUCTION

This section of the Interim Report contains profiles of each of the 10 local authority areas involved in the Working for Families Fund programme: Dumfries and Galloway, Dundee, East Ayrshire, Glasgow, Highland, Inverclyde, North Ayrshire, North Lanarkshire, Renfrewshire and West Dunbartonshire.

Each area profile contains: a brief description of the area; local Working for Families management structures; the 'Key Worker' programme and projects, including numbers of clients referred to each project[1]; and some key WFF related features in the local authority area.

Information for the profiles is gathered from: statistical analysis of existing national and local statistics; Working for Families client data to 31 March 2006, proposals and progress reports; and phase one of the area case studies. The information was correct up to 31 March 2006.

Tables of statistics for all 10 local authorities, from existing national and local statistics, are in Appendix C1.

The bulk of the information was gathered at the time the phase one case studies (generally summer 2005), and has been up-dated in consultation with local authorities. The profiles are therefore accurate as at 31 March 2006.

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[1] There were a high number of referrals (2079) in which 'date of referral' was missing. To include those referrals that did not fall outside our remit in the analysis, the 'registration date' was used as the reference point. When using the 'registration date' as reference, only 4 referrals still had the 'date of referral' missing.
There were also 31 duplicate records and 34 'date of referral' errors, which have been excluded from the analysis.

DUMFRIES AND GALLOWAY

Description of the Area

The principal town is Dumfries which lies 75 miles (121 km) south of Glasgow City Centre (72 miles (116 km) south west of Edinburgh) and is connected by trains/public transport links, private transport links. Dumfries and Galloway is a largely rural area with just 23 persons per sq sm (Table 1).

In the Census 2001, the total resident population of the area was 147,765, of which 30617 were dependent children and 30536 were parents (Table 2). 19% of all dependent children lived in lone parent families (the lowest proportion out of the 10 areas) (Table 3).

Average gross weekly pay for those in employment was £313.77 (just 86% of the Scottish average, and the lowest out of the 10 areas) (2003) (Table 5). 12% of households with dependent children were had no parents working in the household (Table 6).

12% of children had parents who were claimants of income support (the lowest rate among the 10 areas) and 25% were children of claimants of WFTC, compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7).

1981 pupils in the area were entitled to free school meals, that is 9% of the pupils on the school roll and the lowest rate among the 10 areas (2004) (Table 8).

18,543 adults and children were categorised as suffering income deprivation in 2004 which accounts for 12% of the population of the area (Table 9). 2% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Geographic Access and Telecommunications domain it is 31% (it's highest) (Table10).

81.5% of the working age population (86,700) are active, of those 3.6% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.79 jobs to every person (Table 12). Of the total employee jobs, 'Distribution, hotels & restaurants', 'Manufacturing', and 'Tourism' rate above the Scottish average (Table 13).

WFF Management Structures

Internal Management Team

The Working for Families fund was based in Children's Services at Dumfries and Galloway Council during Phase 1 WFF, although this was no longer the case in Phase 2.

The Lead Officer is the Group Manager of Children's Services

Costed Working for Families staff included a full-time Co-ordinator (in August 2004) responsible for the co-ordination and development of WFF DG.

Support is provided by a full-time Clerical Support Officer and a part-time (50%) Accounting Technician.

The Internal management team are based at the Crichton Campus offices in Dumfries.

The Steering Group (see below) had, at the time of writing, authorised the appointment of a Project Support and Development Officer to support the WFF Co-ordinator with project administration in the light of the large number of projects being delivered in the region.

Steering Group

Regular Steering Group meetings are held (seven meetings have been held from April 2004 to March 2005, an average of one every six weeks). Members on the steering group include representatives from Economic Regeneration, Childcare Partnership, Jobcentre Plus, Scottish Enterprise, Children's Services and Community Learning and Development, Finance, Sure Start (voluntary organisation), and three local counsellors.

Other Groups

There are regular, normally once a month, meetings held by the Reference Group, which is charged with WFF operational matters. It is made up of representatives from Economic Regeneration, Jobcentre Plus, Children's Services, Finance, and Adult Literacy and Numeracy. All of the representatives are also members of the Steering Group.

There is also a regular Projects Group Meeting of all the WFF projects across the region. This is a communication forum to discuss up-dates, progress and strategic and operational issues.

Working for Families Programme

Key Worker Programmes

Dumfries and Galloway does not have a designated key worker programme in the same way that other Local Authorities do. However, there are a number of separate projects in different areas (delivered by various social economy organisations) that share similar features of a key worker programme, in that clients are receiving a client-focused, holistic service to address their various needs.

Unlike all other areas, Dumfries and Galloway has employed two Monitoring Officers on a pilot basis (recruited April/May 2005) to carry out Richter Scales and parts of the Evaluation Framework. These Officers are based with Building Healthy Communities. However, there is a current proposal to the Steering Group to relocate

the Monitoring Officers to be situated within the WFF core administration team in future.

Most WFF projects are restricted to certain areas in Dumfries and Galloway. These are: Machars; Rhins & Stranraer; Stewartry; NW Dumfries; and Upper Nithsdale. Although some cover the whole of Dumfries and Galloway,

Based on client data to 31 March 2006, the majority of clients are 'hard to reach' client groups (76% are Sustained Contact Clients). The largest portion of clients are lone parents (59%).

Based on client data to 31 March 2006, the largest source of referrals are Self-referrals (40%). 21% of referrals come from 'Other', than those specified on the forms, sources and 17% come from Jobcentre Plus. Referrals from the Voluntary sector accounted for 11% of referrals (the highest proportion across the 10 LA areas), while other referral sources accounted for 4% or less referrals each.

Other WFF Projects

Dumfries and Galloway WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Support with Personal Development – transport focus	Access to Work - Stewartry	Accessible Transport Forum	April 05	30		
Support with Personal Development – transport focus	Access to Work – Wigtownshire and Rhins	Accessible Transport Forum	August 04	28		
Support with Personal Development – transport focus	Access to Work – Upper Nithsdale and North West Dumfries (NCVS)	Local CVS	October 05	22	11	1
Support with Personal Development – transport focus	Access to Work – Annandale and Eskdale	Local CVS	Recent (April 06)			
Support with Personal Development – through Volunteering	Building Healthy Communities – Project	Building Healthy Communities	April 05	40	3	
Support and Mentoring for Clients/Agencies	Building Healthy Communities – Monitoring	Building Healthy Communities	Jan 2005			
Transport Support	Community Transport and Transport to Childcare	Accessible Transport Forum	May 2004 to April 06			

Developing Childcare Workers	Childcare ILM	OnePlus	Not yet started	9	1	3
Support with Training & Education	Kick Start Your Career	A local partnership of organisations	Aug 2004 to April 06 (continuing with a different name)	28		
Support with Personal Development for Women	Network West	Network West	Oct 2004	47		2
Support with Personal Development	North West Resource Centre Project (NWRC)	DGLA, Community Learning & Development Department	Aug 2004	49	1	8
Childcare Support and support with personal development	Upper Nithsdale Childcare Services (Sitter Service)	Quarriers	Aug 04	16	1	6
Developing Childcare Workers & Transport Support	Expansion to Childminders and Subsidy Scheme	SCMA	Decided not to continue this project			
Develop Childcare Provision	Roving Crèche		Jan 2005 to April 06			
Support with Training & Education	Glasgow University Community Learning and Development Certificate	University of Glasgow	June 2005 to August 06	5	3	
Support with Training & Education	Grow Your Own	North West Resource Centre	Sept 2005 to April 06	3		
Training Opportunity	Jill of all Trades	North West Resource Centre	Did not start			
Support with Personal Development for Substance Misusers	Apex	Apex Scotland	Jan 2006			
Total				277	20	20

Key Features

Particular features of WFF in Dumfries and Galloway include:

- This area was involved in the original pilot scheme along with Glasgow. The current approach in Dumfries and Galloway developed out of this phase.

- This is the only WFF programme to be based outwith Economic Development Departments, in Children's Services.

- There is no separate Key Worker Programme, although certain aspects of some projects share features with other programmes in terms of the service offered to clients.

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- This is a large rural area with a disparate population, variable public transport access and existing childcare services.

- There is a strategy of maximising sources of funding by employing tactics of 'cocktail funding'

Some problems and issues that were raised during the Phase One (Area) Case Studies[2] included:

- Areas within the region are very different in profile, needs and services.

- There has been an on-going need for development work in terms of identifying needs and services.

- A Communication Strategy has been developed in spring 2005 in order to better facilitate communication and co-operation between different services within the region.

- Care Commission registration has been particularly slow in this area, meaning long delays for some childcare projects.

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[2] The fieldwork in Dumfries and Galloway was carried out 20/21 June 2005

DUNDEE CITY

Description of the Area

The principal town is Dundee which lies 54 miles (87 km) north of Edinburgh City Centre and is connected by trains/public transport links, private transport links. Dundee is an urban area with 2,371 persons per sq sm (Table 1).

At the Census 2001, the total resident population of Dundee City was 145,663, of which 28,633 were dependent children and 26,070 were parents of dependent children (Table 2). 36% of all dependent children lived in lone parent households (Table 3).

Average gross weekly pay for those in employment was £361.69 (99% of the Scottish average) (2003) (Table 5). 21% of households with dependent children had no parents working in the household (Table 6).

25% of children had parents claiming income support and 27% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7).

4476 pupils in the area were entitled to free schools meals which is 24% of pupils on the schools roll (2004) (Table 8).

28,741 adults and children were categorised as suffering income deprivation in 2004, which accounts for 20% of the population of the area (Table 9). 19% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Housing domain it is 36% (it's highest) (Table 10).

76.7% of the working age population (88,800) are active, of those 6.1% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.91 jobs to every person (Table 12). Of the total employee jobs, 'Public admin, education & health' and 'Manufacturing' are above the Scottish average (Table 13)

WFF Management Structures

Internal Management Team

The Working for Families fund is based in the Economic Development Department at Dundee City Council.

The Lead Officer is a Senior Policy Officer based in this department.

Dundee WFF have been unable to recruit a suitable candidate to the costed post of Working for Families Co-ordinator, although the post is to be re-advertised in February 2006. However, two full-time Finance/Administrative Officers were recruited in October 2004 and these Officers have been carrying out the

administrative duties of the Co-ordinator post. The development of Dundee WFF is currently being carried out by the Lead Officer.

The Internal management team are based in the Economic Development Department offices in Dundee City centre.

Steering Group

Regular Steering Group meetings are held every three months. Members on the steering group include representatives from Economic Development Department, Childcare Partnership, Social Work Services, Jobcentre Plus, Scottish Enterprise Tayside, a local college, Dundee City Council Leisure and Communities Department and Dundee Voluntary Action.

Other Groups

There is an 'Operational Group' made up of project managers and Team Meetings which link workers with frontline staff.

Working for Families Programme

Link Workers Programme

The Link Workers Project was initially to be delivered through Dundee City Council Communities Department, but due to recruitment difficulties, only one Link Worker was recruited by this organisation in April 2005. A further Link Worker post is being recruited. Two further Link Workers have been recruited by Apex Scotland and by One Parent Families Scotland, and it is hoped another will be placed in the City Council's Employment Disability Unit.

Based on client data to 31 March 2006, the majority of clients are Limited Contact Clients (89%). The majority of clients (79%) are single parents.

Based on client data to 31 March 2006, the largest source of referrals are from Jobcentre Plus (32%). Other main sources of referrals come from: 'Other', than those specified on the forms, sources (26%) and from Childcare Providers (13% each). Other referral sources accounted for 9% or less of the referrals each.

Other WFF Projects

Dundee WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Guidance & Mentoring	Link Workers	Leisure and Communities Department in Dundee Council, APEX and One Parent Families Scotland	Apr 2004	173	13	181
Working with employers	Apex Employment Liaison Officer	Apex Scotland	Dec 2004, left Aug 05, replaced Oct 2005		17	
Developing Childcare Workers & Personal Development Skills	Fintry Family Learning House		Apr 04			
Money Advice	Money Advice Workers	Welfare Rights Team, DCC Social Work Department	May 05	18	62	21
Develop Childcare Provision	Community Crèches Provision	One Parent Families Scotland	Jan 05 (one area) to April 06	17		19
Personal Development Skills	Confidence Building/Job Skills Development with an Introduction to the Retail/Hospitality Sector	Dundee College	Various			
Support with Childcare	Client Funds –Barrier Free Funds	Council, Economic Development Department	Oct 04		132	
Develop Childcare Provision	Childcare @ Home	Dundee Sitter Service	Dec 05	1	4	2
Support to Volunteering	Volunteer Support Project	Volunteer Centre Dundee	Dec 04	3	6	13
Developing Childcare Workers	Childminder Mentor Scheme	SCMA	Oct 05		29	
Guidance and Mentoring	WFF Core Team		Oct 04	236		348
Support with Childcare	Crisis/ Childcare Subsidy				321	
Total				448	584	584

Notes to table Table excludes clients where the Referral Date is error and those registered after the 31 March 2006
Dundee referred one client to Dumfries and Galloway's Sitter Service project.

Key Features

Particular features of WFF in Dundee include:

- The Link Worker programme was intended to be delivered through another council department, the Communities Department. This is unlike other areas where Key Worker programmes are either delivered by the Department who is the grant holder or via a social economy organisation.

Some problems and issues that were raised during the Phase One (Area) Case Studies[3] included:

- Dundee has been unable to recruit a Co-ordinator, due to a number of factors but principally due to lack of suitable candidates.

- Without a Co-ordinator, WFF DD has shifted the responsibility to the Lead Officer and the two Finance/Administrative Officers.

- Development of WFF projects in Dundee has been slowed due to a number of factors (one of which has been not being able to recruit a Co-ordinator).

- There have also been difficulties recruiting Link Workers, necessitating some change in strategy to employ two Link Workers through social economy organisations.

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[3] The fieldwork in Dundee was carried out 5/6 July 2005

EAST AYRSHIRE

Description of the Area

The principal town is Kilmarnock which lies 21 miles (34 km) south of Glasgow City Centre and is connected by trains/public transport links and is close to the M74. East Ayrshire is a rural/urban mix area with 95 persons per sq sm (Table 1).

At 2001 Census, the resident population was 120,235, of whom 26,685 were parents of dependent children and 26,434 were dependent children (Table 2).   24% of all dependent children lived in lone parent households (Table 3).

In 2003, the average gross weekly pay for those in employment (check definition) was £339 (93% of the Scottish Average) (Table 5).   16% of parents with dependent children lived in households were no parent was working (Census 2001) (Table 6).

In 2002/2003, just under 20% of children had parents who were claimants of Income Support and 25% of children had parents claiming WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7).   3,350 pupils were entitled to free school meals in 2004 which is 19% of pupils on school rolls (Table 8).

21,642 adults and children were categorised as suffering income deprivation in 2004 which accounts for 18% of the population of the area (Table 9). 8% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Current Income domain it is 11% (it's highest) (Table 10).

75.4% of the working age population (73,600) are active, of those 7.3% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.6 jobs to every person (Table 12). Of the total employee jobs, 'Manufacturing', and 'Public admin, education & health' rate not far above the Scottish average (Table 13)

WFF Management Structures

Internal Management Team

The Working for Families fund is based in the Department of Development and Property Services, whose head offices are in Kilmarnock.

The Lead Officer is the Head of Economic and Development and Technical Services. Costed Working for Families staff include a Senior Policy Advisor (80% time) whose role is to manage the WFF projects in East Ayrshire.

The WFF Co-ordinator works 80% time and manages the Link Workers as well as sharing co-ordination of the WFF EA with the Senior Policy Advisor

Support is provided by a part-time Project Performance Monitoring Officer (60%) who monitors the financial data and invoicing, and a Senior Clerical Assistant (100%) who operates the Evaluation Database and provides clerical support.

Steering Group

Steering Group meetings have been held regularly; almost once every month since August 2004, although the expected pattern in the future will be quarterly meetings. Members on the steering group include representatives from Development and Property Services, Childcare Partnership, Education and Social Services, Jobcentre Plus, two local colleges, the area Health Board and the local SIP (EA Employment Initiative).

Other Groups

Regular operational meetings, once a month, are held with Link Workers. Team meetings also take place regularly, usually every two weeks.

Working for Families Programme

Link Workers Programme

The Link Worker Project represents the hub of the WFF programme in the region. There are 4 full-time Link Workers and 4 part-time (60%) Support Workers employed by the council, all of whom have been in post since November 2004.

Each Link Worker is based within a community setting within one of four target areas: North West Kilmarnock; South Kilmarnock; Bellsbank and Patna, and; Muirkirk, Logan and Lugar supported by a dedicated Support Worker.

Key Workers carry outreach work in terms of direct contact with people in the communities and also as regards the place they meet with clients. Home visits are offered as a possibility.

Based on client data to 31 March 2006, Link Workers and Support Workers work mostly with 'hard to reach' client groups (90% are Sustained Contact Clients). 59% of clients in East Ayrshire are living with their spouse or partner (the highest proportion among all 10 local authorities) and only 38% of clients are lone parents (the lowest among all 10 local authorities).

Based on client data to 31 March 2006, Self-referrals to EA WFF account for the highest proportion of client referrals (50%, the highest proportion among all 10 local authorities), with 'Other', than those specified on the forms, sources second (39%, second highest percentage across the 10 local authorities). Other referrals agencies account for 5% or less of all referrals in this area.

Other WFF Projects

East Ayrshire WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	**Project**	**Delivery Organisation**	**Start Date**	**Registered directly**	**from other WFF project**	**to other WFF project**
Guidance & Mentoring	Link Project	EA Council	Nov 2004	467		139
Support with Childcare	Under 16 Care Project	North West Youth Centre	Aug 2004		35	
Developing Childcare Workers/ Childminding	Business Start-up for Childcarer Project	EA Council	Nov 2004		67	
Improving Access to Training	Clients into Work	EA Council Local Training Provider Bellsbank Adventure Playgroup:	May 2005		31	
Developing Childcare Workers	Childcare Workers Orientation Training	Negotiations on-going with local delivery agents: YIPWORLD.com; Bellsbank Adventure Playgroup; North West Youth Centre	Not started yest		1	
Develop Sitter Services	Sitter Services	PEACE The Avenue Project	No started yet		1	
Flexible Childcare	Rural Afterschool Project	EA Council	Nov 2005			
	Transport Project				4	
Total				467	139	139

Notes to table Table excludes clients where the Referral Date is error (3) and those registered after the 31 March 2006

Key Features

Particular features of WFF in East Ayrshire include:

- WFF Link Workers programme and most projects are delivered through the council

- Each Link Worker has a part-time Support Worker supporting them.

- Link Workers and Support Workers and based in community venues.

- Senior Management time is costed.

Some problems and issues that were raised during the Phase One (Area) Case Studies[4] included:

- Finding suitable accommodation for Link Workers/Support Workers in the community.

- Managing a team based in different locations

- Currently seeking additional funding (out with WFF) to make Support Workers full-time, due to increasing client numbers.

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[4] The fieldwork in East Ayrshire was carried out 19/20 May 2005

GLASGOW

Description of the Area

The principal town is Glasgow which lies 44 miles (72 km) west of Edinburgh City Centre and is connected by public and private transport links. Glasgow is an urban area with 3,292 persons per sq sm (Table 1).

At the Census 2001, the total resident population was 577,869, of which 116,708 were dependent children and 106,340 were parents of dependent children (Table 2). 42% of all dependent children in the city lived in lone parent households (this was the highest rate in Scotland) (Table 3).

Average gross weekly pay for those in employment was £377.42 (103% of the Scottish average) (2003) (Table 5). 31% of households with dependent children had no parents working in the household (Table 6).

36.5% of children were children of claimants of Income support, and 23.6% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7). 27,916 pupils in Glasgow City were entitled to free school meals, which is 39% of the pupils on the schools roll (2004) (Table 8).

160,474 adults and children were categorised as suffering income deprivation in 2004, which accounts for 28% of the population of the area (Table 9). 47% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Housing domain it is 59% (it's highest) (Table 10).

72.1% of the working age population (381,800) are active, of those 8.4% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 1.12 jobs to every person (Table 12). Of the total employee jobs, 'Finance, IT, other business activities' and 'Public admin, education & health' rate above the Scottish average (Table 13)

WFF Management Structures

Internal Management Team

The Working for Families fund is based in Development and Regeneration Services at Glasgow City Council.

The Lead Officer is the Senior Development Officer.

Costed Working for Families staff include a part-time (80%) Senior Development Officer and a full-time Development Officer, also a full time Support Officer who has day to day responsibility for finance and administration.

The Senior Development Officer has Lead Officer and coordination responsibilities as well as responsibility for all projects apart from Guidance and Mentoring. The responsibility for this lies with the Development Officer who also coordinates all database matters including development, induction, training and operational issues.

Steering Group

Regular Steering Group meetings are held quarterly. Members on the steering group include representatives from Development and Regeneration Services, Childcare Partnership, Social Work Services, Jobcentre Plus, Starting Well Initiative (Greater Glasgow NHS), Local Development Company Network, Rosemount Lifelong Learning, Scottish Poverty Information Unity and the Depute Leader of Glasgow City Council.

Other Groups

There are three different operational group meetings of:

- The Childcare Mentors
- The Guidance Workers
- The Childcare Mentors and Guidance Workers.
- Local Cluster Group across all WFF projects.

The purpose of the meetings is to facilitate communication, networking, development and operation of WFF. These meetings take place monthly.

There are also 'Lent meetings' with Local Development Companies (LDCs). The objective of these meetings is mainly to keep communication flowing between WFF management team and the LDCs which employ WFF Key Workers.

Working for Families Programme

Guidance and Mentoring Programme

This programme is delivered by 10 organisations in Glasgow: all eight of the Local Development Companies (LDCs), Childcare Greater Easterhouse and Northwest Economic Network.

There are 9 Childcare Mentors whose role is to assist clients in finding childcare solutions and 9 Guidance Workers who carry out one-to-one guidance work with clients. Two projects were involved in the early pilot and have been operating since October 2003. Most other projects became operational between March and April 2005.

Each Guidance Worker is based with a Childcare Worker in each of the eight LDCs, with one exception. The areas of Glasgow include: North East, South East, South, South West, North, West, North West, Greater Pollok and East. Clients are drawn principally from these areas, although clients from all over Glasgow (so long as they

meet other WFF criteria) may access the service. Guidance and Mentor Workers carry outreach work with regard to the place they meet clients. Some, but not all LDCs, do home visits.

Based on client data to 31 March 2006, 62% of clients are 'hard to reach' clients. The majority of clients are single parents (77%).

Based on client data to 31 March 2006, clients source of referral are varied. The largest source of referrals is from Self-referrals (19%), followed by 'Other', than those specified on the forms, sources (18%) and 'other parts of the same organisation' with 16%.

Other WFF Projects

Glasgow WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Guidance & Mentoring	Guidance and Mentoring Projects	LDC & One Plus	Jan/March 2005	1540	395	726
Support with Childcare	Sitter Service	One Plus, Stepping Stones for Families & Childcare Choices	April 2005		60	
Developing Childcare Workers	Pre-ILM Project	Community Enterprise in Strathclyde (CEiS)	March 2005 to April 2006	96	36	
Young Parents Support	Young Parents Project	Careers Scotland	Dec 2005	22	2	11
Money Advice	Money Advice Services	Money Advice Project, GCC Social Work Services	August 05		255	
Support to Access Education	HNC Pilot Project	Rosemount Lifelong Learning & various partners	June 2004 to April 2006	20	2	7
General Support	Link Projects	Not yet agreed	Will not be developed			
Guidance & Mentoring	Transitions-Rosemount	Rosemount Lifelong Learning	Aug 2003	126	6	9
Improve Skills and Confidence	Outreach-Rosemount	Rosemount Lifelong Learning	June 2004	36		7
Total				1840	756	760

Notes to table Table excludes clients where the Referral Date is error (7) and those registered after the 31 March 2006

Glasgow referred one client to North Lanarkshire's WFF Routes to Work Employability Programme and one to West Dunbartonshire's WFF Flexible Childcare Support. One client was referred to Rosemount but it was not indicated to which project and one referral did not state project referred to.

Key Features

Particular features of WFF in Glasgow include:

- This area has the largest population of any of the 10 areas and the highest levels of deprivation.

- The Guidance and Mentoring Framework is unique in dividing up the role of the Key Worker into two complementary functions of Guidance and Mentoring, although the post holders work closely together in the different areas.

- Glasgow City is also unique in having the eight Local Development Companies based in different and deprived areas of the city with experience of working on employability.

- Glasgow City was involved in the initial pilot of WFF, along with Dumfries and Galloway.

Some problems and issues that were raised during the Phase One (Area) Case Studies[5] included:

- With the exception of the original pilot projects, the Guidance and Mentoring Framework was relatively slow to come into being. This was because the originally planned delivery organisations could not be used, necessitating a second phase of planning and negotiation with the LDCs as an alternative.

- Guidance Workers and Childcare Workers are based and employed by different employing organisations and each has their own managers within these organisations. Communication between WFF Glasgow Core Team with these managers has presented a particular challenge.

- Management and communication with Guidance Workers and Childcare Workers is necessarily more of a challenge due to the higher numbers of staff and their being based in different locations, in different delivery organisations. However, communication mechanisms (see Other Meetings) do seem to have been effective.

- There have been some delays in another WFF project due to problems in establishing and setting up with a suitable delivery organisation.

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[5] The fieldwork in Glasgow was carried out 13/14/15 June 2005

HIGHLANDS

Description of the Area

This area is the geographically largest and also most rural area in Scotland with just an average of 8 persons per sq km (Table 1).   The main city is Inverness which lies 154 miles (248 km) north west of Edinburgh City Centre and is connected by public and private transport links. The region also includes numerous large and small islands off the west cost, including the Isle of Skye. Public transport and road links serve the main centres, but out with these transport links may be limited in some areas.

At the Census 2001, the total resident population was 208,914, of which 45,239 were dependent children and 44,476 were parents of dependent children (Table 2). 20% of all dependent children in the area lived in lone parent households (Table 3).

Average Gross Weekly pay for those in employment was £345.04 (94% of the Scottish average) (2003) (Table 5). 12% of households with dependent children had no parents working in the household (Table 6).

12% of children were children of claimants of Income support, and 24% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7). 4,082 pupils in the region were entitled to free school meals, which is 13% of pupils on the schools roll (Table 8).

25,424 adults and children were categorised as suffering income deprivation in 2004 which accounts for 12% of the population of the area (Table 9). 2% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Geographic Access and Telecommunications domain it is 35% (it's highest) (Table 10).

83.7% of the working age population (129,700) are active, of those 3.3% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.9 jobs to every person (Table 12). Of the total employee jobs, 'Tourism', 'Distribution, hotels & restaurants' and 'Public admin, education & health' rate above the Scottish average (Table 13)

WFF Management Structures

Internal Management Team

The Working for Families fund is based in the Department of Planning and Development at Highland Council. The Lead Officer ia the Employment Advisor who reporta to the Head of Development and Strategy.

The Working for Families project is operated by an Enterprise Trust within the social economy sector (the only one out of the LA areas to be based outwith the council) called Highland Opportunity Limited (HOL).

The full-time Co-ordinator is responsible for the co-ordination of WFF, supporyed by a full-time Administrator. Both are located at HOL's offices in Inverness along with the Lead Officer.

The Lead Officer is based in the head offices of Highland Council in Inverness (although spends one day per week on site with HOL HQ), while the Co-ordinator and Administrator are based with HOL HQ in Inverness.

Steering Group

Regular Core Steering Group meetings were held on average once every six weeks. These have now moved to six monthly to review the strategic position. Members on the steering group include representatives from the Department of Planning and Development, Childcare Partnership, Jobcentre Plus, Local Enterprise Company, the local university, Careers Scotland and the Voluntary Sector. Three sub-groups have now been established to progress the delivery of the project: finance; quality; communications.

In addition, there are regular meetings, once every two months, of the Local Steering Groups representing five geographic areas in the region: Caithness; Sutherland; Skye & Lochlash; Inverness; and, Easter Ross. Members of Local Steering Groups generally include the local representatives from the above organisations, although membership varies between the areas.

Other Groups

Operational Meetings with Parent Champions are held every three months. The purpose of the meetings is to facilitate communication and bonding amongst the WFF team and also to provide training.

Working for Families Programme

Parent Champions

There are 8 Parent Champions working between 60% - 100% FTE, most of whom are employed by HOL, although Caithness Voluntary Group, Sutherland Partnership and Inverness NCH employ one Parent Champion each. These organisations have different contract conditions for Parent Champions.

Each Parent Champion is based within one of the five areas: Inverness (2); Easter Ross (2); Skye and Lochlash (2); Sutherland (1); and Caithness (1). Parent Champions meet clients in their communities, and home visits occur although many factors are considered before this happens.

Clients are drawn from specific locations within the areas identified in the original proposal. Provision has however been made to extend the geographical areas within the new programme.

Based on client data to 31 March 2006, the majority of clients are drawn from 'hard to reach' client groups (93% are Sustained Contact Clients). The majority of clients are also lone parents (57%), although it is the second lowest (after East Ayrshire) across the 10 local authorities.

Based on client data to 31 March 2006, Self-referrals and 'Other', than those specified on the forms, sources made up the main sources of client referrals (25% and 24% respectively). Referrals from Jobcentre Plus accounted for 20% of referrals while the Health Services account for 12% of referrals (the highest proportion across the 10 LA areas).

Other WFF Projects

Highlands WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Guidance & Mentoring	Parent Champions	HOL; Caithness Voluntary Group; Sutherland Partnership; & NCH	June to August 04	323		
Childminding	Community Childminding	Scottish Childminding Association	Autumn 2004			
Support with Childcare	Direct Childcare	Direct Childcare	Autumn 2004 (SS Summer 2005)			
Increase Area Childcare	Area Based Childcare	Direct Childcare & Community Childminding Projects	Autumn 2004			
Improving Access to Training	Forward with Families	Unknown	September 2005			
Project Details				323		

Notes to table There is no information on clients referred to other WFF projects for Highlands.

Key Features

Particular features of WFF in Highlands include:

- Operating in a large geographic area with disperse population

- WFF operated by an Enterprise Trust within the social economy sector which is a council-owned company.

- Parent Champions employed by more than one social economy organisation.

Some problems and issues that were raised during the Phase One (Area) Case Studies[6] included:

- Transport for project workers (and clients) can represent difficulties in terms of access, time and (sometimes) cost.

- There has been an unanticipated level of demand for the services of the Parent Champions leading to difficulties around clients being able to access the service. This has resulted in the increase in Parent Champion hours up to full-time.

- There have been problems around the effective functioning of the Core Steering Group and some of the Local Area Steering Groups, prompting a consultant's inquiry to provide recommendations on the way forward. Three sub-groups have been established to progress delivery issues.

- As some Parent Champions are employed by different organisations there are some disparities in their employment terms and conditions.

- Parent Champions based in geographically dispersed areas (and in different organisations) creates additional challenges in terms of management and communication.

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[6] The fieldwork in Highlands was carried out 27/28 June 2005

INVERCLYDE

Description of the Area

The principal town is Greenock which lies 24 miles (38 km) east of Glasgow City Centre and is connected by trains/public transport links, and private transport links. Inverclyde is a largely urban area with 514 persons per sq sm (Table 1).

At the Census 2001, the total resident population was 84,203, of which 18,338 were dependent children and 17,812 were parents of dependent children (Table 2). 31% of all dependent children lived in lone parent households (Table 3).

Average Gross Weekly pay for those in employment was £321.86, which is 88% of the Scottish average (2003) (Table 5). 17% of households with dependent children had no parents working in the household (Table 6).

22.7% of children were children of claimants of Income Support and 25.5% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7).

2,717 pupils were entitled to free school meals. This is 23% of the pupils on the schools roll (2004) (Table 8).

15,802 adults and children were categorised as suffering income deprivation in 2004 which accounts for 19% of the population of the area (Table 9). 22% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Health domain it is 25% (it's highest) (Table 10).

75.5% of the working age population (50,600) are active, of those 6.4% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.68 jobs to every person (Table 12). Of the total employee jobs, 'Public admin, education & health' and 'Transport and communications' rate above the Scottish average (Table 13).

WFF Management Structures

Internal Management Team

The Working for Families fund is based in the Economic Development Service Department at Inverclyde Council.

The Lead Officer is an Economic Development Officer within the department and reports to the Head of Economic Development.

Costed Working for Families staff included a full-time Co-ordinator (also the Lead Officer, who has been involved from the outset) responsible for the co-ordination and development of WFF IV.

Support is provided by a full-time Monitoring Officer. Administrative and finance support is provided by existing staff within economic development services.

The Internal management team are based at Inverclyde Business Store in Greenock.

Steering Group

Regular Steering Group meetings are held on average every eight weeks. Members on the steering group include representatives from Economic Development Services, Childcare Partnership, Social Work Services, Jobcentre Plus, Scottish Enterprise, Careers Scotland, Inverclyde Regeneration Partnership, Parent Representatives, Capability Scotland, Inverclyde Community Development Trust.

Other Groups

The WFF coordinator participates within community planning structures and relevant fora, for example, Inverclyde alcohol and drugs employability programme and Inverclyde Childcare Partnership.

Working for Families Programme

Building Bridges Programme

There are four staff employed as part of the Building Bridges programme. These include three full-time posts, a Senior Key Worker (in post November 2004), a Key Worker (in post April 2005), a Support Worker (in post March 2005) and a part-time (50%) Administrator (in post March 2005).

Building Bridges staff are employed by the Inverclyde Community Development Trust and are based in head offices (shared with the Jobcentre) in Greenock. Clients can be drawn from anywhere in Inverclyde. Key Workers carry out outreach work with regard to the place they meet clients, with home visits where the majority of meetings take place. Outreach work in terms of direct contact with people in the communities is done by Community Listeners whose role is to get referrals to WFF or to refer people to other agencies if necessary. Community outreach is done within specific geographical areas at the time of the case studies, but the aim is to ultimately cover the whole of Inverclyde.

Based on client data to 31 March 2006, the vast majority of clients are 'hard to reach' client groups (99% are Sustained Contact Clients, the highest across the 10 local authorities). The majority of clients are also lone parents (80%).

Based on client data to 31 March 2006, the largest source of referrals comes from 'other parts of the delivery organisation' (31%, the highest percentage across the 10 local authorities), follow by Jobcentre plus (22%) and childcare providers and Self-referrals with 16% of the referrals each (third highest amongst the 10 local authorities).

Other WFF Projects

Inverclyde WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Guidance & Mentoring	Building Bridges	Inverclyde Community Development Trust	Dec 04	365		147
Community Engagement	Community Listening	Inverclyde Community Development Trust	March 05			
Money Advise	Money Advice	Inverclyde Advice and Employment Rights Centre	Dec 04		136	
Support with Personal Development and Childcare	Family Learning Post Glasgow	Riverview Centre	Jan 05 to April 06		8	
Support with Personal Development and Childcare	Family Learning Inverclyde (inc Port Glasgow & Strone/ Makinhill)	Federation of Community Learning Centres in Inverclyde	March 05			
Project Details				365	144	147

Notes to table Table excludes duplicates (26).
3 referrals did not state project referred to.

Key Features

Particular features of WFF in Inverclyde include:

- The Community Listening Team, whose role is that of community animators, who work closely with the Building Bridges programme.

- The involved of several family learning centres, which work closely with the Building Bridges programme.

Some problems and issues that were raised during the Phase One (Area) Case Studies[7] included:

- Premises where Key Workers work (usually space share with Jobcentre) could be improved by partitions and children facilities.

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[7] The fieldwork in Inverclyde was carried out 19/20 July 2005

- A challenge posed by the demand side of the labour market (with job opportunities being scarce in the local economy)

NORTH AYRSHIRE

Description of the Area

The principal town is Irvine which lays 26 miles (42 km) north west of Glasgow City Centre and is connected by trains/public transport links, private transport links. North Ayrshire is a largely urban area with 154 persons per sq sm (Table 1).

At the Census 2001, the total resident population was 135,817, of which 30,175 were dependent children and 29,334 were parents of dependent children (Table 2). 29% of dependent children were living in lone parent households (Table 3).

Average Gross Weekly pay for those in employment was £335.26 which is 92% of the Scottish average (2003) (Table 5). 19% of households with dependent children had no parents working in the household (Table 6).

22% of children were children of claimants of Income Support and 25% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7). 4878 pupils were entitled to free school meals, which is 24% of those on the schools roll (2004) (Table 8).

25,334 adults and children were categorised as suffering income deprivation in 2004 which accounts for 19% of the population of the area (Table 9). 9% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Employment domain it is 15% (it's highest) (Table 10).

77.2% of the working age population (82,500) are active, of those 6.7% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.57 jobs to every person (Table 12). Of the total employee jobs, 'Manufacturing', 'Distribution, hotels & restaurants' and 'Tourism' rate above the Scottish average (Table 13).

WFF Management Structures

Internal Management Team

The Working for Families fund is based in the Economic Development Services Department at North Ayrshire Council.

The Lead Officer is the Principal Officer within the department.

Costed Working for Families staff included a full-time Co-ordinator (in post September 2004) responsible for the co-ordination and development of WFF NA.

Support is provided by a full-time Administrative Assistant (in-post November 2004).

The Internal management team are based at North Ayrshire Council HQ in Irvine.

Steering Group

Regular Steering Group meetings are held normally every six to eight weeks. Members on the steering group include representatives from Economic Development Services, Childcare Partnership, Social Work Services, Jobcentre Plus, Scottish Enterprise Ayrshire, Local Health Care Co-operative, Careers Scotland, North Ayrshire Volunteer Centre, CVS North Ayrshire and two local collages.

Other Groups

Working for Families Project Meetings take place quarterly. This meeting provides overall updates on progress to date.

Working for Families Programme

Transition Support Programme

The Team comprises of One Senior Adviser, five full-time Link Advisors, 2 full-time Link Support Workers and one Database Operator. Staff are employed directly by North Ayrshire Council and based in their main offices in Irvine. WFF covers the whole of North Ayrshire but each Link Advisor has a designated geographical area which they cover. Generally clients get assigned a Link Advisor in their geographical area, unless the advice they need is provided by a particular Link Advisor specialising in that issue.

Link Advisors are peripatetic, they do outreach work in terms of direct contact with people in the communities and they are based in those communities. They also carry out outreach work with regard to the place they meet clients. Home visits are common practice, but always done by two members of staff together.

Based on client data to 31 March 2006, the majority of clients are 'hard to reach' client groups (85% are Sustained Contact Clients). The majority of clients are also lone parents (76%).

Based on client data to 31 March 2006, the largest source of referrals are from Jobcentre Plus (34%, second highest percentage across the 10 local authorities). Other main sources of referrals come from: Self-referrals (23%) and childcare providers (19%, second highest percentage across the 10 local authorities) and from 'Other', than those specified on the forms, sources (12%).

Other WFF Projects

North Ayrshire WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Guidance & Mentoring	Transitional Support	NAC Economic Development	Nov 04	452		46
Community Engagement	Community Employment Initiative	Community Enterprise Strathclyde	Nov 04 to Mar 2006			
Various Support	Innovative Action Fund	Various	March 05	76		
Support with Training or Education	North Ayrshire Job Rotation	Workers Education Association	March 05 to March 2006		7	
Wage Subsidy	Job Access (Wage Subsidy)	NAC Business Development Section and Jobcentre Plus	Nov 04 to March 2006		2	
Support with Childcare	Restbite Plus	NAC Social Work Dept.	Project withdrawn		1	
Support with Childcare	Flexible Childcare	Project delivered through Transitional Support				
Support with Childcare	Sitter Service –Steps & Stages	Quarriers	Sept 05	8	19	
Support with Childcare	Workplace Crèche	None at present	Abandoned	11	2	
Developing Childcare Workers	Childminding Startup project	SCMA	May 05	15	10	1
Developing Childcare Workers	Crèche Worker Training Programme	OnePlus	Sept 05 to Dec 06			
Young Parent Support	Young Parent Support Project	NHS Ayrshire & Arran	Feb 06			
Young Parent Holistic Support	Young Parents Health Programme	NAC Social Services	Sept 06			
Money Advice	In-Work Rights and Debt Advisor	NAC Welfare Rights	Sept 05			
Total				562	41	47

Notes to table Table excludes clients where the Referral Date is error (7), duplicates (5) and those registered after the 31 March 2006
North Ayrshire referred 4 clients to Dundee's WFF Barrier Free Fund. 2 referrals did not state the project within North Ayrshire referred to.

Key Features

Particular features of WFF in North Ayrshire include:

- WFF Link Advisors programme is delivered through the Council

- There is one Senior Advisor, five Link Advisors, two Link Support Workers, in addition to one Database Operator

- Link Advisors are based centrally at North Ayrshire Council offices in Irvine, but have responsibility for designated areas within the region and deliver outreach services to clients.

- North Ayrshire WFF has levered in additional funding for training-focused projects by using WFF as matched for ESF funding.

Some problems and issues that were raised during the Phase One (Area) Case Studies[8] included:

- WFF North Ayrshire has attracted more clients than anticipated which has meant workload issues for staff. Having a support worker linked to each Link Advisor or moving towards a model similar currently adopted in Glasgow is being considered.

- Link Advisors work from Jobcentre Plus offices and concerns were raised about this being a deterrent to contact WFF for some clients.

- There are concerns that labour market opportunities might be limited for clients due to the relatively high level of unemployment in the area. However, this had not so far posed a major problem.

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[8] The fieldwork in North Ayrshire was carried out 13/14 July 2005

NORTH LANARKSHIRE

Description of the Area

The principal town is Cumbernauld which lies 14 miles (22 km) north east of Glasgow City Centre and is connected by public and private transport links. North Lanarkshire is a largely urban area with 687persons per sq sm (Table 1).

At the Census 2001, the total resident population was 321,067, of which 72,735 were dependent children and 71,952 were parents of dependent children (Table 2). 28% of dependent children lived in lone parent households (Table 3).

Average Gross Weekly pay for those in employment was £374.08, which is 102% of the Scottish average (2003) (Table 5). 18% of households with dependent children had no parents working in the household (Table 6).

22% of children were children of claimants of Income Support and 23% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7). 10,543 pupils were entitled to free school meals, which is 221% of pupils on the schools roll (Table 8).

59,459 adults and children were categorised as suffering income deprivation in 2004 which accounts for 18% of the population of the area (Table 9). 11% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Employment domain it is 14% (it's highest) (Table 10).

76.6% of the working age population (203,900) are active, of those 6.9% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.61 jobs to every person (Table 12). Of the total employee jobs, 'Transport and communications', 'Manufacturing', and 'Construction' rate above the Scottish average (Table 13).

WFF Management Structures

Internal Management Team

The Working for Families fund is based in Policy and Economic Development Service Department at North Lanarkshire Council.

The Lead Officer is the Economic Development Manager.

Costed Working for Families staff included a full-time Co-ordinator (in post May 2004) responsible for the co-ordination and development of WFF NL.

Support is provided by 1FTE WfFF Officer, 1PTE WfFF Officer (from 19th Feb 2007), 1FTE Finance Officer and 1FTE Economic Development Assistant.
The Internal management team are based at North Lanarkshire offices at 106 Main Street, Coatbridge

Steering Group

Regular Steering Group meetings were held monthly at the onset of the project. This structure is currently being re-instated to ensure strategic direction for the WfFF activity 07/08 and beyond. Members on the steering group include representatives from Economic Development Services, Childcare Partnership, Education Department, Social Work Services, Jobcentre Plus, Chief Executives Office; Social Inclusion Partnerships, Community Services, Further education colleges, Community Intermediary organisation, Routes to Work, Careers Scotland and the Out of School Care Network.

Other Groups

There is an operational Projects Leaders meeting, held every six weeks to help communication.

Working for Families Programme

Routes to Work Employability Programme

There are four full-time Key workers and one Key Worker Co-ordinator (in post November 04). Staff changes resulted in a new Key Worker Co-ordinator appointment in May 05.

The locally-based community intermediary organisation, Routes to Work, delivers this project and employs the above staff, who are based in community settings. Key Workers carry out outreach work with regard to the place they meet clients.

Access to the project is available across the whole NL area, with specific targeting of the 10 most deprived wards.

Based on client data to 31 March 2006, the majority of clients are 'hard to reach' client groups (67% are Sustained Contact Clients). The majority of clients are also lone parents (72%).

Based on client data to 31 March 2006, the largest source of referrals come from 'Other', than those specified on the forms, sources (35%), followed by referrals from 'other part of the delivery organisation' (25%) and Self-referrals with 16%. Referrals from Jobcentre plus accounted for 15% of the referrals, while other referral sources accounted for 4% or less referrals each.

Other WFF Projects

North Lanarkshire WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Employability	Routes to Work	Routes to Work Ltd	Nov 04	611		420
Childcare	Childcare Subsidy	Childcare @ Home	Nov 04			
Support to Access Employment & Working with Employers	Employment Links & Extension	Routes to Work	March 06	5	5	
Support to Access Employment	Full Employment Area Initiative	Community Renewal	Aug 04		1	
Developing Childcare Workers	Development of the Childminding Sector	SCMA	Nov 04	12	28	8
Transport Support	The JobShuttle	Lanarkshire Enterprise Services	Oct 04	4	222	
Support with Personal Development	Positive Options for Parents	NLC Policy and Economic Development Service/Proactive Training	Nov 04 (going out to tender)		121	
Expand Childcare Provision	Expansion of Early Years and Out of School Care	Department of Education	Jan 05		3	
Develop Childcare Provision	Sitter Service (Childcare @ Home)	NL Sitter Service/One Parent Families Scotland	Nov 04	30	41	
Support & Develop Childcare Provision	Social Economy Interventions in the Childcare Sector	Business Gateway Lanarkshire	Apr 05		5	
Holistic Support for Young Parents	Bright Young Futures	NLC ACCESS Project	Nov 05			
Develop Childcare Provision	Coatbridge College	NLC Policy & Economic Development	Nov 05			
Develop Childcare Provision	Community Crèche and Mobile Crèche	Creche Support/SureStart & CLAD	Nov 04			
Money Advice	Debt and Money Advice	NLC Trading Standards	Apr 06			
Childcare Support	Kirkshaws Tiny Tots Playgroup	Kirkshaws Neighbourhood Centre	Nov 05			
Support Carers of Disable Children	Partners in Play Employability Programme	Partners in Play	Nov 05 (going out to tender			

Support to Access Employment for Women	Women's Placement Programme	NLC Economic Development	Nov 05			
Total				662	426	428

Notes to table *Kids Club Direct has recently gone into liquidation and another organization will be delivering these projects in the future
Table excludes clients where the Referral Date is error (1) and those registered after the 31 March 2006
North Lanarkshire referred one client to North Ayrshire's WFF Steps & Stages (sitter service) project and one to Dumfries and Galloway's WFF North West Resource Centre.

Key Features

Particular features of WFF in North Lanarkshire include:

- The Co-ordinator was in post early which helped facilitate the development of WFF North Lanarkshire in the early stages

- A community intermediary organisation delivers the Key programme

- WFF North Lanarkshire has the largest number of individual WFF projects (18 at the current count)

Some problems and issues that were raised during the Phase One (Area) Case Studies[9] included:

- The Steering Group was disbanded in order to re-evaluate its purpose and membership. This will be re-instated from February 2007 onwards.

- Staff changes within key projects led to initial problems in project development with the Key Worker programme and core WFF activity, as well as impacting on referrals to other projects. This has since been resolved.

- There have been difficulties in maintaining communication and co-operation between a large number of disparate projects, although actions were being taken to address this including improving communication, team development days, improved monitoring processes and redrafting of paperwork.

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[9] The fieldwork in North Lanarkshire was carried out 9/10 May 2005

RENFREWSHIRE

Description of the Area

The principal town is Paisley which lies 8 miles (13 km) west of Glasgow City Centre and is connected by trains/public transport links and private transport links. Renfrewshire is a largely urban area with 653 persons per sq sm (Table 1).

At the Census 2001, the total resident population was 172,867, of which 37,252 were dependent children and 37,392 were parents (Table 2). 27% of dependent children lived in lone parent households (Table 3).

Average Gross Weekly pay for those in employment was £361.71, which is 101% of the Scottish average (2003) (Table 5). 14% of households with dependent children had no parents working in the household (Table 6).

20% of children were children of claimants of Income Support and 21% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7). 5,353 pupils were entitled to free school meals, which is 21% of those on the schools roll (2004) (Table 8).

27,258 adults and children were categorised as suffering income deprivation in 2004 which accounts for 16% of the population of the area (Table 9). 10% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Current Income, Health and Employment domains it is 12% (it's highest) (Table 10).

78.7% of the working age population (106,400) are active, of those 5.3% are unemployed (the same as the Scottish average) (Table 11). There are 0.77 jobs to every person (Table 12). Of the total employee jobs, 'Transport and communications' and 'Manufacturing' rate above the Scottish average (Table 13).

WFF Management Structures

Internal Management Team

The Working for Families fund is based in Department of Planning and Transport at Renfrewshire Council.

The Lead Officer is the Manager for Social Economy and Europe in the above department and reports to the Head of Economic Development at the council.

Costed Working for Families staff includes a full-time Working for Families Co-ordinator and full-time Administrator.

The Internal management team are based Department of Planning and Transport offices in Paisley Town Centre.

Steering Group

Regular Steering Group meetings are held quarterly. Members on the steering group include representatives from Economic Development Services, Social Work, Education Department, Childcare Partnership, Jobcentre Plus, Paisley SIP, Careers Scotland, Paisley College, the voluntary sector and the NHS.

Other Groups

There were no other regular formal meetings at the time of the case study.

Working for Families Programme

Buddies for Childcare programme

There are four Buddies in post since March 2005, one of which also acts as the Team Leader for the three other Buddies. This programme is operated by One Plus and the Buddies are based within their offices in Paisley. They offer an outreach service to clients in their local communities, generally in client's own homes, by one or two members of staff.

The Buddies draw clients from all over the Renfrewshire area, although there is a focus on working with clients in the Social Inclusion Partnership areas.

Based on client data to 31 March 2006, the majority of clients are 'hard to reach' clients (86%). The majority of clients (79%) are also lone parents.

Based on client data to 31 March 2006, the largest source of referrals are from 'Other', than those specified on the forms, sources (29%), Jobcentre Plus account for 23% of the referrals and Childcare Providers account for 20% (the highest percentage across the 10 local authorities). While Self-referrals account for 13% of the referrals, other referral sources account for 5% or less of the referrals each.

Other WFF Projects

Renfrewshire WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Guidance & Mentoring	Buddies for Childcare	One Plus	March/Apr 05	517		238
Support with Childcare	Childcare Access Fund	RC, Economic Development Department	Unknown		236	

Support with Childcare to Young Parents	Assisting Teenage Parents	Bernardos	Unknown			
Support with Childcare	Childcare @ Home	One Plus	Unknown		1	
Support Access Employment & Working with Employers	Employer Links	Kids Club Direct	Unknown			
Support with Childcare	Into College Club	Reid Kerr College	August 05			
Develop Childcare Provision	Mobile Crèche	KidCare	Awaiting approval		1	
Support with Personal Development	Pre-Vocational Training (First Steps)	One Plus	Unknown			
Develop Childcare Provision	Pilot Extension of Pre-5 Childcare	No identify yet	On hold			
Support with Childcare	Sitter Service	One Parent Scotland	Summer 05			
Total				517	238	238

Notes to table Table excludes clients where the Referral Date is missing (4) or error (2).

Key Features

Particular features of WFF in Renfrewshire include:

- The Key Worker project was quickly off the ground once the appropriate social economy partner (with capacity, background and expertise in the area) was identified.

- WFF covers the whole of Renfrewshire with a focus in the SIP areas.

Some problems and issues that were raised during the Phase One (Area) Case Studies[10] included:

- The Buddies programme was slow to become operational due to the processes involved in recruiting an appropriate delivery organisation. Originally, another organisation had been approached before One Plus, but after negotiation it was decided they were not suitable.

- Because of the delay in recruiting the Buddies and concerns to meet client recruitment deadlines, the WFF Co-ordinator had spent some time prior to March 2005, working with clients themselves.

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[10] The fieldwork in Renfrewshire was carried out 3/4 May 2005

WEST DUMBARTONSHIRE

Description of the Area

The principal town is Clydebank which lies 5 miles (8 km) north west of Glasgow City Centre and is connected by public and private transport links. West Dunbartonshire is a largely urban area with 579 persons per sq sm (Table 1).

At the Census 2001, the total resident population was 93,378, of which 20,720 were dependent children and 19,937 were parents of dependent children (Table 2). 33% of dependent children lived in lone parent households (Table 3).

Average Gross Weekly pay for those in employment was £352.90. 19% of households with dependent children had no parents working in the household (Table 6).

25% of children were children of claimants of Income Support and 24% were children of claimants of WFTC compared to 18% and 21% Scottish average respectively (2002/2003) (Table 7). 3,717 pupils were entitled to free school meals, which is 27% of the pupils on the schools roll (2004) (Table 8).

19,812 adults and children were categorised as suffering income deprivation in 2004 which accounts for 21% of the population of the area (Table 9). 17% of Data Zones in the area were in the most deprived 10% (decile) of Scotland. In the Current Income domain it is 18% (it's highest) (Table 10).

76.5% of the working age population (57,400) are active, of those 7.1% are unemployed (compare to 5.3% Scottish average) (Table 11). There are 0.6 jobs to every person (Table 12). Of the total employee jobs, 'Public admin, education & health', 'Distributions, hotels & restaurants' and 'Tourism' rate above the Scottish average (Table 13).

WFF Management Structures

Internal Management Team

The Working for Families fund is based in Development & Environment Services Department at West Dunbartonshire Council.

The Lead Officer is the Team Leader for Economic Development.

Costed Working for Families staff included a full-time Co-ordinator (recruited July 2004) responsible for the co-ordination and development of WFF WD who left the post in April 2005. This Co-ordinator has now been replaced by two job share Co-ordinators in post since June and July 2005. A part time Administrative Assistant has been employed since March 2005 to deal with invoices, budgets and monitoring.

The Internal management team are based in the head offices of West Dunbartonshire Council in Dumbarton.

Steering Group

Originally the Steering Group included both strategic and operational representatives which posed a potential risk of conflict of interest. The Steering Group was split in August 2005 into an Operational Steering Group and a Strategic Steering Group. Membership of the Operational Steering Group includes One Plus, Clydebank College, Welfare Rights, Lennox Partnership, CVS and Public Health Practitioner. The Strategic Steering Group membership includes Childcare Partnership, West Dunbartonshire CHP, Community Planning Partnership, Social Work Department, Scottish Enterprise Dunbartonshire and Job Centre Plus. Meetings are held on average every six weeks.

Other Groups

Regular monitoring meetings are held with all the projects.

Working For Families Programme

Access to Employment Programme

Two full time Key Workers have been in post since July 2004 and are employed by the Lennox Partnership (a long-standing local social economy organisation). An additional four full time Key Workers have since joined the team as well as an additional full time Project Leader. The Project Leader and Key Workers are based at the Lennox Partnership offices in Clydebank, although they offer an outreach service in a local setting suiting the client. Home visits are not practiced. Key Workers are assigned to geographic areas – Alexandria, Dumbarton and Clydebank. Clients are mainly drawn from these areas, although clients out with these areas who meet WFF client criteria will also be registered.

Based on client data to 31 March 2006, the larger proportion of clients are 'hard to reach' client groups (88% are Sustained Contact Clients). The majority of clients are also lone parents (88%, the highest proportion of this group among all the 10 local authority areas).

Based on client data to 31 March 2006, referrals from 'Other' sources that those specified on the forms were the largest source referrals with 45% of clients coming from this source (the highest percentage amongst the other local authorities). The second largest source of referrals came from Jobcentre Plus (36%, the highest proportion of this group among all the 10 local authority areas). Other sources of referrals were each 5% or less.

Key Workers are also in place with Employment Aftercare Project, Towards Inclusion, Full Employment Area and Health and Other Stresses.

Other WFF Projects

West Dunbartonshire WFF projects include:

Project Details				Total No.	Referrals	
Theme/Client Group/Childcare	Project	Delivery Organisation	Start Date	Registered directly	from other WFF project	to other WFF project
Guidance & Mentoring	Access to Employment	Lennox Partnership	July 04	52	296	157
Support parents in employment & Working with employers	Employment Support	Lennox Partnership	July 04	3	341	9
	Employment Aftercare	Lennox Partnership	July 04		153	
Improving Access to Employment	Fairley project	Never identify	Abandoned			
Developing Childcare Workers	Special Needs ILM	One Plus	April 05		12	
Improving Access to Employment	Work Drive	West Dunbartonshire CVS	March 06			
Improving Access to Employment	Community Training ILM	Lennox Partnership	April 05			
Developing Childcare Workers	Registered Childminding	West Dunbartonshire Council, Early Years	April 06			
Developing Childcare Workers	11+ Holiday Cover	One Plus	March 06			
	Ways to Work	Home from Home	Abandoned			
Support with Training & Education	Training Support	Lennox Partnership/WD Council	July 04	289	58	1021
Subsidy Fund	Emergency Childcare	WD Council	Abandoned	3	3	12
Subsidy Fund	Flexible Childcare	WD Council	Abandoned			
Subsidy Fund	Ringfencing	WD Council	January 06			
Health, disability etc.	Health and Other Stresses	WD Council	June 06		335	
Health, disability etc.	When and Where	WD Council	Abandoned			
Money Advice	Money Advice and Welfare Support	WD Council, Welfare Rights Unit	May 05			
Research	Research on Childcare in WD	External Consultant	Finished on March 05			
Total				347	1198	1199

Notes to table Table excludes clients where the Referral Date is error (4).
West Dunbartonshire referred one client to Dundee's WFF Link Workers project.

Key Features

Particular features of WFF in West Dunbartonshire include:

- The Key Workers programme (Access to Employment) and a number of other projects are delivered by long-established local social economy organisation with existing expertise in employment and community issues.

- The full-time Co-ordinator has been replaced by two people who job share and who bring a wide range of skills and experience to the work.

Some problems and issues that were raised during the Phase One (Area) Case Studies[11] included:

- Although not yet an issue at the time of the case study, excessive workload for the Key Workers looked likely to become a problem if client numbers increased.

- The originally appointed Co-ordinator had left the post leaving a period of two months with no co-ordinator in post. The workload at this time was covered by 2 staff from Development & Environmental Services and by the part time Admin Assistant.

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[11] The fieldwork in West Dunbartonshire was carried out 25 May 2005

APPENDIX C1: BACKGROUND STATISTICS FOR AREA PROFILES

Table 1: Land area and population density, by administrative area: 30 June 2004

	Estimated population 30 June 2004	Area[1] (sq km)	Persons[2] per sq km
SCOTLAND	5,078,400	77,925	65
Dumfries & Galloway	147,930	6,426	23
Dundee City	141,870	60	2,371
East Ayrshire	119,720	1,262	95
Glasgow City	577,670	175	3,292
Highland	211,340	25,659	8
Inverclyde	82,430	160	514
North Ayrshire	136,020	885	154
North Lanarkshire	322,790	470	687
Renfrewshire	170,610	261	653
West Dunbartonshire	91,970	159	579

[1] See note on page 4. Figures may not add exactly because of rounding.
[2] Persons per sq km has been calculated using actual, not rounded areas.
Notes to table SOURCE: GENERAL REGISTRAR'S OFFICE FOR SCOTLAND 2004

Table 2: Household Population, 2001

	Total Resident Population N	Total Dependent Children N	All Parents N	Children as % of Total Population %
Dumfries & Galloway	147765	30617	30536	20.7
Dundee City	145663	28633	27070	19.7
East Ayrshire	120235	26434	26685	22.0
Glasgow City	577869	116708	106340	20.2
Highland	208914	45239	44476	21.7
Inverclyde	84203	18338	17812	21.8
North Ayrshire	135817	30175	29334	22.2
North Lanarkshire	321067	72735	71952	22.7
Renfrewshire	172867	37252	37392	21.5
West Dunbartonshire	93378	20720	19937	22.2

Notes to table SOURCE: CENSUS 2001

Table 3: Percentages of Dependent Children Living in Family Types

	Lone Parents %	Married/Cohabiting Couple %	Not in a Family %
Dumfries & Galloway	19%	80%	1%
Dundee City	36%	63%	1%
East Ayrshire	24%	75%	1%
Glasgow City	42%	56%	2%
Highland	20%	79%	1%
Inverclyde	31%	68%	1%
North Ayrshire	29%	70%	1%
North Lanarkshire	28%	71%	1%
Renfrewshire	27%	72%	1%
West Dunbartonshire	33%	66%	1%

Notes to table SOURCE: CENSUS 2001

Table 4: Estimated population by age by administrative area: 30 June 2004

Area	All Ages	0-19 N	%	20-64 N	%	65 & Over N	%
SCOTLAND	5,078,400	1,199,858	24	3,051,988	60	826,554	16
Dumfries & Galloway	147,930	33,233	22	84,858	57	29,839	20
Dundee City	141,870	32,903	23	83,231	59	25,736	18
East Ayrshire	119,720	29,140	24	70,904	59	19,676	16
Glasgow City	577,670	132,901	23	357,713	62	87,056	15
Highland	211,340	49,550	23	125,179	59	36,611	17
Inverclyde	82,430	19,773	24	48,662	59	13,995	17
North Ayrshire	136,020	33,303	24	79,701	59	23,016	17
North Lanarkshire	322,790	81,581	25	195,107	60	46,102	14
Renfrewshire	170,610	40,603	24	102,930	60	27,077	16
West Dunbartonshire	91,970	22,519	24	54,744	60	14,707	16

SOURCE: GENERAL REGISTRAR'S OFFICE SCOTLAND 2004

Table 5: Average Gross Weekly Pay

Area	£	% of Scottish Average
Dumfries & Galloway	313.77	86%
Dundee City	361.69	99%
East Ayrshire	339.04	93%
Glasgow City	377.42	103%
Highland	345.04	94%
Inverclyde	321.86	88%
North Ayrshire	335.26	92%
North Lanarkshire	374.08	102%
Renfrewshire	361.71	101%
West Dunbartonshire	352.90*	97%

Notes to table SOURCE: NEW EARNINGS SURVEY 2003
*SOURCE: NOMIS 2004

Table 6: Work in Households by Family Type (for Parents of Dependent Childcare) (Percentages)

Area	Couple – both parents working %	Couple – one parent working %	Couple – No parents working %	Lone Parent – one parent working %	Lone Parent – no parent working %
Dumfries & Galloway	58%	24%	6%	6%	6%
Dundee City	50%	18%	8%	11%	13%
East Ayrshire	55%	23%	8%	6%	8%
Glasgow City	39%	19%	12%	11%	19%
Highland	57%	24%	6%	7%	6%
Inverclyde	53%	20%	6%	10%	11%
North Ayrshire	50%	23%	8%	8%	11%
North Lanarkshire	52%	22%	8%	8%	10%
Renfrewshire	58%	19%	5%	9%	9%
West Dunbartonshire	53%	18%	7%	10%	12%

Notes to table SOURCE: CENSUS 2001

Table 7: Children of Claimants of Key Benefits

Area	Children of claimants of Income Support N	%	Children of Claimants of WFTC N	%	Children of Claimants of Job Seekers Allowance N	%
SCOTLAND		17.8%		21.1%		1.1%
Dumfries & Galloway	3730	12.2%	7750	25.3%	415	1.4%
Dundee City	7165	25.0%	7730	27.0%	490	1.7%
East Ayrshire	5145	19.5%	6600	25.0%	480	1.8%
Glasgow City	42620	36.5%	27560	23.6%	1825	1.1%
Highland	5660	12.5%	10940	24.2%	1825	1.6%
Inverclyde	4170	22.7%	4615	25.2%	255	1.4%
North Ayrshire	6745	22.4%	7515	24.9%	575	1.9%
North Lanarkshire	15680	21.6%	16625	22.9%	870	1.2%
Renfrewshire	7410	20.0%	7825	21.0%	345	1.0%
West Dunbartonshire	5090	24.6%	5060	24.4%	270	1.3%

Notes to table SOURCE: SCOTTISH NEIGHBOURHOOD STATISTICS *2002 **2003

Table 8: Pupils Entitled to Free School Meals, 2004

	Pupils on the school roll	Pupils entitled to free meals	% of Pupils entitled to free meals
SCOTLAND	715,689	134,150	19
Dumfries & Galloway	21,342	1,981	9
Dundee City	18,817	4,476	24
East Ayrshire	17,968	3,350	19
Glasgow City	71,163	27,916	39
Highland	32,473	4,082	13
Inverclyde	12,050	2,717	23
North Ayrshire	20,533	4,878	24
North Lanarkshire	49,741	10,543	21
Renfrewshire	25,621	5,353	21
West Dunbartonshire	13,989	3,717	27

Grant Maintained[2]

(1) The number of pupils entitled to free meals in Edinburgh was unavailable, so figures were estimated. See background note 3 for further information.
(2) Where numbers involve fewer than five individuals, data has been marked by a *. Where this figure then contributes to the total, it has been substituted by the figure 3
Notes to table SOURCE: SCOTTISH EXECUTIVE EDUCATION STATISTICS 2004

Table 9: Overall Scottish Index of Multiple Deprivation (SIMD) and Scottish Income Deprivation (ID) (2004)

	SIMD %	ID %
SCOTLAND	10%	15%
Dumfries & Galloway	2%	12%
Dundee City	19%	20%
East Ayrshire	8%	18%
Glasgow City	47%	28%
Highland	2%	12%
Inverclyde	22%	19%
North Ayrshire	9%	19%
North Lanarkshire	10%	18%
Renfrewshire	10%	16%
West Dunbartonshire	17%	21%

Notes to table SOURCE: SCOTTISH INDICES OF DEPRIVATION (2004)
SCOTTISH NEIGHBOURHOOD STATISTICS (2004)

Table 10: Percentage of data zones in the most deprive decile of: Scottish Index of Multiple Deprivation (SIMD); Current Income domain (I); Housing domain (H); Health domain (HLT); Education, Skills and Training domain (EST); Employment domain (E); and Geographic Access and Telecommunications domain (GA&T

	SIMD %	I %	H %	HLT %	EST %	E %	GA&T %
SCOTLAND	10%	10%	10%	10%	10%	10%	10%
Dundee City	19%	21%	36%	18%	12%	16%	1%
Dumfries & Galloway	2%	3%	0%	3%	5%	2%	31%
East Ayrshire	8%	11%	0%	9%	10%	9%	8%
Glasgow City	47%	41%	59%	48%	43%	42%	0%
Highland	2%	3%	0%	1%	1%	2%	35%
Inverclyde	22%	17%	5%	25%	20%	21%	4%
North Ayrshire	9%	13%	1%	8%	8%	15%	6%
North Lanarkshire	11%	10%	0%	8%	12%	14%	1%
Renfrewshire	10%	12%	8%	12%	6%	12%	4%
West Dunbartonshire	17%	18%	3%	14%	8%	17%	2%

Notes to table Income Deprivation: The income domain (the basis for income deprivation) is a simple sum of 8 indicator counts (Adults and Children (aged 0-19) in Income Support households (DWP April 2002); Adults and Children in (aged 0-19) in Income Based Job Seekers Allowance households (DWP August 2001); Adults and Children in Working Families Tax Credit Households below a low income threshold (DWP / Inland Revenue (IR) April 2002); Adults and Children in Disability Tax Credit households below a low income threshold (DWP / IR April 2002)) divided by the total population. There is no overlap between the indicators and so the resulting domain score is the percentage of the total population affected by current income deprivation.
SOURCE: Scottish Index of Multiple Deprivation 2006: Technical Report (October 2006)

Table 11: Working Age Population, Economically Active rate as a proportion of Working Age Population, Unemployment Rate as a proportion of Economically Active, Economically Inactive rate as a proportion of Working Age Population, and Inactive Population wanting a job rate as a proportion of Economically Inactive.

	Working Age Population*	Economically Active rate	Unemployment rate	Economically Inactive rate	Inactive wanting a job rate
SCOTLAND	3,189,344	79.2	5.3	20.8	6.2
Dumfries & Galloway	86,700	81.5	3.6	18.5	5.4
Dundee City	88,800	76.7	6.1	23.3	6.8
East Ayrshire	73,600	75.4	7.3	24.6	9.2
Glasgow City	381,800	72.1	8.4	27.9	10.4
Highland	129,700	83.7	3.3	16.3	4.9
Inverclyde	50,600	75.5	6.4	24.5	6.5
North Ayrshire	82,500	77.2	6.7	22.8	7.0
North Lanarkshire	203,900	76.6	6.9	23.4	4.1
Renfrewshire	106,400	78.7	5.3	21.3	5.7
West Dunbartonshire	57,400	76.5	7.1	23.5	9.3

Notes to table *Source: NOMIS – (Midyear Population Estimates, 2005)
Source: NOMIS - Annual Population Survey (Jan 2005-Dec 2005)
NOTE: % for Economically Active and Inactive are for those of working age (16-59/64). % for Unemployment Rate and Inactive wanting a job are for those aged 16 and over.

Table 12: Job Density (2004)

	Jobs	Density
SCOTLAND	2,647,155	0.83
Dumfries & Galloway	68,000	0.79
Dundee City	80,000	0.91
East Ayrshire	44,000	0.60
Glasgow City	423,000	1.12
Highland	115,000	0.90
Inverclyde	34,000	0.68
North Ayrshire	47,000	0.57
North Lanarkshire	123,000	0.61
Renfrewshire	82,000	0.77
West Dunbartonshire	35,000	0.60

Notes to table Source: NOMIS – (Jobs Density, 2004)

The density figures represent the ratio of total jobs to working-age population (16-59/64).

The total number of jobs is a workplace-based measure and comprises employees, self-employed, government-supported trainees and HM Forces.

Table 13: Total Employee Jobs (The number of jobs held by employees), and percentage of Employee Jobs in Manufacturing, Construction, Services and Tourism Related as a proportion of Total Employee Jobs (2004).

	Total employee Jobs	Manufacturing %	Construction %	Services %					Tourism related %
				1	2	3	4	5	
SCOTLAND		10.1	5.4	23.3	5.5	18.0	29.2	5.4	8.8
Dumfries & Galloway	55,780	13.4	4.7	27.1	5.4	7.8	29.4	4.4	11.4
Dundee City	75,642	13.5	5.4	22.6	4.0	11.9	37.0	5.4	6.4
East Ayrshire	38,618	11.9	5.8	23.5	5.1	13.1	30.1	5.8	6.9
Glasgow City	393,410	6.0	4.5	21.5	5.8	25.1	31.2	5.0	7.6
Highland	94,474	9.8	5.6	27.2	4.5	10.8	31.5	5.5	13.5
Inverclyde	31,524	8.3	2.3	19.4	10.7	18.8	35.3	4.6	6.7
North Ayrshire	41,356	16.3	4.7	26.3	5.9	8.0	29.9	6.0	11.0
North Lanarkshire	114,061	12.7	7.3	24.0	9.4	15.8	24.2	4.9	6.7
Renfrewshire	75,594	13.6	5.9	23.3	10.6	13.4	28.6	4.3	7.6
West Dunbartonshire	31,271	10.4	4.5	25.5	3.6	17.6	32.4	5.4	10.5

Notes to table Source: NOMIS (Annual Business Inquiry Employee Analysis, 2004)
NOTE (1): The sum of row percentages does not amount to 100%, the reason is unknown.
NOTE (2): Employee jobs excludes self-employed, government-supported trainees and HM Forces

Reference	*Type of Service*	*Reference*	*Type of Service*
1	Distribution, hotels & restaurants	4	Public admin, education & health
2	Transport & communications	5	Other services
3	Finance, IT, other business activities		

**WORKING FOR FAMILIES
EVALUATION
(PHASE ONE)**

TECHNICAL ANNEX T4

**CLIENT DATA TO 31 MARCH 2006
TABLES**

REPORT

TECHNICAL ANNEX T4

CLIENT DATA TO 31 MARCH 2006
TABLES

REPORT

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2007

CONTENTS

CLIENT DATA

A1.1 Types of Contact

A1.1.1 Clients are registered as either Sustained Contact Clients (SCC) or Limited Contact. Limited Contact Clients (LCC) are judged by project workers to require a limited amount of support from Working for Families, for instance, only sourcing childcare for somebody about to start work. Sustained Contact Clients, however, are judged to require more sustained support and/or financial assistance from Working for Families, and will generally be clients who are 'further from the labour market'.

A1.1.2 Table A1.1 presents the numbers and proportions of clients registered by type of contact. In most areas, the majority of clients are registered as SCC (or No Response) (72%), with the exception of Dundee were the majority were recorded as LCC (89%). Variations between areas may be down to different groups being targeted, i.e. some authorities are working mostly with clients who are further from the labour market and will be registered as SCC. Until recently, Dundee have not had sufficient staff to deal with clients further from the labour market due to problems in recruiting Key Workers and this may explain the disproportionately high number of LCC.

A1.1.3 However, it is important to note that some of those registered on the database as Sustained Contact Clients may actually be missing, since this is the default position if no data are entered. Co-ordinators in each area have been asked to check this information.

A1.2 Confidentiality Clause

A1.2.1 Table A1.2 presents the numbers and proportions of clients by whether they have agreed to the confidentiality clause. Agreement to this clause gives permissions for individual client data to be passed to the Evaluators for analysis. Some 166 clients (3%) declined to share their details with the Evaluators (or their consent was not recorded on the data sent to the Evaluators). This figure was higher in Renfrewshire with 8% of clients, but less than 5% in all other areas.

A1.2.2 *Further analysis therefore excludes the 166 clients* who have not agreed (or made no response) to have their details shared with the Evaluation Team.

A1.3 Current Status of Clients

A1.3.1 In Table A1.3 distinction is made between 'active' and 'inactive' clients. 'Inactive' clients are those who are not currently receiving support from WFF, mainly having just left the programme.

A1.3.2 To the end of March 2006, a total of 30% of clients were recorded as being 'inactive', with considerable variations between areas. For instance, while 62% of clients in West Dunbartonshire were 'inactive', less than 1% in Dundee were recorded as such. This may suggest that Dundee are not yet using the system to record clients as 'inactive', but this may also be partly because Dundee was relatively late in starting and may have fewer clients reaching the 'inactive' stage.

A1.4 Questionnaire Not Completed

A1.4.1 Table A1.4 shows the reasons why some clients were unable to complete the Registration Form by area. 192 clients (3% of the total) did not complete the questionnaire; the most common reason given was 'unable to contact the client' (63%). This question was added to the questionnaire at the beginning of January 2005 so the reasons for all the non-completions will not be known. However, from the information given, only 8% of clients who did not complete the form actually refused. A small number of clients could not complete the form due to language difficulties (7%). There were a range of other reasons for not completing the form, but overall, the proportion unable or unwilling to complete the questionnaire was very low.

TABLES

Table A1.1: Number of Clients Registered to 31 March 2006 by Contact Type and by Area

	Contact Type		
	Sustained Contact/ No response	Limited Contact	Total
Dumfries and Galloway	211 (76%)	66 (24%)	277 (100%)
Dundee	50 (11%)	398 (89%)	448 (100%)
East Ayrshire	422 (90%)	45 (10%)	467 (100%)
Glasgow	1137 (62%)	703 (38%)	1840 (100%)
Highlands	301 (93%)	22 (7%)	323 (100%)
Inverclyde	363 (99%)	2 (1%)	365 (100%)
North Ayrshire	480 (85%)	82 (15%)	562 (100%)
North Lanarkshire	442 (67%)	220 (33%)	662 (100%)
Renfrewshire	446 (86%)	71 (14%)	517 (100%)
West Dunbartonshire	305 (88%)	42 (12%)	347 (100%)
Total	4157 (72%)	1651 (28%)	5808 (100%)

Table A1.2: Number of Clients Registered to 31 March 2006 by Whether Agreed to Confidentiality Clause and by Area

	Confidentiality		
	Did Not Agree/ No Response	Agreed To Confidentiality	Total
Dumfries and Galloway	5 (2%)	272 (98%)	277 (100%)
Dundee	9 (2%)	439 (98%)	448 (100%)
East Ayrshire	6 (1%)	461 (99%)	467 (100%)
Glasgow	61 (3%)	1779 (97%)	1840 (100%)
Highlands	1 (0%)	322 (100%)	323 (100%)
Inverclyde	2 (1%)	363 (99%)	365 (100%)
North Ayrshire	21 (4%)	541 (96%)	562 (100%)
North Lanarkshire	18 (3%)	644 (97%)	662 (100%)
Renfrewshire	41 (8%)	476 (92%)	517 (100%)
West Dunbartonshire	2 (1%)	345 (99%)	347 (100%)
Total	166 (3%)	5642 (97%)	5808 (100%)

Table A1.3: Number of Clients Registered to 31 March 2006 by Current Status of Clients and by Area

	Client Status		
	Inactive	Active	Total
Dumfries and Galloway	55 (20%)	222 (80%)	277 (100%)
Dundee	1 (0%)	447 (100%)	448 (100%)
East Ayrshire	95 (20%)	372 (80%)	467 (100%)
Glasgow	700 (38%)	1140 (62%)	1840 (100%)
Highlands	87 (27%)	236 (73%)	323 (100%)
Inverclyde	39 (11%)	326 (89%)	365 (100%)
North Ayrshire	274 (49%)	288 (51%)	562 (100%)
North Lanarkshire	121 (18%)	541 (82%)	662 (100%)
Renfrewshire	188 (36%)	329 (64%)	517 (100%)
West Dunbartonshire	214 (62%)	133 (38%)	347 (100%)
Total	1774 (30%)	4034 (70%)	5808 (100%)

Table A1.4: Number of Clients Registered to 31 March 2006 Unable or Unwilling to Complete All or Substantial Parts of the Form by Reason and by Area

	Refuse	Language Difficulties	Unable to contact client / Dormant	Old form used (client no longer in contact)	Demanding Child/ren	Only verbal authorisation	Other	Total
			Reasons for being Unable or Unwilling to Complete					
Dumfries and Galloway	4 (40%)	3 (30%)	3 (30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	10 (100%)
Dundee	5 (50%)	4 (40%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (10%)	10 (100%)
East Ayrshire	2 (2%)	0 (0%)	97 (97%)	0 (0%)	0 (0%)	0 (0%)	1 (1%)	100 (100%)
Glasgow	3 (7%)	7 (16%)	22 (49%)	0 (0%)	3 (7%)	3 (7%)	7 (16%)	45 (100%)
Highlands	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (100%)	1 (100%)
North Ayrshire	1 (33%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (67%)	3 (100%)
West Dunbartonshire	0 (0%)	0 (0%)	0 (0%)	19 (83%)	1 (4%)	0 (0%)	3 (13%)	23 (100%)
Total	15 (8%)	14 (7%)	122 (63%)	19 (10%)	4 (2%)	3 (2%)	15 (8%)	192 (100%)

Notes to table 'Old form used (client not longer in contact)' refers to clients registered before registration forms were available therefore some information was not collected at that point. As some of those clients are no longer in contact with WFF it has not been possible to collect the information

TABLES

NOTE: PERCENTAGES HAVE BEEN ROUNDED TO THE NEAREST WHOLE NUMBER IN ALL TABLES, THEREFORE THEY MAY NOT ADD TO AN EXACT 100 PER CENT.

1. NUMBER OF CLIENTS AND AGENCIES REFERRED FROM

Table 1.1 Number of New Clients Registered by Quarter to 31 March 2006 by Area

	Number of New Clients Registered							
	Before 1 Oct 2004	1 Oct to 31 Dec 04	1 Jan to 31 March 05	1 April to 30 June 05	1 July to 30 Sept 05	1 Oct to 31 Dec 05	1 Jan 06 to 31 March 06	Total
Dumfries and Galloway	2 (1%)	26 (9%)	40 (14%)	47 (17%)	87 (31%)	49 (18%)	26 (9%)	277 (100%)
Dundee	1 (0%)	3 (1%)	41 (9%)	84 (19%)	138 (31%)	94 (21%)	87 (19%)	448 (100%)
East Ayrshire	0 (0%)	12 (3%)	90 (20%)	105 (22%)	78 (17%)	71 (15%)	111 (24%)	467 (100%)
Glasgow	35 (2%)	42 (2%)	208 (11%)	332 (18%)	425 (23%)	325 (18%)	473 (26%)	1840 (100%)
Highlands	10 (3%)	51 (16%)	59 (18%)	30 (9%)	46 (14%)	44 (14%)	83 (26%)	323 (100%)
Inverclyde	16 (4%)	19 (5%)	20 (5%)	63 (17%)	84 (23%)	53 (15%)	110 (30%)	365 (100%)
North Ayrshire	1 (0%)	15 (3%)	95 (17%)	122 (22%)	126 (22%)	108 (19%)	95 (17%)	562 (100%)
North Lanarkshire	0 (0%)	26 (4%)	66 (10%)	159 (24%)	188 (28%)	89 (13%)	134 (20%)	662 (100%)
Renfrewshire	57 (11%)	21 (4%)	40 (8%)	73 (14%)	164 (32%)	67 (13%)	95 (18%)	517 (100%)
West Dunbartonshire	51 (15%)	41 (12%)	53 (15%)	56 (16%)	67 (19%)	36 (10%)	43 (12%)	347 (100%)
Total	173 (3%)	256 (4%)	712 (12%)	1071 (18%)	1403 (24%)	936 (16%)	1257 (22%)	5808 (100%)

Notes to table Date missing for 21 clients and date error for 16 clients. Both are excluded from the analysis. Duplicate cases have been removed from the database

Table 1.2: Number of New Client Registered Monthly to 31 March 2006 by Area (continued below)

	Number of New Clients Registered									
	Before 1 Oct 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05
Dumfries and Galloway	2 (1%)	0 (0%)	5 (2%)	21 (8%)	13 (5%)	12 (4%)	15 (5%)	8 (3%)	20 (7%)	19 (7%)
Dundee	1 (0%)	0 (0%)	2 (0%)	1 (0%)	10 (2%)	10 (2%)	21 (5%)	23 (5%)	22 (5%)	39 (9%)
East Ayrshire	0 (0%)	3 (1%)	4 (1%)	5 (1%)	18 (4%)	20 (4%)	52 (11%)	31 (7%)	30 (6%)	44 (9%)
Glasgow	35 (2%)	14 (1%)	21 (1%)	7 (0%)	70 (4%)	62 (3%)	76 (4%)	90 (5%)	91 (5%)	151 (8%)
Highlands	10 (3%)	22 (7%)	19 (6%)	10 (3%)	10 (3%)	23 (7%)	26 (8%)	8 (2%)	17 (5%)	5 (1%)
Inverclyde	16 (4%)	10 (3%)	2 (0%)	7 (2%)	2 (0%)	5 (1%)	13 (4%)	15 (4%)	21 (6%)	27 (7%)
North Ayrshire	1 (0%)	2 (0%)	2 (0%)	11 (2%)	23 (4%)	38 (7%)	34 (6%)	49 (9%)	35 (6%)	38 (7%)
North Lanarkshire	0 (0%)	0 (0%)	24 (4%)	2 (0%)	10 (1%)	26 (4%)	30 (5%)	59 (9%)	37 (6%)	63 (9%)
Renfrewshire	57 (11%)	10 (2%)	9 (2%)	2 (0%)	11 (2%)	16 (3%)	13 (2%)	18 (4%)	25 (5%)	30 (6%)
West Dunbartonshire	51 (15%)	19 (5%)	13 (4%)	9 (3%)	15 (4%)	25 (7%)	13 (4%)	16 (5%)	13 (4%)	27 (8%)
Total	173 (3%)	80 (1%)	101 (2%)	75 (1%)	182 (3%)	237 (4%)	293 (5%)	317 (6%)	311 (5%)	443 (8%)

Table 1.2 – continuation

	Number of New Clients Registered									
	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Total
Dumfries and Galloway	14 (5%)	32 (12%)	41 (15%)	21 (8%)	24 (9%)	4 (1%)	12 (4%)	7 (2%)	7 (2%)	277 (100%)
Dundee	43 (10%)	40 (9%)	55 (12%)	35 (8%)	49 (11%)	10 (2%)	23 (5%)	37 (8%)	27 (6%)	448 (100%)
East Ayrshire	17 (4%)	34 (7%)	27 (6%)	12 (3%)	42 (9%)	17 (4%)	30 (6%)	40 (9%)	41 (9%)	467 (100%)
Glasgow	109 (6%)	174 (9%)	142 (8%)	132 (7%)	135 (7%)	58 (3%)	151 (8%)	173 (9%)	149 (8%)	1840 (100%)
Highlands	10 (3%)	13 (4%)	23 (7%)	11 (3%)	22 (7%)	11 (3%)	19 (6%)	27 (8%)	37 (11%)	323 (100%)
Inverclyde	21 (6%)	38 (10%)	25 (7%)	20 (5%)	16 (4%)	17 (5%)	24 (7%)	41 (11%)	45 (12%)	365 (100%)
North Ayrshire	28 (5%)	52 (9%)	46 (8%)	44 (8%)	42 (7%)	22 (4%)	33 (6%)	24 (4%)	38 (7%)	562 (100%)
North Lanarkshire	30 (4%)	74 (11%)	84 (13%)	29 (4%)	44 (7%)	16 (2%)	25 (4%)	47 (7%)	62 (9%)	662 (100%)
Renfrewshire	51 (10%)	51 (10%)	62 (12%)	30 (6%)	21 (4%)	16 (3%)	26 (5%)	27 (5%)	42 (8%)	517 (100%)
West Dunbartonshire	12 (3%)	27 (8%)	28 (8%)	14 (4%)	15 (4%)	7 (2%)	23 (7%)	9 (3%)	11 (3%)	347 (100%)
Total	335 (6%)	535 (9%)	533 (9%)	348 (6%)	410 (7%)	178 (3%)	366 (6%)	432 (7%)	459 (8%)	5808 (100%)

Table 1.3: Number of Clients Registered to 31 March 2006 by Agency Referred From and by Area

	Agency Referred From											
	Addiction/Drug Services	Careers Service	Health Services	Hostel/Accom/Housing Services	Jobcentre Plus	Other part of same organisation	Self	Social Work	Voluntary Sector	Childcare Provider	Other	Total
Dumfries and Galloway	4 (1%)	2 (1%)	7 (3%)	0 (0%)	44 (17%)	4 (1%)	106 (40%)	10 (4%)	30 (11%)	4 (1%)	55 (21%)	266 (100%)
Dundee	7 (2%)	2 (0%)	9 (2%)	2 (0%)	136 (32%)	41 (9%)	41 (9%)	20 (5%)	7 (2%)	55 (13%)	112 (26%)	432 (100%)
East Ayrshire	0 (0%)	0 (0%)	0 (0%)	3 (1%)	25 (5%)	0 (0%)	234 (50%)	3 (1%)	0 (0%)	19 (4%)	183 (39%)	467 (100%)
Glasgow	10 (1%)	67 (4%)	99 (5%)	4 (0%)	255 (14%)	288 (16%)	346 (19%)	21 (1%)	186 (10%)	212 (12%)	330 (18%)	1818 (100%)
Highlands	1 (0%)	3 (1%)	37 (12%)	6 (2%)	66 (20%)	0 (0%)	81 (25%)	16 (5%)	28 (9%)	7 (2%)	78 (24%)	323 (100%)
Inverclyde	1 (0%)	0 (0%)	1 (0%)	1 (0%)	79 (22%)	114 (31%)	59 (16%)	14 (4%)	20 (6%)	59 (16%)	17 (5%)	365 (100%)
North Ayrshire	1 (0%)	3 (1%)	2 (0%)	27 (5%)	192 (34%)	22 (4%)	130 (23%)	7 (1%)	3 (1%)	108 (19%)	65 (12%)	560 (100%)
North Lanarkshire	0 (0%)	0 (0%)	4 (1%)	1 (0%)	94 (14%)	160 (25%)	101 (16%)	10 (1%)	0 (0%)	24 (4%)	254 (39%)	648 (100%)
Renfrewshire	1 (0%)	1 (0%)	24 (5%)	5 (1%)	118 (23%)	11 (2%)	65 (13%)	12 (2%)	24 (5%)	99 (20%)	148 (29%)	508 (100%)
West Dunbartonshire	0 (0%)	6 (2%)	0 (0%)	2 (1%)	124 (36%)	13 (4%)	18 (5%)	8 (2%)	3 (1%)	16 (5%)	153 (45%)	343 (100%)
Total	25 (0%)	84 (2%)	183 (3%)	51 (1%)	1133 (20%)	653 (11%)	1181 (21%)	121 (2%)	301 (5%)	603 (11%)	1395 (24%)	5730 (100%)

Table 1.4: Number of Clients Registered to 31 March 2006 by Working for Families Client Categories and by Area

	Client Categories					
	Low income	Other stresses	Lone Parents	None of the categories*	Multiply categories	Total
Dumfries and Galloway	61 (23%)	45 (17%)	97 (37%)	26 (10%)	32 (12%)	261 (100%)
Dundee	241 (57%)	24 (6%)	57 (14%)	36 (9%)	62 (15%)	420 (100%)
East Ayrshire	81 (18%)	114 (25%)	114 (25%)	84 (18%)	67 (15%)	460 (100%)
Glasgow	279 (16%)	257 (15%)	537 (31%)	159 (9%)	510 (29%)	1742 (100%)
Highlands	100 (31%)	51 (16%)	65 (20%)	6 (2%)	100 (31%)	322 (100%)
Inverclyde	54 (15%)	6 (2%)	202 (56%)	7 (2%)	94 (26%)	363 (100%)
North Ayrshire	85 (17%)	38 (7%)	222 (43%)	20 (4%)	148 (29%)	513 (100%)
North Lanarkshire	122 (19%)	60 (9%)	361 (57%)	15 (2%)	79 (12%)	637 (100%)
Renfrewshire	50 (11%)	41 (9%)	256 (57%)	76 (17%)	28 (6%)	451 (100%)
West Dunbartonshire	24 (7%)	28 (8%)	219 (64%)	50 (15%)	22 (6%)	343 (100%)
Total	1097 (20%)	664 (12%)	2130 (39%)	479 (9%)	1142 (21%)	5512 (100%)

Notes to table There is no information on Client Categories for 130 clients
* This refers to clients who do not fit into any of the previous three categories

In Summary, Table T4: 1.4 shows the numbers and proportion of clients by the Working for Families priority client categories identified by the Scottish Executive. Generally, it is Project Workers who allocate a category to their clients. The largest group of clients were pre-New Deal lone parents (39%). 20% were recorded as low income clients[1] and 12% as having other stresses in the household. Some 9% were recorded as not fitting in with any of the client categories identified. 21% of clients were recorded as meeting two or more of these criteria.[2]

There were some significant differences between LA areas in the categories of clients. For instance, Inverclyde, North Lanarkshire, Renfrewshire and West Dunbartonshire recorded a high proportion (over 55%) of clients in the lone parent category, while Dundee recorded only 14%. A high proportion of clients were recorded with Other Stresses in East Ayrshire (25%) while Inverclyde recorded just 2% of clients in this category. There were considerable variations in the proportions of clients indicating Low Income, for instance, 57% of clients in Dundee but only 7% were in West Dunbartonshire. For some clients, multiple categories were applicable, e.g. low income AND other stresses. The highest proportion recorded in multiple categories was in Highlands (31%) although only 6% of clients in Renfrewshire and West Dunbartonshire were recorded as such. For some clients, none of the categories was applicable, although it is therefore unclear if these clients should be eligible for WFF support. This included 18% of clients in East Ayrshire, 17% in Renfrewshire and 15% in West Dunbartonshire. The variety of types of clients between LA areas reflects both, characteristics of local populations and the types of projects developed in each area. [I think it would be worth making the link here with chapter 3].

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[1] Guidelines for Project Workers advise classification of Low Income as: (a) for clients in employment 'receiving any level of Working Tax Credit and/or child receiving free school meals'; (b) for client not in employment 'claiming Income Support, Job Seekers Allowance, maximum Child Tax Credit, and/or child in receipt of free school meals'
[2] While the wide variation in types of clients between areas probably has some genuine basis, there is the potential problem that the interpretation of client categories, or the accurate completion of client categories, may vary in different areas.

2. PERSONAL CLIENT DETAILS

NOTE: FROM THIS POINT FORWARD TABLES EXCLUDE CLIENTS WHO DID NOT CONSENT TO CONFIDENTIALITY.
NOTE: TABLES REFERRING TO REGISTRATION DATA ARE BASED ON INFORMATION COLLECTED AT THE POINT OF REGISTRATION
NOTE: LATEST SIX MONTH REVIEW TABLES EXCLUDE 92 CLIENTS WHO COULD NOT BE MADE CONTACT WITH

Table 2.1: Number of Clients Registered to 31 March 2006 by Gender and by Area

	Gender		
	Male	Female	Total
Dumfries and Galloway	23 (9%)	246 (91%)	269 (100%)
Dundee	23 (5%)	415 (95%)	438 (100%)
East Ayrshire	96 (21%)	364 (79%)	460 (100%)
Glasgow	79 (4%)	1688 (96%)	1767 (100%)
Highlands	51 (16%)	271 (84%)	322 (100%)
Inverclyde	22 (6%)	341 (93%)	363 (100%)
North Ayrshire	35 (6%)	504 (93%)	539 (100%)
North Lanarkshire	29 (4%)	613 (96%)	642 (100%)
Renfrewshire	22 (5%)	452 (95%)	474 (100%)
West Dunbartonshire	18 (5%)	326 (95%)	344 (100%)
Total	398 (7%)	5220 (93%)	5618 (100%)

Notes to table There is no information on gender for 24 clients

In summary, Table 2.1 in all areas the vast majority of clients were female (93%). There were some small differences between areas, for instance, in Highlands and East Ayrshire males accounted for over 15% of the clients. In East Ayrshire, there are a number of ex-industrial areas (particularly mining) with a larger proportion of unemployed males. These males were often recruited via their partners/wives, some of whom had already registered with WFF. This situation is similar to that in Highlands as a number of males are recruited through their partners as part of the family unit.

Table 2.2: Mean Average Age of Clients Registered to 31 March 2006 by Area

Area	Mean	N	Std. Deviation	Minimum	Maximum
Dumfries and Galloway	31.0222	270	8.11393	17.00	54.00
Dundee	29.0870	437	8.07288	16.00	59.00
East Ayrshire	33.4065	460	7.83337	16.00	71.00
Glasgow	29.4921	1764	7.65925	15.00	62.00
Highlands	31.3230	322	8.15779	16.00	56.00
Inverclyde	29.6584	363	7.74412	15.00	56.00
North Ayrshire	30.4206	535	7.82179	16.00	66.00
North Lanarkshire	30.1446	643	7.47306	16.00	55.00
Renfrewshire	28.8795	473	7.63468	15.00	59.00
West Dunbartonshire	28.9123	342	7.17959	16.00	48.00
Total	30.0474	5609	7.81540	15.00	71.00

Notes to table There is no information on age for 33 clients

In summary, Table 2.2 shows that the average age of clients across all areas is just over 30 years. The youngest clients are 15 and the oldest 71 years. In most areas, the average age was close to this, although in East Ayrshire the average age of clients was just over age 33 years. East Ayrshire had a higher proportion of clients with older children (see Table T4: 3.2.3), which probably explains the older age profile of clients and also more clients were living with partners (rather than being lone parents) (see Table T4: 3.1 and T4: 3.1 below). See section 4.4.2.3 below.

Table 2.3 Main Language Spoken by Clients Registered to 31 March 2006 by Area

	Main Language Spoken		
	Other than English	English	Total
Dumfries and Galloway	6 (2%)	264 (98%)	270 (100%)
Dundee	22 (5%)	413 (95%)	435 (100%)
East Ayrshire	1 (0%)	459 (100%)	460 (100%)
Glasgow	147 (8%)	1611 (92%)	1758 (100%)
Highlands	7 (2%)	315 (98%)	322 (100%)
Inverclyde	1 (0%)	361 (100%)	362 (100%)
North Ayrshire	2 (0%)	536 (100%)	538 (100%)
North Lanarkshire	4 (1%)	635 (99%)	639 (100%)
Renfrewshire	5 (1%)	466 (99%)	471 (100%)
West Dunbartonshire	0 (0%)	343 (100%)	343 (100%)
Total	195 (3%)	5403 (97%)	5598 (100%)

Notes to table: There is no information on Main Language Spoken for 44 clients.

In summary, table 2.3 shows that the main language spoken by the vast majority of clients was English (97%). Glasgow had the highest proportion of clients whose main language was not English (8%) (Table T4: 2.3). This is expected as Glasgow has a higher proportion of ethnic minorities and immigrants/asylum seekers (also see 4.3.4 below).

Table 2.4.1: Number of Clients Registered to 31 March 2006 by Citizenship Status and by Area

	Citizenship Status					
	EU Citizen	UK Visa Holder	Asylum Seeker	Refugee	Other	Total
Dumfries and Galloway	264 (98%)	4 (1%)	0 (0%)	0 (0%)	2 (1%)	270 (100%)
Dundee	414 (94%)	16 (4%)	0 (0%)	0 (0%)	8 (2%)	438 (100%)
East Ayrshire	459 (100%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)	460 (100%)
Glasgow	1628 (93%)	42 (2%)	36 (2%)	32 (2%)	24 (1%)	1762 (100%)
Highlands	318 (99%)	3 (1%)	0 (0%)	0 (0%)	1 (0%)	322 (100%)
Inverclyde	359 (100%)	1 (0%)	0 (0%)	0 (0%)	1 (0%)	361 (100%)
North Ayrshire	538 (100%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)	539 (100%)
North Lanarkshire	639 (100%)	2 (0%)	0 (0%)	0 (0%)	0 (0%)	641 (100%)
Renfrewshire	468 (100%)	2 (0%)	0 (0%)	0 (0%)	1 (0%)	471 (100%)
West Dunbartonshire	342 (100%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)	343 (100%)
Total	5429 (97%)	72 (1%)	36 (1%)	32 (0%)	38 (1%)	5607 (100%)

Notes to table There is no information on Citizenship Status for 35 clients.

In summary, Table 2.4.1, shows that the vast majority of clients were recorded as being EU citizens (97%). However, other groups (UK visa holders, asylum seekers, refugees) accounted for a larger number in Glasgow (7%) and Dundee (6%) compared to 2% or less in all other areas.

Table 2.4.2: Number of Clients Registered to 31 March 2006 by Ethnicity and by Area

	Ethnicity											
	White British	White Other	Black Caribbean	Black African	Black Other	Indian	Pakistani	Bangladeshi	Chinese	Mixed Origin	Other	Total
Dumfries and Galloway	250 (93%)	13 (5%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	3 (1%)	269 (100%)
Dundee	400 (91%)	3 (1%)	1 (0%)	2 (1%)	0 (0%)	6 (1%)	16 (4%)	0 (0%)	1 (0%)	0 (0%)	9 (2%)	438 (100%)
East Ayrshire	457 (99%)	2 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	460 (100%)
Glasgow	1528 (87%)	41 (2%)	4 (0%)	53 (3%)	9 (0%)	14 (1%)	48 (3%)	0 (0%)	3 (0%)	10 (1%)	49 (3%)	1759 (100%)
Highlands	314 (97%)	6 (2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	0 (0%)	322 (100%)
Inverclyde	359 (99%)	4 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	363 (100%)
North Ayrshire	509 (97%)	7 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (1%)	3 (1%)	523 (100%)
North Lanarkshire	625 (98%)	1 (0%)	0 (0%)	1 (0%)	1 (0%)	0 (0%)	3 (1%)	0 (0%)	1 (0%)	0 (0%)	4 (1%)	636 (100%)
Renfrewshire	463 (98%)	4 (1%)	0 (0%)	4 (1%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)	1 (0%)	1 (0%)	0 (0%)	474 (100%)
West Dunbartonshire	341 (99%)	0 (0%)	0 (0%)	2 (1%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	344 (100%)
Total	5246 (94%)	81 (2%)	5 (0%)	62 (1%)	11 (0%)	21 (1%)	68 (1%)	4 (0%)	6 (0%)	16 (0%)	68 (1%)	5588 (100%)
Scotland	96%	2%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%

Notes to table There is no information on Ethnicity for 54 clients.

SOURCE of Scottish Population by Ethnic Group: Scottish Executive (2004), Analysis of Ethnicity in the 2001 Census - Summary Report, http://www.scotland.gov.uk/Publications/2004/02/18876/32939

Note: some of the Census ethnic categories do not exactly match WFF categories. Amalgamation of categories (Census; White Scottish, White Irish, Other White British = WFF White British) and comparison of categories not exactly the same (e.g. Census Caribbean is WFF Blank Caribbean: Census African is WFF Black African) have been made.

In summary, table T4: 2.4.2 shows that 94% of clients' ethnicity was recorded as 'White British'. In Glasgow, however, this group accounted for fewer clients (87%), the remainder of clients coming from a mix of ethnic backgrounds but particularly White Other (2%), Black African (3%), Pakistani (3%) and other (3%).

Table 2.4.2B Proportion of Clients by Ethnicity 'White' compared to Scotland

	White*	
	WFF	Scotland**
Dumfries and Galloway	98%	99%
Dundee	92%	96%
East Ayrshire	100%	99%
Glasgow	89%	94%
Highlands	99%	99%
Inverclyde	100%	99%
North Ayrshire	98%	99%
North Lanarkshire	98%	99%
Renfrewshire	99%	99%
West Dunbartonshire	99%	99%
Total	94%	98%

Notes to table * White includes 'White British' and 'White Other'
**Figures from Census 2001 in Office of the Chief Statistician (2004) Analysis of Ethnicity in the 2001 Census, Edinburgh, Scottish Executive
Note: Actual numbers for Scotland were unavailable

Referring to Table 2.4.2B, ethnic minority (i.e. non-white) clients make up a higher proportion of the WFF client group than in the general population for Scotland as a whole. In particular, Glasgow (11%) and Dundee (8%) have a higher proportion of these client groups than in the general population.

Table 2.5: Number of Clients Registered to 31 March 2006 with a Disability by Area

	Disability		
	No (or No response)	Yes	Total
Dumfries and Galloway	261 (96%)	11 (4%)	272 (100%)
Dundee	432 (98%)	7 (2%)	439 (100%)
East Ayrshire	427 (93%)	34 (7%)	461 (100%)
Glasgow	1749 (98%)	30 (2%)	1779 (100%)
Highlands	306 (95%)	16 (5%)	322 (100%)
Inverclyde	350 (96%)	13 (4%)	363 (100%)
North Ayrshire	528 (98%)	13 (2%)	541 (100%)
North Lanarkshire	596 (92%)	48 (8%)	644 (100%)
Renfrewshire	467 (98%)	9 (2%)	476 (100%)
West Dunbartonshire	333 (96%)	12 (4%)	345 (100%)
Total	5449 (97%)	193 (3%)	5642 (100%)

4.3.5 Disability

In summary, table 2.5 shows that across all areas, 3% of clients considered themselves to be disabled. This figure was higher in North Lanarkshire (8%) and East Ayrshire (7%).

3. HOUSEHOLD CIRCUMSTANCES

Table 3.1: Number of Clients Registered to 31 March 2006 by Household Living Arrangement and by Area

	Household Living Arrangements (HLA)			
	Lone Parent	Partner/Spouse	Other	Total
Dumfries and Galloway	157 (59%)	102 (38%)	7 (3%)	266 (100%)
Dundee	339 (79%)	83 (19%)	9 (2%)	431 (100%)
East Ayrshire	175 (38%)	269 (59%)	15 (3%)	459 (100%)
Glasgow	1335 (77%)	367 (21%)	37 (2%)	1739 (100%)
Highlands	181 (57%)	136 (42%)	4 (1%)	321 (100%)
Inverclyde	290 (80%)	66 (18%)	6 (2%)	362 (100%)
North Ayrshire	405 (76%)	108 (20%)	21 (4%)	534 (100%)
North Lanarkshire	465 (72%)	171 (27%)	4 (1%)	640 (100%)
Renfrewshire	373 (79%)	90 (19%)	8 (2%)	471 (100%)
West Dunbartonshire	298 (88%)	42 (12%)	1 (0%)	341 (100%)
Total	4018 (72%)	1434 (26%)	112 (2%)	5564 (100%)

Notes to table There is no information on Household Living Arrangements for 78 clients.

4.4.1 Household Living Arrangements

In summary, Table 3.1 shows the proportion of clients by household living arrangement (also see). The majority of clients are lone parent households (4013 clients representing 72% of all clients), although there are variations between areas, with East Ayrshire having the majority of clients living with their spouse or partner (59%). Variations are probably linked to different types of projects, recruitment strategies and partnerships in each area.

Table 3.2.1: Average Mean Number of children in the Household under 18 years of Clients Registered to 31 March 2006

Area	Mean	N	Std. Deviation	Minimum	Maximum
Dumfries and Galloway	1.8000	265	.80340	1.00	5.00
Dundee	1.6467	433	.79486	1.00	5.00
East Ayrshire	1.9009	444	1.00522	1.00	6.00
Glasgow	1.5890	1752	.79695	1.00	7.00
Highlands	1.8474	321	1.03308	1.00	7.00
Inverclyde	1.6898	361	.82201	1.00	5.00
North Ayrshire	1.6712	517	.86949	1.00	6.00
North Lanarkshire	1.7869	643	.89982	1.00	6.00
Renfrewshire	1.5653	467	.77896	1.00	5.00
West Dunbartonshire	1.7118	340	.84097	1.00	5.00
Total	1.6863	5543	.85838	1.00	7.00

Notes to table Missing N=00

In summary, Table 3.2.1 shows that the average (mean) number of children under 18 years living in each client household was 1.7 and this was similar across all local authorities.

Table 3.2.2A: Number of Children of Clients Registered to 31 March 2006

Number of Children	Frequency	Percent	Valid Percent	Cumulative Percent
1	2787	50.2	50.2	50.2
2	1891	34.1	34.1	84.3
3	639	11.5	11.5	95.8
4	173	3.1	3.1	98.9
5	41	.7	.7	99.6
6	18	.3	.3	99.9
7	3	.1	.1	100.0
Total	5552	100.0	100.0	

Notes to table There is no information on number of children for 90 clients

In summary, Table T4: 3.2.2 and Figure 4.4 (below) shows the percentage of clients by the number of children under 18 years living in the household. 50% of clients had just one child in the household, 34% had two children and 16% had three or more children.

Figure 4.4: Percentage of Clients Registered to 31 March 2006 by Number of Children Living in the Household
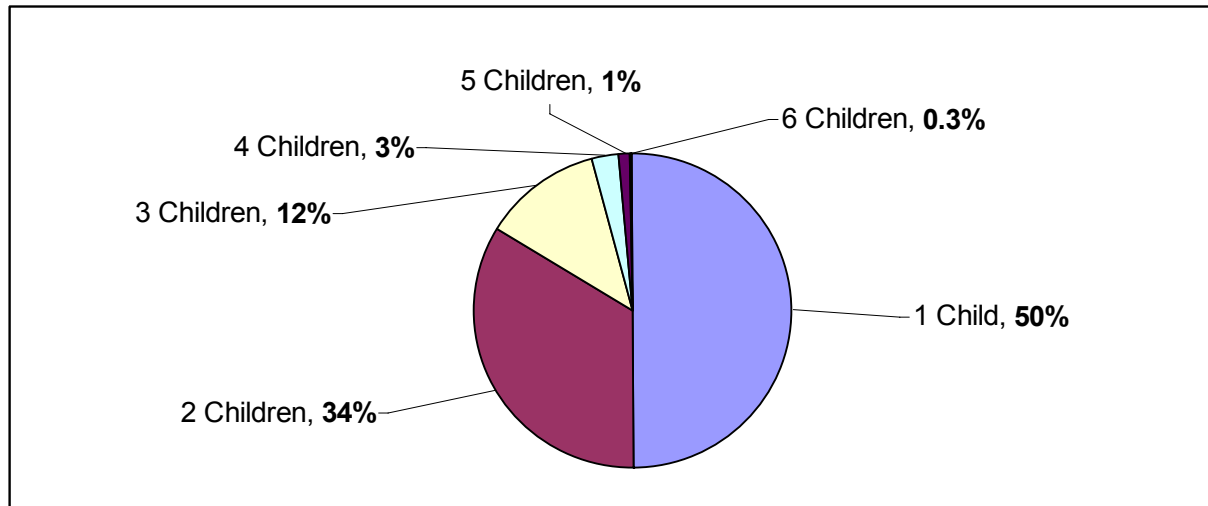
Table 3.2.2B: Number of Children in Household for Clients to 31 March 2006, by Area

	Number of Children							
	in 1 child household	In 2 child household	in 3 child household	in 4 child household	in 5 child household	in 6 child household	in 7 child household	Total
Dumfries and Galloway	108 (22%)	220 (45%)	111 (23%)	44 (9%)	5 (1%)	0 (0%)	0 (0%)	488 (100%)
Dundee	224 (31%)	300 (42%)	141 (20%)	44 (6%)	10 (1%)	0 (0%)	0 (0%)	719 (100%)
East Ayrshire	182 (21%)	312 (36%)	225 (26%)	96 (11%)	20 (2%)	36 (4%)	0 (0%)	871 (100%)
Glasgow	968 (34%)	1134 (40%)	513 (18%)	124 (4%)	50 (2%)	24 (1%)	7 (0%)	2820 (100%)
Highlands	144 (24%)	236 (39%)	99 (17%)	76 (13%)	25 (4%)	6 (1%)	14 (2%)	600 (100%)
Inverclyde	173 (28%)	258 (41%)	135 (22%)	44 (7%)	15 (2%)	0 (0%)	0 (0%)	625 (100%)
North Ayrshire	269 (31%)	344 (39%)	162 (19%)	60 (7%)	25 (3%)	12 (1%)	0 (0%)	872 (100%)
North Lanarkshire	290 (25%)	460 (39%)	264 (23%)	112 (10%)	30 (3%)	12 (1%)	0 (0%)	1168 (100%)
Renfrewshire	265 (35%)	288 (39%)	129 (17%)	56 (7%)	10 (1%)	0 (0%)	0 (0%)	748 (100%)
West Dunbartonshire	164 (27%)	230 (38%)	138 (23%)	36 (6%)	15 (2%)	18 (3%)	0 (0%)	601 (100%)
Total	2787 (29%)	3782 (40%)	1917 (20%)	692 (71%)	205 (1%)	108 (1%)	21 (0%)	9512 (100%)

Table 3.2.3: Age of Youngest Child of Clients Registered to 31 March 2006 by Area

	Age of Youngest Child					
	Under 3 years	3 to 4 years	5 to 11 years	12 to 17 years	18 years or over*	Total
Dumfries and Galloway	118 (44%)	44 (16%)	75 (28%)	28 (11%)	2 (1%)	267 (100%)
Dundee	253 (58%)	88 (20%)	74 (17%)	18 (4%)	1 (0%)	434 (100%)
East Ayrshire	158 (35%)	69 (15%)	165 (37%)	52 (12%)	3 (1%)	447 (100%)
Glasgow	904 (52%)	309 (18%)	458 (26%)	65 (4%)	0 (0%)	1736 (100%)
Highlands	127 (40%)	75 (24%)	94 (30%)	21 (7%)	1 (0%)	318 (100%)
Inverclyde	167 (46%)	76 (21%)	106 (29%)	12 (3%)	0 (0%)	361 (100%)
North Ayrshire	218 (42%)	107 (21%)	164 (32%)	26 (5%)	0 (0%)	515 (100%)
North Lanarkshire	295 (46%)	110 (17%)	198 (31%)	40 (6%)	1 (0%)	644 (100%)
Renfrewshire	269 (57%)	84 (18%)	112 (24%)	5 (1%)	1 (0%)	471 (100%)
West Dunbartonshire	138 (41%)	92 (27%)	102 (30%)	8 (2%)	0 (0%)	340 (100%)
Total	2647 (48%)	1054 (19%)	1548 (28%)	275 (5%)	9 (0%)	5533 (100%)

Notes to table Missing=109

*It is uncertain why 9 clients have recorded the age of their youngest child as 18 years or over since the WFF guidelines for eligibility state that children much be 16 years old or under. One explanation may be that these clients are grandparents with responsibility for grandchildren.

Figure 4.5: Percentage of Clients Registered to 31 March 2006 by Age of Youngest Child
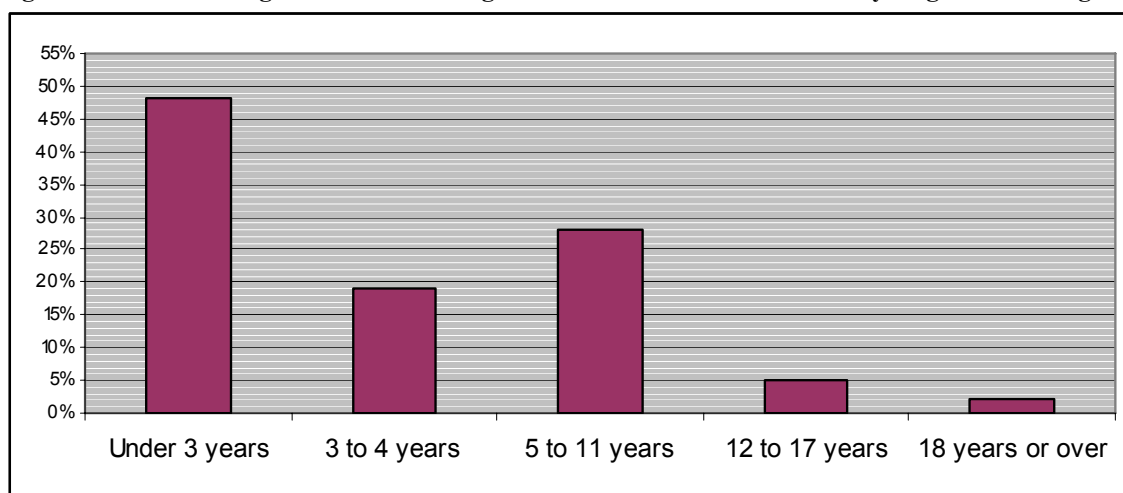
4.4.2.3 48% of clients across all areas had at least one child aged under 3 years living in the household and in total, 95% of clients had one or more children aged under 12 years living in the household (Table T4: 3.2.3, and Figure 4.5).

In summary, Table 3.2.3 shows that there were some variations between areas in the distribution of the ages of the youngest child. Dundee and Renfrewshire recorded 58% and 57% of clients respectively as having at least one child under 3 years, while in East Ayrshire, only 35% of clients had a child in this category. However, in East Ayrshire 37% of clients had a youngest child in the 5 to 11 years category and 12% in the 12 to 17 years category (the highest proportion of all areas). East Ayrshire was running a Teen Care project which may account for the older age profile of clients' children. Dumfries and Galloway also has a relatively high proportion of clients with their youngest child between 12 to 17 years (11%), but it is not clear why at this stage.

Figure 4.6 compares the age of youngest child for WFF clients with parents across Scotland. This shows that a higher proportion of WFF clients have children under 5 years old (67%) compared to 37% of parents in Scotland and a much lower proportion of older children, particularly 12 to 18 year olds (5% of WFF clients compared to 27% of parents in Scotland).

Figure 4.6: Age of Youngest Child in Scotland (Census 2001) compared to among WFF Clients
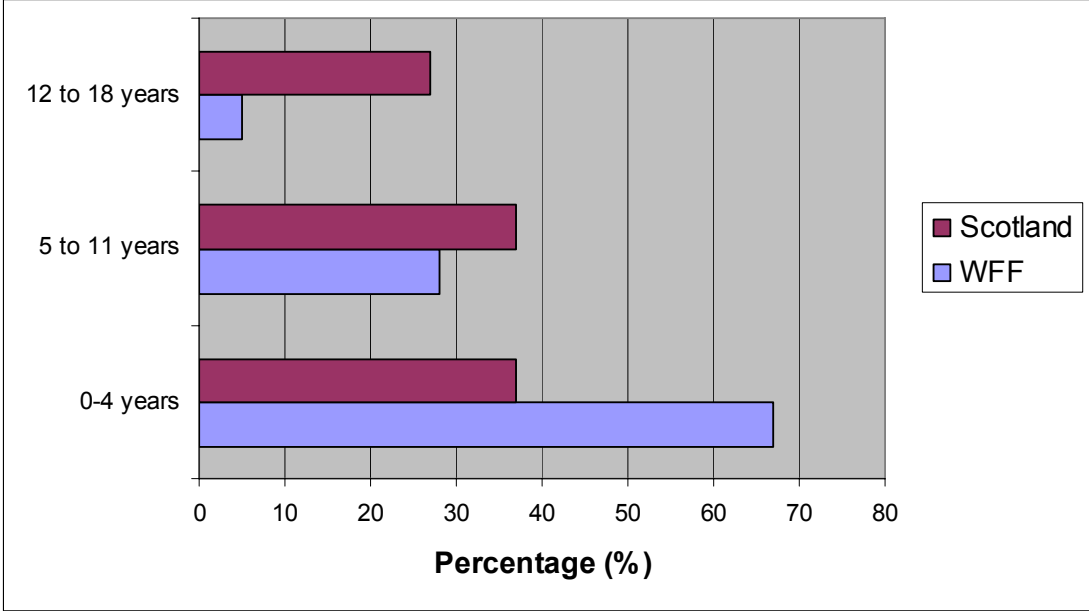
Table 3.2.4: Who is Mainly Responsible for Looking After Children?

	Who is mainly responsible for looking after your children?				
	Client	Client's Partner/Spouse	Shared Care with Partner/Spouse	Other	Total
Male	122 (32%)	74 (20%)	171 (45%)	13 (3%)	380 (100%)
Female	4637 (91%)	21 (0%)	400 (8%)	44 (1%)	5102 (100%)
Total	4759 (87%)	95 (2%)	571 (10%)	57 (1%)	5482 (100%)

Notes to table Missing=160

In summary, Table 3.2.5 shows that the majority of clients (87%) claimed that they, themselves, were mainly responsible for looking after their children (as opposed to their partner/spouse if they had one), although this was much higher for female clients (91%) than for male clients (32%).

Table 3.3.1: Number of Clients Registered to 31 March 2006 with Children with Disabilities/Chronic or Severe Health Problems (CSHP); with Children with 'Record of Needs' (RoN); and those of them whose children receive Special Needs Education Care, by Area

	Children with Disabilities/CSHP	Children with 'Record of Needs' (RoN)	Children with Disabilities/CSHP or with RoN that receive Special Needs Education Care	Total
Dumfries and Galloway	34 (12%)	18 (7%)	17 (6%)	272
Dundee	23 (5%)	11 (2%)	8 (2%)	439
East Ayrshire	65 (14%)	28 (6%)	26 (6%)	461
Glasgow	135 (8%)	59 (3%)	52 (3%)	1779
Highlands	40 (12%)	18 (6%)	21 (6%)	322
Inverclyde	49 (13%)	17 (5%)	9 (2%)	363
North Ayrshire	45 (8%)	22 (4%)	22 (4%)	541
North Lanarkshire	100 (15%)	46 (7%)	55 (8%)	644
Renfrewshire	28 (6%)	18 (4%)	18 (4%)	476
West Dunbartonshire	38 (11%)	18 (5%)	9 (3%)	345
Total	557 (10%)	255 (4%)	237 (4%)	5642

In summary, Table 3.3.1 show that 10% of clients responded that they had a child with disabilities or chronic or several health problems, while 4% of clients' children had a 'Record of Needs' (children receiving additional support at school because of learning difficulties, disabilities or behavioural problems). 4% of clients had children receiving some form of special needs education or care.

Table 3.3.2: Number of Clients Registered to 31 March 2006 which Care for Other Non-Child Dependent(s) by Area

	Care for Other Non-Child Dependents		
	No/Non-Response	Yes	Total
Dumfries and Galloway	262 (96%)	10 (4%)	272 (100%)
Dundee	434 (99%)	5 (1%)	439 (100%)
East Ayrshire	433 (94%)	28 (6%)	461 (100%)
Glasgow	1738 (98%)	41 (2%)	1779 (100%)
Highlands	313 (97%)	9 (3%)	322 (100%)
Inverclyde	357 (98%)	6 (2%)	363 (100%)
North Ayrshire	534 (99%)	7 (1%)	541 (100%)
North Lanarkshire	630 (98%)	14 (2%)	644 (100%)
Renfrewshire	469 (99%)	7 (1%)	476 (100%)
West Dunbartonshire	342 (99%)	3 (1%)	345 (100%)
Total	5512 (98%)	130 (2%)	5642 (100%)

In summary, Table 3.3.2 shows that 2% of clients cared for other non-child dependents (e.g. parents, partners or other relatives).

Table 3.4: Number of Clients Registered to 31 March 2006 by Type of Accommodation, by Area

| | Type of Accommodation | | | | | | | |
	Rented from Council	Rented from Housing Association	Privately Rented	Owned	Hostel	Supported Care	Other	Total
Dumfries and Galloway	105 (39%)	89 (33%)	27 (10%)	35 (13%)	0 (0%)	0 (0%)	15 (5%)	271 (100%)
Dundee	155 (36%)	105 (24%)	71 (16%)	54 (12%)	2 (0%)	2 (0%)	47 (11%)	436 (100%)
East Ayrshire	220 (48%)	52 (11%)	16 (4%)	158 (34%)	1 (0%)	1 (0%)	12 (3%)	460 (100%)
Glasgow	379 (21%)	778 (44%)	199 (11%)	244 (14%)	3 (0%)	8 (1%)	149 (9%)	1760 (100%)
Highlands	175 (54%)	63 (20%)	32 (10%)	32 (10%)	1 (0%)	2 (1%)	17 (5%)	322 (100%)
Inverclyde	162 (45%)	77 (21%)	40 (11%)	54 (15%)	1 (0%)	2 (1%)	24 (7%)	360 (100%)
North Ayrshire	234 (44%)	68 (13%)	54 (10%)	119 (23%)	20 (4%)	2 (0%)	33 (6%)	530 (100%)
North Lanarkshire	387 (60%)	43 (7%)	43 (7%)	127 (20%)	1 (0%)	2 (0%)	39 (6%)	642 (100%)
Renfrewshire	143 (31%)	100 (22%)	58 (12%)	121 (26%)	0 (0%)	0 (0%)	42 (9%)	464 (100%)
West Dunbartonshire	167 (49%)	101 (30%)	16 (5%)	32 (9%)	0 (0%)	0 (0%)	22 (7%)	338 (100%)
Total	2127 (38%)	1476 (26%)	556 (10%)	976 (18%)	29 (1%)	19 (0%)	400 (7%)	5583 (100%)

Notes to table Missing=59

Clients were asked to indicate what form of accommodation they lived in.[3] Table T4: 3.4 shows that the majority of clients either rented their accommodation from the local Council (38%) or from a housing association (26%) – 64% in total. 18% owned their own homes while 10% rented privately. Some 7% lived in other accommodation, mainly with their parents. However, there were considerable variations between areas in the type of accommodation inhabited by clients. For instance, over 34% of clients owned their own homes in East Ayrshire compared to 10% or less in Highlands and West Dunbartonshire. Over 50% of clients rented from the Council in Highlands and North Lanarkshire compared to 21% in Glasgow. In Glasgow, 44% of clients rented from a housing association, while in East Ayrshire and North Lanarkshire, less than 12% lived in this type of accommodation. These patterns reflect variations in local housing opportunities and the specific client groups.

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[3] This question was principally included as there have been indications in prior research that may be links between employability and housing.

4. QUALIFICATIONS, EXPERIENCE AND ACTIVITIES

Table 4.1: Number of Clients Registered to 31 March 2006 by Type of Qualification and by Area

	Type of Qualifications								
	No Qualifications	Below SVQ/NVQ1/ GSG (or equiv)	SVQ/NVQ1/ GSG (or equiv)	SVQ/NVQ 2/CSG (or equiv)	SVQ/NVQ 3/HG (or equiv)	SVQ/NVQ4/ HND(or equiv)	SVQ/NVQ 5/Degree (or equiv)	Other	Total
Dumfries and Galloway	64 (24%)	23 (8%)	61 (23%)	42 (16%)	42 (16%)	10 (4%)	9 (3%)	19 (7%)	270 (100%)
Dundee	103 (24%)	42 (10%)	84 (20%)	40 (9%)	73 (17%)	22 (5%)	30 (7%)	32 (8%)	426 (100%)
East Ayrshire	136 (30%)	44 (10%)	66 (14%)	57 (12%)	88 (19%)	21 (5%)	20 (4%)	27 (6%)	459 (100%)
Glasgow	464 (26%)	122 (7%)	267 (15%)	341 (19%)	250 (14%)	62 (4%)	97 (6%)	154 (9%)	1757 (100%)
Highlands	70 (22%)	50 (15%)	57 (18%)	54 (17%)	38 (12%)	19 (6%)	18 (6%)	16 (5%)	322 (100%)
Inverclyde	68 (19%)	63 (18%)	75 (21%)	49 (14%)	58 (16%)	12 (3%)	9 (2%)	27 (7%)	361 (100%)
North Ayrshire	85 (16%)	18 (3%)	110 (21%)	97 (18%)	105 (20%)	31 (6%)	23 (4%)	64 (12%)	533 (100%)
North Lanarkshire	179 (28%)	57 (9%)	86 (13%)	114 (18%)	114 (18%)	26 (4%)	12 (2%)	53 (8%)	641 (100%)
Renfrewshire	67 (15%)	25 (5%)	108 (23%)	114 (25%)	84 (18%)	22 (5%)	24 (5%)	19 (4%)	463 (100%)
West Dunbartonshire	59 (17%)	59 (17%)	97 (29%)	26 (8%)	52 (15%)	21 (6%)	10 (3%)	15 (4%)	339 (100%)
Total	1295 (23%)	503 (9%)	1011 (18%)	934 (17%)	904 (16%)	246 (4%)	252 (5%)	426 (8%)	5571 (100%)

Notes to table There is no information on Type of Qualification for 71 clients.

Table 4.1.1: Percentage of Clients Registered to 31 march 2006 by Type of Qualification (%) compared to Scotland, by Area

	No Qual/ below NVQ1		NVQ 1-2 or equiv		NVQ 3 or equiv		NVQ 4-5 or equiv		Other/Apprenticeship	
	Scotland	WFF	Scotland	WFF	Scotland	WFF	Scotland	WFF	Scotland	WFF
SCOTLAND	14.7	32	24.5	35	15.8	16	30.6	9	14.3	8
Dumfries & Galloway	14.6	32	27.2	39	14.7	16	25.7	3	17.7	7
Dundee	16.2	34	22.1	29	16.7	17	28.9	12	16.1	8
East Ayrshire	22.5	40	25.0	26	16.5	19	22.3	9	13.9	6
Glasgow	24.4	33	22.6	34	12.4	14	28.0	10	12.5	9
Highlands	11.5	37	27.1	35	17.7	12	27.6	12	16.2	5
Inverclyde	16.6	37	23.8	35	16.0	16	29.0	5	14.5	7
North Ayrshire	16.0	19	25.1	39	16.9	20	27.7	14	14.3	12
North Lanarkshire	22.6	37	25.2	31	16.7	18	24.8	6	10.7	8
Renfrewshire	14.6	20	23.4	48	18.8	18	28.5	10	14.7	4
West Dunbartonshire	17.9	34	27.0	37	16.6	15	24.3	7	14.3	4

Notes to table PERCENTAGES ARE OF **WORKING AGE POPULATION** (includes males aged 16 to 64 and females aged 16 to 59)
SOURCE: **annual population survey (last quarter 05) from NOMIS**

Table T4: 4.1 shows the highest level of qualification attained by clients and by local authority area. 32% of clients had either no qualifications or qualifications below SVQ level 1 or equivalent; 35% had qualifications to SVQ Levels 1 to 2 or equivalent; 16% at SVQ Level 3 and 9% at SVQ Levels 4 to 5. Overall WFF clients had disproportionately low levels of qualifications compared to the Scottish average. Figure 4.7 (below) compares the Scottish figures and WFF client figures.

There were some variations between areas in the highest level of qualifications held by clients. In East Ayrshire, for instance, 40% of clients had either no qualifications or only ones below SVQ level 1, compared to 20% in Renfrewshire and 19% in North Ayrshire. These variations may reflect differences in recruitment strategies and types of projects between areas, and in the characteristics of the general local population. Table 4.1.1 compares the highest level of qualification for WFF clients with the Scottish Average broken down for each LA area. All LAs had a larger proportion of those with no qualifications than the Scottish average, especially Glasgow, East Ayrshire and North Lanarkshire. In all LAs, WFF clients had fewer qualifications than the overall LA figure, although the difference between the LA and WFF client figures were particularly great in the Highlands, Dumfries and Galloway, Dundee, Inverclyde and West Dunbartonshire.

Figure 4.7: Percentage of Clients Registered to 31 March 2006 by Type of Qualification (%) compared to Scotland (Census 2001)
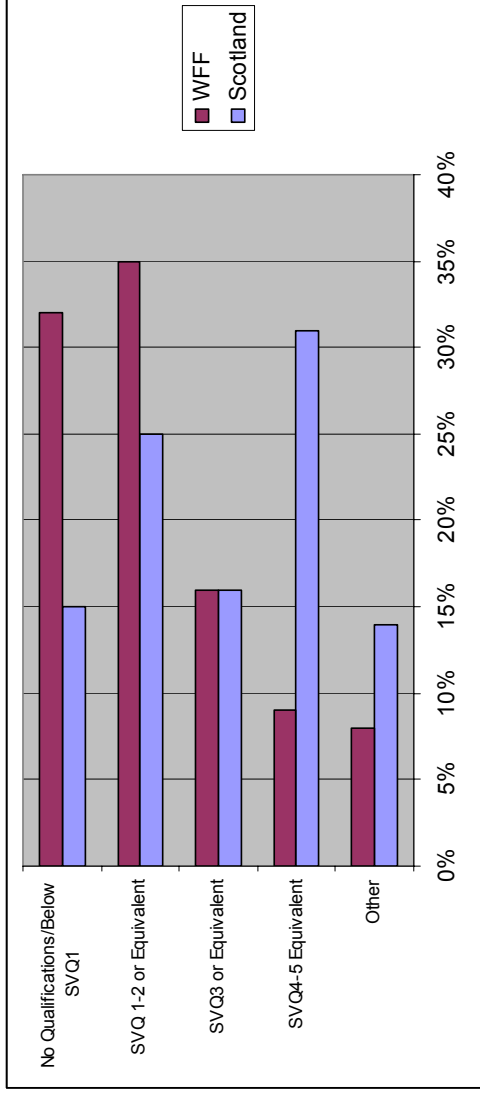
Table 4.2: Clients Registered to 31 March 2006 Economic Activity by Area

	Working full-time	Working part-time	In training or education	Sick or disabled	Unemployed	Caring for children	Caring for adults	Other	Total
Dumfries and Galloway	13 (5%)	58 (22%)	15 (6%)	12 (5%)	50 (19%)	116 (43%)	3 (1%)	0 (0%)	267 (100%)
Dundee	59 (14%)	107 (25%)	53 (13%)	14 (3%)	30 (7%)	142 (34%)	3 (1%)	14 (3%)	422 (100%)
East Ayrshire	81 (18%)	102 (22%)	26 (6%)	25 (5%)	94 (21%)	122 (27%)	2 (0%)	7 (1%)	459 (100%)
Glasgow	177 (10%)	247 (14%)	170 (10%)	67 (4%)	262 (15%)	739 (42%)	35 (2%)	58 (3%)	1755 (100%)
Highlands	7 (2%)	42 (13%)	21 (7%)	27 (8%)	29 (9%)	180 (56%)	7 (2%)	9 (3%)	322 (100%)
Inverclyde	14 (4%)	74 (20%)	21 (6%)	11 (3%)	18 (5%)	220 (61%)	0 (0%)	4 (1%)	362 (100%)
North Ayrshire	91 (17%)	152 (28%)	83 (16%)	22 (4%)	126 (24%)	49 (9%)	2 (0%)	10 (2%)	535 (100%)
North Lanarkshire	21 (3%)	57 (9%)	59 (9%)	23 (4%)	28 (4%)	437 (69%)	6 (1%)	5 (1%)	636 (100%)
Renfrewshire	58 (12%)	118 (25%)	95 (20%)	15 (3%)	137 (29%)	39 (8%)	2 (0%)	4 (1%)	468 (100%)
West Dunbartonshire	21 (6%)	49 (15%)	76 (22%)	9 (3%)	136 (40%)	41 (12%)	2 (1%)	5 (1%)	339 (100%)
Total	542 (10%)	1006 (18%)	619 (11%)	225 (4%)	910 (16%)	2085 (38%)	62 (1%)	116 (2%)	5565 (100%)

Notes to table Missing Cases = 76

Note: Categories have been rendered mutually exclusive in order to achieve a client count (e.g. clients who indicated more than one activity are assigned only one category). Order of priority is the same as the order in the table, e.g. if a client indicates that they work part-time AND care for children, they are recoded as 'working part-time'

Table 4.2.1 Economic Activity of WFF Clients compared to Scotland (Census 2001)

	Working part-time		Working full-time		Unemployed		Economically inactive	
	Census 01	WFF	Census 01	WFF	Census 01	WFF	Census 01	WFF
SCOTLAND	22%	1006 (18%)	52%	542 (10%)	4%	910 (16%)	22%	(3107) 56%
Dumfries & Galloway	25%	58 (22%)	51%	13 (5%)	4%	50 (19%)	20%	(146) 55%
Dundee	21%	107 (25%)	50%	59 (14%)	5%	30 (7%)	24%	(226) 54%
East Ayrshire	21%	102 (22%)	51%	81 (18%)	5%	94 (21%)	23%	(182) 39%
Glasgow	18%	247 (14%)	41%	177 (10%)	5%	262 (15%)	36%	(1069) 61%
Highlands	25%	42 (13%)	52%	7 (2%)	4%	29 (9%)	19%	(244) 76%
Inverclyde	22%	74 (20%)	51%	14 (4%)	4%	18 (5%)	23%	(256) 71%
North Ayrshire	21%	152 (28%)	49%	91 (17%)	6%	126 (24%)	24%	(166)31%
North Lanarkshire	19%	57 (9%)	52%	21 (3%)	4%	28 (4%)	24%	(530) 84%
Renfrewshire	22%	118 (25%)	55%	58 (12%)	3%	137 (29%)	20%	(155) 32%
West Dunbartonshire	21%	49 (15%)	51%	21 (6%)	5%	136 (40%)	23%	(133) 39%

Notes to table WFF Figures for Economically inactive combine categories of 'In training or education', 'Sick or disabled', 'Caring for children', 'Caring for Adults' and 'Other'.

Table 4.3: Clients' Partners' Economic Activity (for Clients Registered to 31 March 2006 Living with Partner/Spouse)

	Frequency	Valid Percent	Cumulative Percent
Working full-time	777	56.6	56.6
Working part-time	117	8.5	65.2
In training or education	69	5.0	70.2
Sick or disabled	77	5.6	75.8
Registered unemployed	106	7.7	83.5
Caring for children	150	10.9	94.5
Caring for adults	10	.7	95.2
Other	66	4.8	100.0
Total	1372	100.0	
Missing	65		
Total	1437		

Table 4.4: Household Economic Situation for those either Living with Partner/Spouse or in Lone Parent Households Registered to 31 March 2006

	Frequency	Valid Percent	Cumulative Percent
Couple Family – both parents working	298	5.6	5.6
Couple Family – one parent working	678	12.7	18.2
Couple Family – no parents working	383	7.2	25.4
Lone Parent – one parent working	1104	20.6	46.0
Lone Parent – parent not working	2886	54.0	100.0
Total	5349	100.0	
Missing	106		
Total	5455		

Table 4.5: Number of Clients Registered to 31 March 2006 by Type of Benefits Receiving and by Area

	JSA	Income Support	Incapacity Benefit	Working Tax Credit	Childcare element of WTC	Child Tax Credit	Carers Allowance	Child Benefit	Housing Benefit	Council Tax Benefit	Disability Living Allowance	Other	None	Total
Dumfries & Galloway	24 (9%)	126 (46%)	15 (5%)	70 (26%)	12 (4%)	141 (52%)	16 (6%)	232 (85%)	125 (46%)	130 (48%)	26 (10%)	5 (2%)	10 (4%)	272
Dundee	9 (2%)	190 (43%)	15 (3%)	166 (38%)	73 (17%)	305 (69%)	4 (1%)	332 (76%)	150 (34%)	146 (33%)	12 (3%)	4 (1%)	15 (3%)	439
East Ayrshire	49 (11%)	141 (31%)	33 (7%)	135 (29%)	11 (2%)	315 (68%)	18 (4%)	417 (90%)	172 (37%)	186 (40%)	41 (9%)	8 (2%)	14 (3%)	461
Glasgow	54 (3%)	971 (55%)	91 (5%)	391 (22%)	111 (6%)	954 (54%)	41 (2%)	1478 (83%)	890 (50%)	907 (51%)	75 (4%)	71 (4%)	48 (3%)	1779
Highlands	25 (8%)	171 (53%)	34 (11%)	76 (24%)	24 (7%)	186 (58%)	16 (5%)	283 (88%)	188 (58%)	191 (59%)	37 (11%)	7 (2%)	5 (2%)	322
Inverclyde	10 (3%)	203 (56%)	31 (8%)	95 (26%)	16 (4%)	199 (55%)	11 (3%)	323 (89%)	187 (51%)	189 (52%)	17 (5%)	6 (2%)	3 (1%)	363
North Ayrshire	31 (6%)	190 (35%)	13 (2%)	228 (42%)	35 (6%)	377 (70%)	12 (2%)	488 (90%)	211 (39%)	250 (46%)	21 (4%)	9 (2%)	3 (1%)	541
North Lanarkshire	34 (5%)	365 (57%)	56 (8%)	142 (22%)	18 (3%)	463 (72%)	13 (2%)	582 (90%)	343 (53%)	374 (58%)	28 (4%)	32 (5%)	9 (1%)	644
Renfrewshire	6 (1%)	222 (47%)	22 (5%)	125 (26%)	55 (12%)	349 (73%)	8 (2%)	431 (90%)	198 (42%)	213 (45%)	25 (5%)	18 (4%)	6 (1%)	476
West Dunbartonshire	13 (4%)	192 (56%)	13 (4%)	77 (22%)	25 (7%)	162 (47%)	11 (3%)	300 (87%)	171 (50%)	178 (52%)	21 (6%)	2 (1%)	0 (0%)	345
Total	255	2771	323	1505	380	3451	150	4866	2635	2764	303	162	113	5642

Notes to table Percentages and totals are based on respondents.
Missing=77
Note: Totals may not add up to 100% because clients can select more than one response (multiple response)

Table 4.6.1: Number of Clients Registered to 31 March 2006 Currently in Paid Employment by Type of Occupation and by Area

Standard Occupational Codes (SOC)

	Managers & Senior officials	Professional occupations	Associate professional and technical	Administrative and secretarial	Skilled trades	Childcare	Other personal services	Sales and customer service	Process, plant, machine operatives	Elementary services	Don't know	Total
Dumfries & Galloway	0 (0%)	1 (1%)	3 (4%)	6 (9%)	3 (4%)	10 (14%)	17 (24%)	16 (23%)	5 (7%)	8 (11%)	1 (1%)	70 (100%)
Dundee	3 (2%)	4 (2%)	8 (5%)	22 (13%)	7 (4%)	8 (5%)	25 (15%)	51 (30%)	3 (2%)	34 (20%)	5 (3%)	170 (100%)
East Ayrshire	3 (2%)	3 (2%)	16 (9%)	12 (7%)	16 (9%)	19 (10%)	34 (19%)	33 (18%)	13 (7%)	32 (18%)	0 (0%)	181 (100%)
Glasgow	9 (2%)	17 (4%)	13 (3%)	97 (21%)	15 (3%)	47 (10%)	85 (18%)	126 (27%)	10 (2%)	39 (9%)	3 (1%)	461 (100%)
Highlands	1 (2%)	2 (3%)	1 (2%)	11 (19%)	5 (9%)	2 (3%)	10 (17%)	12 (21%)	0 (0%)	14 (24%)	0 (0%)	58 (100%)
Inverclyde	0 (0%)	0 (0%)	4 (4%)	12 (13%)	2 (2%)	2 (2%)	20 (22%)	27 (30%)	4 (4%)	19 (21%)	1 (1%)	91 (100%)
North Ayrshire	7 (3%)	8 (3%)	17 (7%)	27 (11%)	8 (3%)	11 (4%)	46 (18%)	66 (26%)	14 (5%)	48 (19%)	2 (1%)	254 (100%)
North Lanarkshire	1 (1%)	4 (4%)	7 (8%)	6 (7%)	1 (1%)	5 (6%)	21 (23%)	31 (34%)	1 (1%)	14 (15%)	0 (0%)	91 (100%)
Renfrewshire	5 (3%)	9 (5%)	4 (2%)	33 (17%)	5 (3%)	16 (8%)	32 (17%)	55 (28%)	8 (4%)	25 (13%)	2 (1%)	194 (100%)
West Dunbartonshire	0 (0%)	1 (1%)	2 (3%)	9 (12%)	2 (3%)	4 (5%)	27 (37%)	21 (28%)	3 (4%)	3 (4%)	2 (3%)	74 (100%)
Total	29 (2%)	49 (3%)	75 (5%)	235 (14%)	64 (4%)	124 (7%)	317 (19%)	438 (27%)	61 (4%)	236 (14%)	16 (1%)	1644 (100%)

Notes to table Missing 1

Table 4.6.2: Number of Clients Registered to 31 March 2006 Currently in Paid Employment by Type of Industry and by Area

Standard Industrial Codes (SIC)

	Agricul, forestry and fishing	Energy and water supply	Manufacturing	Construction	Wholesale, retail trades, repairs	Hotel and restaurants	Transport storage communications	Banking, finance, real estate, lending business	Public admon., defence and social security	Education	Health and Social Work	Other services	Other	Don't know	More than one category	Total
Dumfries & Galloway	3 (4%)	0 (0%)	3 (4%)	0 (0%)	11 (16%)	9 (13%)	3 (4%)	1 (1%)	3 (4%)	12 (17%)	10 (14%)	9 (13%)	5 (7%)	0 (0%)	1 (1%)	70 (100%)
Dundee	0 (0%)	1 (1%)	5 (3%)	0 (0%)	38 (23%)	16 (10%)	6 (4%)	7 (4%)	25 (15%)	8 (5%)	20 (12%)	20 (12%)	16 (10%)	2 (1%)	0 (0%)	164 (100%)
East Ayrshire	1 (1%)	0 (0%)	9 (5%)	6 (3%)	33 (18%)	10 (5%)	12 (7%)	6 (3%)	12 (7%)	13 (7%)	44 (24%)	28 (16%)	7 (4%)	0 (0%)	0 (0%)	181 (100%)
Glasgow	0 (0%)	2 (0%)	13 (3%)	5 (1%)	100 (22%)	25 (5%)	15 (3%)	34 (7%)	33 (7%)	46 (10%)	92 (20%)	58 (13%)	35 (8%)	2 (0%)	1 (0%)	461 (100%)
Highlands	2 (3%)	0 (0%)	0 (0%)	3 (5%)	11 (19%)	6 (10%)	4 (7%)	3 (5%)	4 (7%)	6 (10%)	9 (16%)	4 (7%)	6 (10%)	0 (0%)	0 (0%)	58 (100%)
Inverclyde	1 (1%)	0 (0%)	3 (3%)	1 (1%)	18 (20%)	4 (4%)	10 (11%)	4 (4%)	8 (9%)	2 (2%)	22 (24%)	14 (15%)	1 (1%)	3 (3%)	0 (0%)	91 (100%)
North Ayrshire	0 (0%)	1 (0%)	17 (7%)	1 (0%)	50 (21%)	33 (14%)	5 (2%)	9 (4%)	10 (4%)	9 (4%)	46 (19%)	42 (17%)	17 (7%)	3 (1%)	0 (0%)	243 (100%)
North Lanarkshire	1 (1%)	1 (1%)	2 (2%)	0 (0%)	19 (21%)	7 (8%)	5 (5%)	3 (3%)	5 (5%)	4 (4%)	20 (22%)	11 (12%)	12 (13%)	1 (1%)	0 (0%)	91 (100%)
Renfrewshire	0 (0%)	0 (0%)	9 (5%)	1 (0%)	48 (25%)	17 (9%)	4 (2%)	11 (6%)	10 (5%)	20 (10%)	46 (24%)	14 (7%)	10 (5%)	2 (1%)	2 (1%)	194 (100%)
West Dunbartonshire	0 (0%)	0 (0%)	4 (5%)	0 (0%)	13 (18%)	12 (16%)	2 (3%)	4 (5%)	4 (5%)	4 (5%)	17 (23%)	9 (12%)	4 (5%)	1 (1%)	0 (0%)	74 (100%)
Total	8 (1%)	5 (0%)	65 (4%)	17 (1%)	341 (21%)	139 (9%)	66 (4%)	82 (5%)	114 (7%)	124 (8%)	326 (20%)	209 (13%)	113 (7%)	14 (1%)	4 (0%)	1627 (100%)

Notes to table Missing 18

Table 4.6.3: Average Number of Hours that Clients Registered to 31 March 2006 Currently in Paid Employment Work by Area

	Average Hours Worked				
	Up to 16 hours	17-29 hours	30 plus	Variable	Total
Dumfries and Galloway	24 (35%)	29 (43%)	13 (19%)	2 (3%)	68 (100%)
Dundee	51 (32%)	51 (32%)	56 (35%)	0 (0%)	158 (100%)
East Ayrshire	44 (25%)	55 (32%)	75 (43%)	0 (0%)	174 (100%)
Glasgow	87 (21%)	149 (36%)	161 (39%)	16 (4%)	413 (100%)
Highlands	19 (39%)	22 (45%)	6 (12%)	2 (4%)	49 (100%)
Inverclyde	33 (38%)	38 (44%)	14 (16%)	1 (1%)	86 (100%)
North Ayrshire	74 (33%)	75 (34%)	74 (33%)	0 (0%)	223 (100%)
North Lanarkshire	26 (36%)	28 (38%)	17 (23%)	2 (3%)	73 (100%)
Renfrewshire	46 (28%)	62 (37%)	55 (33%)	3 (2%)	166 (100%)
West Dunbartonshire	21 (30%)	27 (39%)	21 (30%)	0 (0%)	69 (100%)
Total	425 (29%)	536 (36%)	492 (33%)	26 (2%)	1479 (100%)

Notes to table Missing=69

Table 4.6.4: Clients' Registered to 31 March 2006 Currently in Paid Employment average Weekly Take Home Pay by Area

	Average Weekly Take Home Pay				
	Less than £100	£100 to £199	£200 to £299	£300 plus	Total
Dumfries and Galloway	32 (49%)	28 (43%)	4 (6%)	1 (2%)	65 (100%)
Dundee	52 (34%)	73 (47%)	24 (15%)	6 (4%)	155 (100%)
East Ayrshire	38 (27%)	64 (46%)	27 (19%)	10 (7%)	139 (100%)
Glasgow	99 (25%)	195 (49%)	78 (19%)	27 (7%)	399 (100%)
Highlands	26 (53%)	22 (45%)	1 (2%)	0 (0%)	49 (100%)
Inverclyde	33 (40%)	42 (51%)	6 (7%)	2 (2%)	83 (100%)
North Ayrshire	92 (42%)	91 (41%)	34 (15%)	4 (2%)	221 (100%)
North Lanarkshire	24 (34%)	36 (51%)	7 (10%)	3 (4%)	70 (100%)
Renfrewshire	47 (30%)	75 (48%)	27 (17%)	8 (5%)	157 (100%)
West Dunbartonshire	7 (23%)	22 (71%)	2 (6%)	0 (0%)	31 (100%)
Total	450 (33%)	648 (47%)	210 (15%)	61 (5%)	1369 (100%)

Notes to table Missing=179

Table 4.7.1: Clients Registered to 31 March 2006 who have Never Worked by Area

	Past Employment Situation		
	Previously Worked	Never Worked	Total
Dumfries and Galloway	165 (87%)	25 (13%)	190 (100%)
Dundee	140 (77%)	42 (23%)	182 (100%)
East Ayrshire	251 (93%)	20 (7%)	271 (100%)
Glasgow	1005 (83%)	208 (17%)	1213 (100%)
Highlands	233 (91%)	24 (9%)	257 (100%)
Inverclyde	231 (90%)	25 (10%)	256 (100%)
North Ayrshire	191 (85%)	34 (15%)	225 (100%)
North Lanarkshire	459 (88%)	62 (12%)	521 (100%)
Renfrewshire	213 (93%)	15 (7%)	228 (100%)
West Dunbartonshire	223 (91%)	22 (9%)	245 (100%)
Total	3111 (87%)	477 (13%)	3588 (100%)

Notes to table Missing=429

Table 4.7.2: Average Length of Time since Clients Registered to 31 March 2006 Not Currently in Paid Employment last held a job, by Area

	Grouped time length						
	Less than 2 months	2 up to 6 months	6 up to 12 months	1 up to 2 years	2 years up to 5 years	5 to 10 years	10 years and over	Total
Dumfries and Galloway	7 (4%)	15 (9%)	14 (9%)	19 (12%)	51 (31%)	33 (20%)	25 (15%)	164 (100%)
Dundee	4 (3%)	18 (13%)	16 (11%)	23 (16%)	59 (42%)	14 (10%)	6 (4%)	140 (100%)
East Ayrshire	21 (8%)	38 (15%)	19 (8%)	27 (11%)	73 (29%)	31 (12%)	42 (17%)	251 (100%)
Glasgow	30 (3%)	75 (7%)	78 (8%)	152 (15%)	375 (37%)	205 (20%)	97 (10%)	1012 (100%)
Highlands	5 (2%)	25 (11%)	26 (11%)	41 (18%)	80 (34%)	34 (15%)	22 (9%)	233 (100%)
Inverclyde	5 (2%)	21 (9%)	15 (6%)	32 (14%)	87 (38%)	51 (22%)	20 (9%)	231 (100%)
North Ayrshire	7 (4%)	16 (8%)	26 (14%)	33 (17%)	50 (26%)	39 (20%)	20 (11%)	191 (100%)
North Lanarkshire	15 (3%)	38 (8%)	40 (9%)	59 (13%)	165 (36%)	83 (18%)	60 (13%)	460 (100%)
Renfrewshire	18 (9%)	16 (8%)	26 (12%)	33 (15%)	77 (36%)	32 (15%)	11 (5%)	213 (100%)
West Dunbartonshire	11 (5%)	22 (10%)	32 (14%)	35 (16%)	70 (31%)	33 (15%)	20 (9%)	223 (100%)
Total	123 (4%)	284 (9%)	292 (9%)	454 (15%)	1087 (35%)	555 (18%)	323 (10%)	3118 (100%)

Notes to table Missing=422

Table 4.7.3: Number of Clients Registered to 31 March 2006 Not in Paid Employment by Most Regular Occupation in the Past and by Area

	Standard Occupational Codes (SOC)												
	Managers & Senior officials	Professional occupations	Associate professional and technical	Administrative and secretarial	Skilled trades	Childcare	Other personal services	Sales and customer service	Process, plant, machine operatives	Elementary services	Armed services	Don't know	Total
Dumfries and Galloway	3 (2%)	4 (3%)	2 (1%)	19 (12%)	6 (4%)	6 (4%)	29 (19%)	33 (21%)	30 (19%)	16 (10%)	2 (1%)	6 (4%)	156 (100%)
Dundee	0 (0%)	1 (1%)	0 (0%)	18 (19%)	4 (4%)	7 (7%)	11 (12%)	27 (28%)	6 (6%)	21 (22%)	0 (0%)	0 (0%)	95 (100%)
East Ayrshire	5 (2%)	7 (3%)	11 (4%)	20 (8%)	30 (12%)	13 (5%)	30 (12%)	47 (19%)	37 (15%)	47 (19%)	1 (0%)	3 (1%)	251 (100%)
Glasgow	16 (2%)	23 (2%)	17 (2%)	160 (16%)	42 (4%)	44 (4%)	234 (23%)	346 (34%)	33 (3%)	84 (8%)	3 (0%)	16 (2%)	1018 (100%)
Highlands	4 (2%)	3 (1%)	8 (3%)	30 (12%)	17 (7%)	13 (5%)	25 (10%)	50 (21%)	22 (9%)	68 (28%)	1 (0%)	0 (0%)	241 (100%)
Inverclyde	1 (0%)	2 (1%)	6 (3%)	14 (6%)	6 (3%)	6 (3%)	29 (12%)	55 (24%)	60 (26%)	52 (22%)	0 (0%)	1 (0%)	232 (100%)
North Ayrshire	2 (1%)	2 (1%)	4 (2%)	31 (15%)	11 (5%)	11 (5%)	30 (14%)	44 (21%)	32 (15%)	34 (16%)	0 (0%)	7 (3%)	208 (100%)
North Lanarkshire	2 (0%)	7 (2%)	16 (3%)	61 (13%)	16 (3%)	13 (3%)	62 (13%)	106 (23%)	90 (19%)	88 (19%)	0 (0%)	6 (1%)	467 (100%)
Renfrewshire	3 (1%)	4 (2%)	4 (2%)	33 (15%)	7 (3%)	10 (4%)	43 (20%)	73 (33%)	7 (3%)	35 (16%)	0 (0%)	2 (1%)	221 (100%)
West Dunbartonshire	2 (1%)	5 (2%)	10 (5%)	32 (14%)	7 (3%)	10 (5%)	35 (16%)	60 (27%)	18 (8%)	43 (19%)	1 (0%)	1 (0%)	224 (100%)
Total	38 (1%)	58 (2%)	78 (3%)	418 (13%)	146 (5%)	133 (%)	528 (17%)	841 (27%)	335 (11%)	488 (16%)	8 (0%)	42 (1%)	3113 (100%)

Notes to table Missing=427

Table 4.7.4: Number of Clients Registered to 31 March 2006 Not in Paid Employment by Most Regular Type of Industry in Past Jobs, by Area

	Agricul, forestry and fishing	Energy and water supply	Manufacturing	Construction	Wholesale, retail trades, repairs	Hotel and restaurants	Transport storage communications	Banking, finance, real estate, lending business	Public admin., defence and social security	Education	Health and Social Work	Other services	Other	Don't know	More than one category	Total
Dumfries and Galloway	8 (5%)	0 (0%)	19 (13%)	3 (2%)	29 (19%)	24 (16%)	5 (3%)	2 (1%)	10 (7%)	5 (3%)	17 (11%)	20 (13%)	8 (5%)	1 (1%)	0 (0%)	151 (100%)
Dundee	1 (2%)	0 (0%)	4 (6%)	0 (0%)	17 (26%)	14 (21%)	0 (0%)	1 (2%)	6 (9%)	2 (3%)	5 (8%)	2 (3%)	13 (20%)	0 (0%)	0 (0%)	65 (100%)
East Ayrshire	2 (1%)	3 (1%)	45 (18%)	10 (4%)	41 (16%)	25 (10%)	18 (7%)	12 (5%)	6 (2%)	9 (4%)	24 (10%)	38 (15%)	18 (7%)	0 (0%)	0 (0%)	251 (100%)
Glasgow	4 (0%)	3 (0%)	33 (3%)	14 (1%)	240 (24%)	136 (14%)	30 (3%)	61 (6%)	35 (4%)	35 (4%)	163 (16%)	120 (12%)	80 (8%)	29 (3%)	9 (1%)	992 (100%)
Highlands	16 (7%)	1 (0%)	9 (4%)	20 (8%)	37 (15%)	60 (25%)	11 (5%)	10 (4%)	6 (2%)	16 (7%)	24 (10%)	17 (7%)	12 (5%)	2 (1%)	0 (0%)	241 (100%)
Inverclyde	1 (0%)	0 (0%)	59 (25%)	2 (1%)	38 (16%)	23 (10%)	13 (6%)	3 (1%)	2 (1%)	6 (3%)	28 (12%)	36 (16%)	1 (0%)	18 (8%)	2 (1%)	232 (100%)
North Ayrshire	0 (0%)	0 (0%)	10 (9%)	0 (0%)	18 (16%)	17 (15%)	2 (2%)	2 (2%)	3 (3%)	1 (1%)	13 (11%)	16 (14%)	4 (3%)	27 (24%)	0 (0%)	113 (100%)
North Lanarkshire	4 (1%)	1 (0%)	64 (14%)	6 (1%)	77 (17%)	53 (11%)	17 (4%)	23 (5%)	9 (2%)	7 (1%)	54 (12%)	66 (14%)	77 (17%)	4 (1%)	2 (0%)	464 (100%)
Renfrewshire	0 (0%)	0 (0%)	9 (4%)	1 (1%)	54 (26%)	25 (12%)	6 (3%)	16 (8%)	5 (2%)	5 (2%)	32 (15%)	33 (16%)	18 (9%)	3 (1%)	3 (1%)	210 (100%)
West Dunbartonshire	3 (1%)	1 (0%)	20 (9%)	6 (3%)	48 (21%)	33 (15%)	11 (5%)	9 (4%)	6 (3%)	4 (2%)	37 (16%)	18 (8%)	22 (10%)	8 (3%)	0 (0%)	226 (100%)
Total	39 (1%)	9 (0%)	272 (9%)	62 (2%)	599 (20%)	410 (14%)	113 (4%)	139 (5%)	88 (3%)	90 (3%)	397 (14%)	366 (12%)	253 (9%)	92 (3%)	16 (1%)	2945 (100%)

Standard Industrial Codes (SIC)

Notes to table Missing=595

Table 4.8.1: Number of Clients Registered to 31 March 2006 Currently Attending Education or Training by Type of Provider and by Area

	Type of Education Provider			
	Higher Education	Further Education	Other	Total
Dumfries and Galloway	4 (27%)	7 (47%)	4 (27%)	15 (100%)
Dundee	14 (28%)	27 (54%)	9 (18%)	50 (100%)
East Ayrshire	10 (40%)	13 (52%)	2 (8%)	25 (100%)
Glasgow	26 (14%)	92 (50%)	65 (36%)	183 (100%)
Highlands	4 (19%)	12 (57%)	5 (24%)	21 (100%)
Inverclyde	3 (13%)	15 (65%)	5 (22%)	23 (100%)
North Ayrshire	22 (25%)	44 (51%)	21 (24%)	87 (100%)
North Lanarkshire	5 (9%)	30 (52%)	23 (40%)	58 (100%)
Renfrewshire	19 (18%)	82 (78%)	4 (4%)	105 (100%)
West Dunbartonshire	13 (17%)	27 (34%)	39 (50%)	79 (100%)
Total	120 (19%)	349 (54%)	177 (27%)	646 (100%)

Notes to table Missing=22

Table 4.8.2: Mean Average Duration (Weeks) of Course for Clients Registered to 31 March 2006 Attending Education or Training, by Area

Area	Mean	N	Std. Deviation
Dumfries and Galloway	82.5000	14	53.55335
Dundee	54.8667	45	49.60462
East Ayrshire	75.8400	25	49.58804
Glasgow	41.7558	172	29.00391
Highlands	45.0000	15	45.43913
Inverclyde	44.7619	21	38.18626
North Ayrshire	42.8588	85	31.30197
North Lanarkshire	33.6842	57	21.90985
Renfrewshire	42.2059	102	22.26854
West Dunbartonshire	42.4324	74	35.10067
Total	44.7951	610	34.24775

Notes to table Missing or 'flexible' hours =58

Table 4.8.3: Number of Clients Registered to 31 March 2006 Currently Attending Education or Training by Type of Attendance and by Area

	Type of Attendance			
	Full-time	Part-time	Flexible	Total
Dumfries and Galloway	11 (73%)	3 (20%)	1 (7%)	15 (100%)
Dundee	35 (70%)	14 (28%)	1 (2%)	50 (100%)
East Ayrshire	24 (96%)	1 (4%)	0 (0%)	25 (100%)
Glasgow	84 (46%)	93 (51%)	6 (3%)	183 (100%)
Highlands	8 (38%)	13 (62%)	0 (0%)	21 (100%)
Inverclyde	17 (77%)	5 (23%)	0 (0%)	22 (100%)
North Ayrshire	63 (71%)	20 (23%)	5 (6%)	88 (100%)
North Lanarkshire	42 (72%)	14 (24%)	2 (3%)	58 (100%)
Renfrewshire	95 (90%)	9 (9%)	1 (1%)	105 (100%)
West Dunbartonshire	69 (87%)	10 (13%)	0 (0%)	79 (100%)
Total	448 (69%)	182 (28%)	16 (3%)	646 (100%)

Notes to table Missing=22

Table 4.8.4 Expected Qualifications of Clients Registered to 31 March 2006 Currently in Education or Training

	Expected Qualification								
	Degree or equiv	SVQ4/HND/HNC	SVQ3/NC/Highers	SVQ2 or equiv	SVQ1 or equiv	Below SVQ1 or equiv	Other	Don't Know/None	Total
Dumfries and Galloway	4 (33%)	2 (17%)	2 (17%)	3 (25%)	0	0	1 (8%)	0	12 (100%)
Dundee	10 (20%)	9 (18%)	6 (12%)	2 (4%)	17 (35%)	3 (6%)	1 (2%)	1 (2%)	49 (100%)
East Ayrshire	8 (33%)	9 (38%)	4 (17%)	2 (8%)	1 (4%)	0	0	0	24 (100%)
Glasgow	13 (7%)	37 (20%)	51 (28%)	8 (4%)	29 (16%)	28 (15%)	12 (7%)	4 (2%)	182 (100%)
Highlands	2 (10%)	3 (14%)	5 (24%)	0	1 (5%)	3 (15%)	7 (33%)	0	21 (100%)
Inverclyde	1 (4%)	9 (39%)	9 (39%)	1 (4%)	3 (13%)	0	0	0	23 (100%)
North Ayrshire	9 (11%)	19 (22%)	21 (25%)	15 (18%)	7 (8%)	6 (7%)	8 (9%)	0	85 (100%)
North Lanarkshire	4 (8%)	14 (27%)	14 (27%)	7 (14%)	5 (10%)	5 (10%)	3 (6%)	0	52 (100%)
Renfrewshire	14 (14%)	13 (13%)	65 (63%)	4 (4%)	3 (3%)	4 (4%)	1 (1%)	0	104 (100%)
West Dunbartonshire	12 (16%)	17 (22%)	9 (12%)	23 (30%)	0	1 (1%)	13 (17%)	1 (1%)	76 (100%)
Total	77 (12%)	132 (21%)	186 (30%)	65 (10%)	66 (11%)	50 (8%)	46 (7%)	6 (1%)	628 (100%)

Notes to table Missing=40
Notes: 'SVQ' coded under 'SVQ1 or equiv'; 'Certificate' coded under 'SVQ3 or equivalent'; 'SQA' coded under 'Other'

Table 4.8.5: Number of Clients Registered to 31 March 2006 by Type of Training Undertaken in the Last 3 Years, by Area (to 31 March 2006)

	Apprentice ship	Communit y-based training	Skillseekers	Training for Work	New Deal	Other Gov programme	Voluntary organisatio n training	FE College	Other	None	Total
Dumfries & Galloway	3 (1%)	26 (10%)	5 (2%)	19 (7%)	13 (5%)	3 (1%)	31 (11%)	36 (13%)	36 (13%)	139 (51%)	272
Dundee	5 (1%)	17 (4%)	8 (2%)	17 (4%)	23 (5%)	3 (1%)	14 (3%)	66 (15%)	24 (5%)	268 (61%)	439
East Ayrshire	1 (0%)	20 (4%)	0 (0%)	10 (2%)	7 (1%)	6 (1%)	8 (2%)	49 (11%)	44 (9%)	327 (71%)	461
Glasgow	3 (0%)	35 (2%)	14 (1%)	48 (3%)	16 (1%)	26 (1%)	88 (5%)	241 (13%)	112 (6%)	1199 (67%)	1779
Highlands	3 (1%)	8 (2%)	2 (1%)	5 (2%)	10 (3%)	3 (1%)	12 (4%)	18 (6%)	42 (13%)	229 (71%)	322
Inverclyde	1 (0%)	47 (13%)	2 (1%)	6 (2%)	8 (2%)	7 (2%)	12 (3%)	56 (15%)	13 (4%)	211 (58%)	363
North Ayrshire	3 (1%)	28 (5%)	2 (0%)	16 (3%)	32 (6%)	6 (1%)	29 (5%)	119 (22%)	36 (7%)	297 (55%)	541
North Lanarkshire	1 (0%)	58 (9%)	5 (1%)	17 (3%)	6 (1%)	5 (1%)	8 (1%)	101 (16%)	66 (10%)	366 (57%)	644
Renfrewshire	1 (0%)	4 (1%)	5 (1%)	8 (2%)	9 (2%)	2 (0%)	3 (1%)	75 (16%)	42 (9%)	300 (63%)	476
West Dunbartonshire	2 (1%)	6 (2%)	5 (1%)	20 (6%)	13 (4%)	1 (0%)	8 (2%)	62 (18%)	26 (7%)	201 (58%)	345
Total	23 (5%)	249 (52%)	48 (9%)	166 (32%)	137 (30%)	62 (10%)	213 (38%)	823 (145%)	441 (84%)	3537 (63%)	5642

Notes to table Missing=240

Note: Totals may not add to 100% because clients can select more than one response (multiple response)

Table 4.9: Number of Clients Registered to 31 March 2006 Currently Involved in Voluntary Activities by Hours per Week and by Area

	Hours per week					
	Less than 5 hours	5 to 10 hours	11 to 16 hours	17 hours or more	Variable	Total
Dumfries and Galloway	26 (38%)	8 (12%)	6 (9%)	10 (15%)	18 (26%)	68 (100%)
Dundee	6 (33%)	5 (28%)	2 (11%)	2 (11%)	3 (17%)	18 (100%)
East Ayrshire	15 (62%)	4 (17%)	0 (0%)	5 (21%)	0 (0%)	24 (100%)
Glasgow	36 (42%)	21 (25%)	9 (11%)	6 (7%)	13 (15%)	85 (100%)
Highlands	20 (61%)	7 (21%)	0 (0%)	2 (6%)	4 (12%)	33 (100%)
Inverclyde	8 (36%)	4 (18%)	0 (0%)	5 (23%)	5 (23%)	22 (100%)
North Ayrshire	16 (47%)	5 (15%)	1 (3%)	10 (29%)	2 (6%)	34 (100%)
North Lanarkshire	20 (49%)	12 (29%)	4 (10%)	4 (10%)	1 (2%)	41 (100%)
Renfrewshire	9 (47%)	3 (16%)	0 (0%)	1 (5%)	6 (32%)	19 (100%)
West Dunbartonshire	8 (50%)	5 (31%)	1 (6%)	2 (13%)	0 (0%)	16 (100%)
Total	164 (46%)	74 (21%)	23 (6%)	47 (13%)	52 (14%)	360 (100%)

Notes to table Missing=18

5. ASPIRATIONS

Table 5.1.1: Mentioned as One of Three Main Aspirations that Clients Registered to 31 March 2006 Would Like to Achieve by Participating in Working for Families (Registration Form)

	Responses		Percent of Cases
	N	Percent	
Move from not being in employment to a full-time job	934	8.9%	24.2%
Move from not being in employment to a part-time job	888	8.5%	23.0%
Increase hours worked or move from a part-time to a full-time job	194	1.9%	5.0%
Move to a better paid job or more senior position in current job	225	2.1%	5.8%
Entering training or education	1101	10.5%	28.5%
Complete a training or education course	931	8.9%	24.1%
Participate in voluntary work	181	1.7%	4.7%
Increase take home pay	454	4.3%	11.8%
Get off benefits	1160	11.1%	30.1%
Meet new people	596	5.7%	15.4%
Increase self-confidence	744	7.1%	19.3%
Learn new skills	1033	9.9%	26.8%
To access childcare more easily	1691	16.1%	43.8%
Other	257	2.5%	6.7%
Not sure	84	.8%	2.2%
Total	10473	100.0%	271.3%

Notes to table Missing=222

Table 5.1.2: Mentioned as One of Three Main Aspirations that Clients Registered to 31 March 2006 Would Like to Achieve by Participating in Working for Families, by Area (for SCC)

	Aspirations															Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Dumfries & Galloway	52 (27%)	62 (32%)	15 (8%)	20 (10%)	72 (37%)	54 (28%)	44 (22%)	23 (12%)	55 (28%)	36 (18%)	44 (22%)	61 (31%)	25 (13%)	7 (4%)	1 (1%)	196
Dundee	8 (21%)	11 (28%)	2 (5%)	1 (3%)	18 (46%)	10 (26%)	6 (15%)	2 (5%)	11 (28%)	11 (28%)	6 (15%)	7 (18%)	9 (23%)	1 (3%)	0	39
East Ayrshire	117 (28%)	50 (12%)	47 (11%)	59 (14%)	99 (24%)	76 (18%)	16 (4%)	89 (21%)	123 (29%)	68 (16%)	64 (15%)	196 (47%)	118 (28%)	12 (3%)	15 (4%)	418
Glasgow	234 (23%)	252 (24%)	31 (3%)	46 (4%)	315 (30%)	260 (25%)	53 (5%)	87 (8%)	336 (32%)	195 (19%)	240 (23%)	229 (22%)	427 (41%)	145 (14%)	16 (2%)	1037
Highlands	85 (29%)	76 (26%)	11 (4%)	19 (6%)	130 (44%)	84 (28%)	20 (7%)	32 (11%)	102 (34%)	40 (13%)	87 (29%)	119 (40%)	75 (25%)	13 (4%)	0	298
Inverclyde	75 (21%)	102 (28%)	28 (8%)	16 (4%)	134 (37%)	102 (28%)	7 (2%)	38 (11%)	112 (31%)	45 (13%)	67 (19%)	101 (28%)	204 (56%)	17 (5%)	25 (7%)	361
North Ayrshire	90 (22%)	62 (15%)	23 (6%)	21 (5%)	58 (14%)	69 (17%)	16 (4%)	89 (22%)	96 (23%)	51 (12%)	39 (9%)	65 (16%)	261 (63%)	16 (4%)	4 (1%)	413
North Lanarkshire	89 (22%)	78 (19%)	7 (2%)	15 (4%)	119 (29%)	121 (30%)	13 (3%)	43 (11%)	118 (29%)	82 (20%)	113 (28%)	127 (31%)	237 (58%)	22 (5%)	5 (1%)	408
Renfrewshire	120 (31%)	75 (19%)	24 (6%)	17 (4%)	104 (27%)	81 (21%)	4 (1%)	37 (9%)	109 (28%)	33 (8%)	49 (13%)	70 (18%)	202 (52%)	17 (4%)	5 (1%)	392
West Dunbartonshire	64 (22%)	120 (40%)	6 (2%)	11 (4%)	52 (17%)	74 (25%)	2 (1%)	14 (5%)	98 (33%)	35 (12%)	35 (12%)	58 (20%)	133 (45%)	7 (2%)	13 (4%)	298
Total	934	888	194	225	1101	931	181	454	1160	596	744	1033	1691	257	84	3860

Notes to table Percentages and totals are based on respondents. Valid cases=3860; Missing=220

Reference for Table 5.1.2 above

Reference   *Aspiration*
1   Move from not being in employment to a full-time job
2   Move from not being in employment to a part-time job
3   Increase hours worked or move from a part-time to a full-time job
4   Move to a better paid job or more senior position in current job
5   Enter training or education
6   Complete a training or education course
7   Participate in voluntary work
8   Increase take home pay

Reference   *Aspiration*
9   Get off benefits
10   Meet new people
11   Increase self-confidence
12   Learn new skills
13   To access childcare more easily
14   Other
15   Not sure

Table 5.2: Working Patterns that Clients Registered to 31 March 2006 Would be Willing to Consider (for clients who aspire to moving to a full-time or a part-time job, or to increase hours or pay & SCC)

	Responses		
	N	Percent	Percent of Cases
Part-time work (less than 10 hours per week)	92	2.1%	4.4%
Part-time work (between 10 and 30 hours per week)	1041	23.4%	49.8%
Full-time work (30 or more hours per week)	800	18.0%	38.2%
Variable hours	145	3.3%	6.9%
Evening shifts	234	5.3%	11.2%
Early shifts	215	4.8%	10.3%
Weekend shifts	192	4.3%	9.2%
Not currently looking for work	282	6.3%	13.5%
Day shifts	1241	27.9%	59.3%
Night shifts	139	3.1%	6.6%
Temporary/fixed term	72	1.6%	3.4%
Total	4453	100.0%	212.9%

Notes to table Valid Cases=2092; Missing cases=36

Table 5.3.1: Job Clients Registered to 31 March 2006 Would Like to Do (Standard Occupational Code, SOC), (for clients who aspire to moving to a full-time or a part-time job, or to increase hours or pay)

	Frequency	Valid Percent	Cumulative Percent
Managers & Senior Officials	17	.9	.9
Professional occupations	92	5.0	6.0
Associate Professional and technical	117	6.4	12.4
Administrative and secretarial	279	15.3	27.7
Skilled trades	97	5.3	33.0
Childcare	312	17.1	50.1
Other personal services	378	20.7	70.9
Sales and customer service	242	13.3	84.1
Process, plant, machine operatives	56	3.1	87.2
Elementary Services	91	5.0	92.2
Armed Services	2	.1	92.3
Don't Know	140	7.7	100.0
Total	1823	100.0	
Missing	305		
Total	2128		

Table 5.3.2: Job Clients Registered to 31 March 2006 Would Like to Do (Standard Industrial Code, SIC), (for clients who aspire to moving to a full-time or a part-time job, or to increase hours or pay)

	Frequency	Valid Percent	Cumulative Percent
Agriculture, forestry and fishing	13	.7	.7
Energy and water supply	6	.3	1.1
Manufacturing	24	1.3	2.4
Construction	43	2.4	4.8
Wholesale, retail trades, repairs	181	10.1	15.0
Hotel and restaurants	82	4.6	19.6
Transport, storage and communications	72	4.0	23.6
Banking, finance, real estate, lending and business	82	4.6	28.2
Public administration, defence and social security	61	3.4	31.6
Education	149	8.3	39.9
Health and social work	442	24.8	64.7
Other services	236	13.2	77.9
Other	116	6.5	84.4
Don't know	196	11.0	95.4
More than one category	82	4.6	100.0
Total	1785	100.0	
Missing	343		
Total	2128		

Table 5.4.1: Average Length of Time Clients Registered to 31 March 2006 Would be Prepared to Travel to Work, Return Journey (for clients who aspire to moving to a full-time or a part-time job, or to increase hours or pay & SCC)

	Frequency	Valid Percent	Cumulative Percent
Up to 30 min	632	35.3	35.3
Between 31-60 min	859	48.0	83.4
Between 61-90 min	147	8.2	91.6
Over 90 min	156	8.4	100.0
Total	1790	100.0	
Missing (or equal zero minutes)	338		
Total	2128		

Table 5.4.2: Mean Average Time (Minutes) Clients Registered to 31 March 2006 Would be Prepared to Travel to Work, Return Journey (for clients who aspire to moving to a full-time or a part-time job, or to increase hours or pay & SCC)

	Mean	N	Std. Deviation	Minimum	Maximum
Dumfries & Galloway	82.2441	127	49.66438	15.00	240.00
Dundee	46.8421	19	21.35744	20.00	90.00
East Ayrshire	76.8610	223	29.10084	30.00	240.00
Glasgow	50.0729	494	23.06369	10.00	120.00
Highlands	53.1694	183	34.49492	5.00	240.00
Inverclyde	54.6842	190	25.68439	15.00	120.00
North Ayrshire	48.9695	131	27.64972	10.00	240.00
North Lanarkshire	49.6711	149	21.19805	10.00	120.00
Renfrewshire	39.9242	132	19.94252	10.00	120.00
West Dunbartonshire	48.3451	142	21.60019	30.00	120.00
Total	55.4648	1790	30.40518	5.00	240.00

6. BARRIERS BY AREA

Table 6.1.1: Barriers to Employment for Clients Registered to 31 March 2006 (for Sustained Contact Clients)

	Barrier to Employment		
	One or more barriers identified	No Barrier/ Missing	Total
Dumfries and Galloway	195 (95%)	11 (5%)	206 (100%)
Dundee	41 (84%)	8 (16%)	49 (100%)
East Ayrshire	417 (99%)	3 (1%)	420 (100%)
Glasgow	1038 (93%)	79 (7%)	1117 (100%)
Highlands	297 (99%)	3 (1%)	300 (100%)
Inverclyde	361 (100%)	1 (<1%)	362 (100%)
North Ayrshire	387 (83%)	79 (17%)	466 (100%)
North Lanarkshire	410 (95%)	22 (5%)	432 (100%)
Renfrewshire	396 (93%)	29 (7%)	425 (100%)
West Dunbartonshire	289 (95%)	14 (5%)	303 (100%)
Total	3831 (94%)	249 (6%)	4080 (100%)

Table 6.1.2: Types of Barriers to Employment Experienced by Clients Registered to 31 March 2006, by Area

	Barriers to Employment Identified by Clients				
	Opportunities and skills	Caring Responsibilities	Transport	Other Issues	Total
Dumfries and Galloway	168 (82%)	153 (74%)	136 (66%)	105 (51%)	206 (100%)
Dundee	36 (74%)	31 (63%)	18 (37%)	21 (43%)	49 (100%)
East Ayrshire	320 (76%)	263 (63%)	149 (36%)	162 (39%)	420 (100%)
Glasgow	756 (68%)	872 (78%)	208 (19%)	477 (43%)	1117 (100%)
Highlands	265 (88%)	229 (76%)	158 (53%)	178 (59%)	300 (100%)
Inverclyde	267 (74%)	337 (93%)	133 (37%)	143 (40%)	362 (100%)
North Ayrshire	280 (60%)	344 (74%)	134 (29%)	180 (39%)	466 (100%)
North Lanarkshire	354 (82%)	381 (88%)	157 (36%)	207 (48%)	432 (100%)
Renfrewshire	222 (52%)	383 (90%)	138 (33%)	132 (31%)	425 (100%)
West Dunbartonshire	220 (73%)	262 (87%)	108 (36%)	132 (44%)	303 (100%)
Total	2888 (71%)	3255 (80%)	1339 (33%)	1737 (43%)	4080 (100%)

Table 6.1.3: Barriers to Employment Experienced by Clients Registered to 31 March 2006 (for Sustained Contact Clients at Point of Registration)

	Responses		Percent of Cases
	N	Percent	
Opportunities and Skills			
Lack of the sort of jobs that I am looking for	621	3.4%	16.2%
Lack of well enough paid jobs	603	3.3%	15.7%
Discrimination by employers	182	1.0%	4.8%
Lack of qualifications	1523	8.3%	39.8%
Lack of skills	1287	7.0%	33.6%
Lack of experience	1434	7.8%	37.4%
Lack of confidence	1218	6.6%	31.8%
Caring Responsibilities			
Responsibility for caring for child(ren)	2628	14.3%	68.6%
Responsibility for caring for adult(s)	97	.5%	2.5%
Lack of childcare services	1535	8.3%	40.1%
Cost of childcare services	2196	11.9%	57.3%
Transport			
Lack of private transport	428	2.3%	11.2%
Lack of public transport	322	1.7%	8.4%
Cost of public transport	511	2.8%	13.3%
Inability to drive	981	5.3%	25.6%
Other Issues			
Benefit Issues	751	4.1%	19.6%
Debt and/or money problems	727	4.0%	19.0%
Housing problems	327	1.8%	8.5%
Learning disabilities	39	.2%	1.0%
Literacy difficulties	145	.8%	3.8%
Numeracy difficulties	92	.5%	2.4%
Alcohol/substance abuse	99	.5%	2.6%
Criminal/police record	81	.4%	2.1%
Physical disability	69	.4%	1.8%
Physical health	128	.7%	3.3%
Mental health	378	2.1%	9.9%
Total	18402	100.0%	480.3%

Notes to table Valid Cases=2831; Missing Cases=249

Table 6.1.4.1: Mean Number of Barriers to Employment for Sustained Contact Clients (SCC), by Area

Area	Mean	N	Std. Deviation	Minimum	Maximum
Dumfries and Galloway	6.1165	206	3.42530	.00	16.00
Dundee	4.2449	49	3.34496	.00	12.00
East Ayrshire	4.0024	420	2.49438	.00	19.00
Glasgow	4.1092	1117	2.58245	.00	15.00
Highlands	5.9500	300	3.09615	.00	16.00
Inverclyde	4.8536	362	2.45809	.00	18.00
North Ayrshire	3.5944	466	2.78488	.00	15.00
North Lanarkshire	5.4838	432	2.96612	.00	15.00
Renfrewshire	4.0800	425	2.79710	.00	13.00
West Dunbartonshire	4.4323	303	2.67213	.00	13.00
Total	4.5103	4080	2.85635	.00	19.00

F=34.647; ANOVA Sig=.000

Table 6.1.4.2: Mean Number of Barriers (Opportunities and Skills) for SCC, by Areas

Area	Mean	N	Std. Deviation
Dumfries and Galloway	2.3495	206	1.71768
Dundee	1.9592	49	1.65780
East Ayrshire	1.7262	420	1.37963
Glasgow	1.6007	1117	1.47194
Highlands	2.4767	300	1.62221
Inverclyde	1.6160	362	1.40599
North Ayrshire	1.2382	466	1.33325
North Lanarkshire	2.0949	432	1.44914
Renfrewshire	1.0141	425	1.24377
West Dunbartonshire	1.7624	303	1.51033
Total	1.6833	4080	1.50025

ANOVA Sig=.000

Table 6.1.4.3 : Mean Number of Barriers (Caring Responsibilities) for SCC, by Areas

Area	Mean	N	Std. Deviation
Dumfries and Galloway	1.3786	206	1.07854
Dundee	1.0204	49	.94626
East Ayrshire	1.1214	420	1.06451
Glasgow	1.5210	1117	1.08952
Highlands	1.3633	300	1.00733
Inverclyde	2.0773	362	1.01489
North Ayrshire	1.3412	466	1.00188
North Lanarkshire	2.0162	432	1.03409
Renfrewshire	1.9365	425	1.02939
West Dunbartonshire	1.5578	303	.97100
Total	1.5824	4080	1.08482

ANOVA Sig=.000

Table 6.1.4.4: Mean Number of Barriers (Transport) for SCC, by Areas

Area	Mean	N	Std. Deviation
Dumfries and Galloway	1.5243	206	1.39228
Dundee	.5510	49	.84314
East Ayrshire	.5571	420	.90032
Glasgow	.2372	1117	.55691
Highlands	1.0733	300	1.28066
Inverclyde	.4669	362	.71800
North Ayrshire	.4142	466	.74353
North Lanarkshire	.6366	432	1.01946
Renfrewshire	.6988	425	1.20087
West Dunbartonshire	.4818	303	.74061
Total	.5495	4080	.95086

ANOVA Sig=.000

Table 6.1.4.5: Mean Number of Barriers (Other Barriers) for SCC, by Areas

Area	Mean	N	Std. Deviation
Dumfries and Galloway	.8641	206	1.13523
Dundee	.7143	49	.97895
East Ayrshire	.5976	420	.98072
Glasgow	.7502	1117	1.10039
Highlands	1.0367	300	1.18885
Inverclyde	.6934	362	1.08243
North Ayrshire	.6009	466	.92488
North Lanarkshire	.7361	432	1.02398
Renfrewshire	.4306	425	.74003
West Dunbartonshire	.6304	303	.87761
Total	.6951	4080	1.02777

ANOVA Sig=.000

Table 6.1.5.1: Barriers to Work (Opportunities and Skills) Experienced by Clients, by Area

	Opportunities and Skills							
	Lack of jobs looking for	Lack of well paid jobs	Discrimination by employers	Lack of qualifications	Lack of Skills	Lack of Experience	Lack of Confidence	Total
Dumfries and Galloway	59 (29%)	42 (20%)	20 (10%)	110 (53%)	75 (36%)	90 (44%)	88 (43%)	206 (100%)
Dundee	8 (16%)	5 (10%)	2 (4%)	17 (35%)	16 (33%)	23 (47%)	25 (51%)	49 (100%)
East Ayrshire	80 (19%)	71 (17%)	13 (3%)	198 (47%)	127 (30%)	140 (33%)	96 (23%)	420 (100%)
Glasgow	86 (8%)	103 (9%)	36 (3%)	412 (37%)	367 (33%)	415 (37%)	369 (33%)	1117 (100%)
Highlands	79 (26%)	72 (24%)	26 (9%)	173 (58%)	158 (53%)	116 (39%)	119 (40%)	300 (100%)
Inverclyde	74 (20%)	92 (25%)	17 (5%)	87 (24%)	110 (30%)	108 (30%)	97 (27%)	362 (100%)
North Ayrshire	85 (18%)	59 (13%)	23 (5%)	120 (26%)	80 (17%)	136 (29%)	74 (16%)	466 (100%)
North Lanarkshire	35 (8%)	44 (10%)	19 (4%)	193 (45%)	201 (46%)	214 (49%)	199 (46%)	432 (100%)
Renfrewshire	47 (11%)	41 (10%)	11 (3%)	120 (28%)	70 (16%)	76 (18%)	66 (15%)	425 (100%)
West Dunbartonshire	68 (22%)	74 (24%)	15 (5%)	93 (31%)	83 (27%)	116 (38%)	85 (28%)	303 (100%)
Total	621 (15%)	603 (15%)	182 (4%)	1523 (37%)	1287 (31%)	1434 (35%)	1218 (29%)	4080 (100%)

Table 6.1.5.2: Barriers to Work (Caring Responsibilities and Transport) Experienced by Clients, by Area

	Caring Responsibilities				Transport				
	Caring for Children	Caring for Adults	Lack of childcare	Cost of childcare	Lack of private transport	Lack of public transport	Cost of public transport	Inability to Drive	Total
Dumfries and Galloway	127 (62%)	8 (4%)	63 (31%)	86 (42%)	64 (31%)	73 (35%)	52 (25%)	125 (61%)	206 (100%)
Dundee	23 (47%)	1 (2%)	7 (14%)	19 (39%)	8 (16%)	0 (0%)	14 (29%)	5 (10%)	49 (100%)
East Ayrshire	184 (44%)	18 (4%)	122 (29%)	147 (35%)	50 (12%)	27 (6%)	47 (11%)	110 (26%)	420 (100%)
Glasgow	702 (63%)	25 (2%)	416 (37%)	556 (50%)	33 (3%)	27 (2%)	46 (4%)	159 (14%)	1117 (100%)
Highlands	198 (66%)	11 (4%)	75 (25%)	125 (42%)	83 (28%)	65 (22%)	78 (26%)	96 (32%)	300 (100%)
Inverclyde	302 (83%)	5 (1%)	227 (63%)	218 (60%)	21 (6%)	10 (3%)	26 (7%)	112 (31%)	362 (100%)
North Ayrshire	233 (50%)	5 (1%)	121 (26%)	266 (57%)	38 (8%)	16 (3%)	49 (10%)	90 (19%)	466 (100%)
North Lanarkshire	347 (80%)	13 (3%)	220 (51%)	291 (67%)	50 (12%)	45 (10%)	103 (24%)	77 (18%)	432 (100%)
Renfrewshire	282 (66%)	8 (2%)	186 (44%)	347 (82%)	66 (15%)	44 (10%)	72 (17%)	115 (27%)	425 (100%)
West Dunbartonshire	230 (76%)	3 (1%)	98 (32%)	141 (46%)	15 (5%)	15 (5%)	24 (8%)	92 (30%)	303 (100%)
Total	2628 (64%)	97 (2%)	1535 (38%)	2196 (54%)	428 (10%)	322 (8%)	511 (12%)	981 (24%)	4080 (100%)

Table 6.1.5.3: Barriers to Work (Other Issues) Experienced by Clients, by Area

	Other Issues										
	Benefits	Debt/ money	Housing	Learning Disability	Literacy difficulties	Numeracy difficulties	Alcohol or substance abuse	Criminal record	Physical disability	Physical health	Mental health
Dumfries and Galloway	32 (15%)	55 (27%)	24 (12%)	6 (3%)	12 (6%)	12 (6%)	4 (2%)	12 (6%)	3 (1%)	6 (3%)	12 (6%)
Dundee	8 (16%)	12 (24%)	4 (8%)	0 (0%)	4 (8%)	1 (2%)	0 (0%)	0 (0%)	1 (2%)	2 (4%)	3 (6%)
East Ayrshire	50 (12%)	89 (21%)	18 (4%)	8 (2%)	11 (3%)	8 (2%)	6 (1%)	8 (2%)	14 (3%)	18 (4%)	21 (5%)
Glasgow	242 (22%)	163 (15%)	104 (9%)	5 (0%)	55 (5%)	31 (3%)	41 (4%)	19 (2%)	9 (1%)	31 (3%)	138 (12%)
Highlands	71 (24%)	70 (23%)	31 (10%)	3 (1%)	17 (6%)	7 (2%)	14 (5%)	14 (5%)	13 (4%)	21 (7%)	50 (17%)
Inverclyde	84 (23%)	53 (15%)	24 (7%)	5 (1%)	11 (3%)	8 (2%)	13 (4%)	13 (4%)	9 (2%)	10 (3%)	21 (6%)
North Ayrshire	83 (18%)	98 (21%)	36 (8%)	1 (0%)	9 (2%)	7 (1%)	7 (1%)	7 (1%)	7 (1%)	10 (2%)	15 (3%)
North Lanarkshire	98 (23%)	46 (11%)	25 (6%)	6 (1%)	13 (3%)	13 (3%)	9 (2%)	2 (0%)	11 (2%)	20 (5%)	75 (17%)
Renfrewshire	32 (7%)	78 (18%)	35 (8%)	3 (1%)	5 (1%)	1 (0%)	1 (0%)	2 (0%)	1 (0%)	6 (1%)	19 (4%)
West Dunbartonshire	51 (17%)	63 (21%)	26 (9%)	2 (1%)	8 (3%)	4 (1%)	4 (1%)	4 (1%)	1 (0%)	4 (1%)	24 (8%)
Total	751 (18%)	727 (18%)	327 (8%)	39 (1%)	145 (4%)	92 (2%)	99 (2%)	81 (2%)	69 (2%)	128 (3%)	378 (9%)

Table 6.2: Clients' Registered to 31 March 2006 Key Barriers to Employment by Area

	Childcare Issues (cost, availability, accessibility)	Lack of Skills/Qualifications/Experience for sought job	Economic/Benefit issues (cost of employment)	Carer	Health (physical, mental, learning disabilities)	Lack of Confidence/Motivation	Lack of Jobs/Appropriate Jobs (hours, pay, distance, etc)	Other	Transport	Personal Commitments/Circumstances (incl.accommodation)	Lack of information/support regarding jobs/training/etc	Legal status or Language difficulties	Total
Dumfries & Galloway	75 (39%)	26 (14%)	9 (5%)	0 (0%)	7 (4%)	14 (7%)	12 (6%)	3 (2%)	58 (30%)	3 (2%)	2 (1%)	0 (0%)	190
Dundee	18 (51%)	11 (31%)	2 (6%)	0 (0%)	1 (3%)	2 (6%)	1 (3%)	1 (3%)	1 (3%)	1 (3%)	0 (0%)	3 (9%)	35
East Ayrshire	168 (40%)	96 (23%)	53 (13%)	4 (1%)	23 (5%)	10 (2%)	28 (7%)	12 (3%)	22 (5%)	5 (1%)	3 (1%)	0 (0%)	417
Glasgow	583 (59%)	218 (22%)	51 (5%)	5 (0%)	36 (4%)	88 (9%)	32 (3%)	31 (3%)	0 (0%)	14 (1%)	9 (1%)	33 (3%)	991
Highlands	116 (39%)	61 (21%)	35 (12%)	5 (2%)	21 (7%)	26 (9%)	17 (6%)	12 (4%)	46 (15%)	7 (2%)	2 (1%)	0 (0%)	296
Inverclyde	278 (78%)	19 (5%)	16 (4%)	1 (0%)	14 (4%)	8 (2%)	12 (3%)	5 (1%)	0 (0%)	2 (1%)	1 (0%)	0 (0%)	355
North Ayrshire	293 (78%)	37 (10%)	16 (4%)	1 (0%)	18 (5%)	12 (3%)	8 (2%)	4 (1%)	3 (1%)	4 (1%)	0 (0%)	0 (0%)	376
North Lanarkshire	292 (75%)	42 (11%)	17 (4%)	5 (1%)	30 (8%)	30 (8%)	8 (2%)	4 (1%)	10 (3%)	5 (1%)	9 (2%)	0 (0%)	389
Renfrewshire	362 (90%)	27 (7%)	16 (4%)	2 (0%)	10 (2%)	12 (3%)	7 (2%)	7 (2%)	5 (1%)	4 (1%)	0 (0%)	1 (0%)	402
West Dunbartonshire	217 (77%)	28 (10%)	12 (4%)	0 (0%)	11 (4%)	5 (2%)	10 (4%)	3 (1%)	2 (1%)	5 (2%)	4 (1%)	0 (0%)	280
Total	2402	565	227	23	171	207	135	82	147	50	30	37	3731

Notes to table Percentages and totals are based on respondents (multiple response). Responses (cases)=3731. Missing=349 Case

WHAT ARE THE DIFFERENCES BETWEEN AREAS?

Tables 7.1 (below) summarise how come of the characteristics of clients in different local authority vary from each other. The summaries detail how much (either + or - %, or whole number, depending on the measure) the average in each area varies form the overall average. These tables show that there are some important variations between local authorities in the types of clients they are recruiting.

Table 7.1: Personal Client Details

	Gender (male) (%)	Age (Mean years)	Main Language Spoken (Not English) (%)	Citizenship (Non EU Citizen) (%)	Ethnicity (non-white British)	Considered self Disabled
Dumfries and Galloway	+2%	+0.97	-1%	-1%	+1%	+1%
Dundee	-2%	-0.96	+2%	+3%	+3%	-1%
East Ayrshire	+14%	+3.36	-3%	-3%	-5%	+4%
Glasgow	-3%	-0.56	+5%	+4%	+7%	-1%
Highlands	+9%	+1.27	-1%	-2%	-3%	+2%
Inverclyde	-1%	-0.39	-3%	-3%	-5%	+1%
North Ayrshire	-1%	+0.37	-3%	-3%	-3%	-1%
North Lanarkshire	-3%	+0.09	-2%	-3%	-4%	+5%
Renfrewshire	-2%	-1.17	-2%	-3%	-4%	-1%
West Dunbartonshire	-2%	-1.14	-3%	-3%	-5%	+1%
Average	7%	30.05	3%	3%	6%	3%

Key Differences in WFF Clients between Areas

East Ayrshire is recruiting a far higher proportion than the average of male clients (14% more than the average). This may be explained because there are a number of ex-industrial areas (particularly mining) with a larger proportion of unemployed males. These males were often recruited via their partners/wives, some of whom had already registered with WFF.

East Ayrshire also has an older age profile among their clients (averaging nearly 3.5 years above the average for all 10 areas). This older age profile is also probably linked to the increased perceptions of disability (4% above average), lower proportion of children aged under 3 years (13% fewer than the average) and increased numbers caring for non-child dependents (4% above average). East Ayrshire was running a Teen Care project which may account for the older age profile of clients and their children.

As expected, Glasgow had the highest proportion of clients whose main language was not English (5% above the average) as well as fewer clients of 'White British' ethnicity and non-EU Citizens.

Table 7.2: Household Circumstances

	Lone Parent (%)	Number of Children (mean)	Age of Youngest Child (% under 3 years old)	Child disability/chronic /severe health problems	Care for Other Non-Child Dependent (%)	Accommo dation (% in Social Housing)
Dumfries and Galloway	-13%	+0.11	-4%	+2%	+2%	+8%
Dundee	+7%	-0.04	+10%	-5%	-1%	-4%
East Ayrshire	-34%	+0.21	-13%	+4%	+4%	+5%
Glasgow	+5%	-0.10	+4%	-2%	-	+1%
Highlands	-15%	+0.16	-8%	+2%	+1%	+10%
Inverclyde	+8%	-	-2%	+3%	-	+2%
North Ayrshire	+4%	-0.02	-6%	-2%	-1%	-7%
North Lanarkshire	-	+0.10	-2%	+5%	-	+3%
Renfrewshire	+7%	-0.12	+9%	-4%	-1%	-11%
West Dunbartonshire	+16%	+0.02	-7%	+1%	-1%	+15%
Average	72%	1.69	48%	10%	2%	64%

Key Differences in Household Circumstances of Clients Between Areas

The were large differences in the proportion of lone parents involved in WFF between areas. In West Dunbartonshire, for instance, 88% of clients were lone parents (16% above the average for all areas), while in East Ayrshire only 38% of clients (34% fewer than average) were lone parents. These variations are probably linked to different recruitment strategies and partnerships in areas. For instance, in East Ayrshire males being recruited via their partners/wives (see above) will increase the number of partnered clients.

There were variations between areas in the distribution of the ages of the youngest children. For instance, Dundee recorded a high proportion of clients having at least one child under 3 years (10% above the average), while in East Ayrshire, only 35% of clients have a child in this category (13% fewer than the average). East Ayrshire was, uniquely, running a Teen Care project which may account for the older age profile of clients' children. Other variations are likely to be linked to the ages of the clients (younger clients having younger children) as well as the types of projects and recruitment strategies in different areas.

Table 7.3: Qualifications, Experience and Activities

	No Qualifications (%)	Currently Working FT or PT (%)	Currently In Training or Education	Currently Registered Unemployed (%)	Caring for Children (%)	Claiming Income Support in household (%)	Never Worked (%)	Those not employed who have not worked in 1 year or more (%)	No Training undertaken in the last 3 years (%)
Dumfries and Galloway	+1%	-1%	-5%	+3%	+5%	-2%	-	-	-12%
Dundee	+1%	+11%	+2%	-9%	-4%	-5%	+10%	-6%	-2%
East Ayrshire	+7%	+12%	-5%	+5%	-11%	-17%	-6%	-9%	+8%
Glasgow	+3%	-4%	-1%	-1%	+4%	+7%	+4%	+4%	+5%
Highlands	-1%	-13%	-4%	-7%	+18%	+5%	-4%	-2%	+8%
Inverclyde	-4%	-4%	-5%	-11%	+23%	+8%	-3%	+5%	-5%
North Ayrshire	-7%	+17%	+5%	+8%	-29%	-13%	+2%	-4%	-8%
North Lanarkshire	+5%	-16%	-2%	-12%	+31%	+9%	-1%	+2%	-6%
Renfrewshire	-8%	+9%	+9%	+13%	-30%	-1%	-6%	-7%	-
West Dunbartonshire	-6%	-7%	+11%	+24%	-26%	+8%	-4%	-7%	-5%
Average	23%	28%	11%	16%	38%	48%	13%	78%	63%

Key Differences in Education, Economic Activity and Benefits Claimed of Clients between Areas

There were some variations between areas in the highest level of qualifications held by clients. In East Ayrshire, for instance, 40% of clients had either no qualifications or only ones below SVQ 1 (7% above the average), compared to 19% in North Ayrshire (7% below average). These variations may reflect differences in recruitment strategies and types of projects between areas, and in the characteristics of the general local population.

There were considerable variations between LA areas in the main economic activity of clients at the time of their registration. For instance, in North Lanarkshire 69% of clients (31% above the average) were solely caring for children, whereas in Renfrewshire only 8% (30% below the average) were drawn from this group. In West Dunbartonshire 40% of clients (24% above average) were registered unemployed compared to only 4% (less than 12% below average) in North Lanarkshire. In North Ayrshire 40% (17% above the average) were in employment (either full-time or part-time) whereas in North Lanarkshire 12% were employed (16% below average). These variations will be linked to the recruitment strategies, types of projects and sources of referrals.

Areas with higher numbers of clients whose main activity is caring for children are likely to be reaching more clients who do not normally engage with mainstream services (e.g. Job Centre plus).

WORKING FOR FAMILIES EVALUATION (PHASE ONE)

TECHNICAL ANNEX T5

OUTCOMES
TO 31 MARCH 2006
TABLES

TECHNICAL ANNEX T5

OUTCOMES
TO 31 MARCH 2006
TABLES

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Working for Families Evaluation Team
Employment Research Institute
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Scottish Executive Social Research
2007

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TABLES

NOTE: PERCENTAGES HAVE BEEN ROUNDED TO THE NEAREST WHOLE NUMBER IN ALL TABLES, THEREFORE THEY MAY NOT ADD TO AN EXACT 100 PER CENT.

Table 5.3.1: Client Outcomes, by Area

	'Hard' Transition	Intermediate Activity	Improved Employability	Recently registered and outcome expected yet*	No outcome yet**	Total
Dumfries and Galloway	51 (18%)	48 (17%)	12 (4%)	58 (21%)	108 (39%)	277 (100%)
Dundee	176 (39%)	10 (2%)	0	126 (28%)	136 (30%)	448 (100%)
East Ayrshire	132 (28%)	12 (3%)	56 (12%)	147 (32%)	120 (26%)	467 (100%)
Glasgow	951 (52%)	94 (5%)	25 (1%)	397 (22%)	373 (20%)	1840 (100%)
Highlands	102 (32%)	62 (19%)	14 (4%)	97 (30%)	48 (15%)	323 (100%)
Inverclyde	144 (40%)	19 (5%)	12 (3%)	120 (33%)	70 (19%)	365 (100%)
North Ayrshire	295 (52%)	19 (3%)	7 (1%)	103 (18%)	138 (25%)	562 (100%)
North Lanarkshire	171 (26%)	11 (2%)	11 (2%)	192 (29%)	277 (42%)	662 (100%)
Renfrewshire	261 (51%)	5 (1%)	5 (1%)	94 (18%)	152 (29%)	517 (100%)
West Dunbartonshire	138 (40%)	15 (4%)	11 (3%)	45 (13%)	138 (40%)	347 (100%)
Total	2421 (41%)	295 (5%)	153 (3%)	1379 (24%)	1560 (27%)	5808 (100%)

Notes to table Note1: Figures based on data on the transitions AND monthly monitoring forms.

Note2: Table includes those who have not agreed to confidentiality

*Registered within the last 6 months and no Transition, Intermediate Activity or Improvement in Employability recorded

** Client registered as 'Inactive' and no Transition, Intermediate Activity or Improvement in Employability recorded

Table 5.3.2.2: Number of Transitions by Area for Clients Registered to 31 March 2006

	Number of Transitions		
	Two or more transitions	One Transition	Total
Dumfries & Galloway	8 (9%)	83 (91%)	91 (100%)
Dundee	39 (17%)	187 (83%)	226 (100%)
East Ayrshire	44 (24%)	138 (76%)	182 (100%)
Glasgow	398 (27%)	1083 (73%)	1481 (100%)
Highlands	58 (29%)	143 (71%)	201 (100%)
Inverclyde	76 (33%)	152 (67%)	228 (100%)
North Ayrshire	120 (25%)	355 (75%)	475 (100%)
North Lanarkshire	18 (9%)	191 (91%)	209 (100%)
Renfrewshire	66 (18%)	293 (82%)	359 (100%)
West Dunbartonshire	57 (28%)	143 (72%)	200 (100%)
Total	884 (24%)	2768 (76%)	3652 (100%)

Notes to table Includes those who did not agree to confidentiality; Figure based on Key Transitions.
Note: figure will not equal 'hard' outcomes and/or 'Intermediate Activity', because previous tables include data from monthly monitoring forms and this table does not include these.

Table 5.3.2.3: Number of Transitions by Quarter and by Area for Clients Registered to 31 March 2006

	Number of Transitions							
	Before 1 Oct 2004	1 Oct to 31 Dec 2004	1 Jan to 31 March 2005	1 April to 30 June 2005	1 July to 30 Sept 2005	1 Oct to 31 Dec 2005	1 Jan 06 to 31 March 2006	Total
Dumfries & Galloway	0 (0%)	0 (0%)	10 (11%)	8 (9%)	22 (24%)	12 (13%)	39 (43%)	91 (100%)
Dundee	0 (0%)	0 (0%)	26 (11%)	38 (17%)	36 (16%)	52 (23%)	74 (33%)	226 (100%)
East Ayrshire	0 (0%)	1 (1%)	6 (3%)	28 (15%)	38 (21%)	54 (30%)	55 (30%)	182 (100%)
Glasgow	2 (0%)	2 (0%)	49 (3%)	198 (13%)	522 (35%)	346 (23%)	362 (24%)	1481 (100%)
Highlands	0 (0%)	13 (7%)	18 (9%)	31 (15%)	45 (22%)	33 (16%)	61 (30%)	201 (100%)
Inverclyde	1 (0%)	1 (0%)	11 (5%)	14 (6%)	41 (18%)	99 (43%)	61 (27%)	228 (100%)
North Ayrshire	0 (0%)	0 (0%)	28 (6%)	58 (12%)	119 (25%)	125 (26%)	145 (31%)	475 (100%)
North Lanarkshire	0 (0%)	0 (0%)	11 (5%)	25 (12%)	74 (35%)	59 (28%)	40 (19%)	209 (100%)
Renfrewshire	6 (2%)	1 (0%)	1 (0%)	25 (7%)	137 (38%)	55 (15%)	134 (37%)	359 (100%)
West Dunbartonshire	7 (4%)	18 (9%)	26 (13%)	35 (17%)	33 (16%)	24 (12%)	57 (29%)	200 (100%)
Total	16 (0%)	36 (1%)	186 (5%)	460 (13%)	1067 (29%)	859 (24%)	1028 (28%)	3652 (100%)

Notes to table Note 1: Includes those who did not agree to confidentiality
Note2: Figures based data gathered from the transitions form only

Table 5.3.2.4: Mean Average Length (Days) between Registration Date and First Transition for Clients Registered to 31 March 2006

Area	Mean	N	Std. Deviation	Minimum	Maximum
Dumfries and Galloway	178.0615	65	97.40619	.00	438.00
Dundee	57.2952	166	80.93112	.00	385.00
East Ayrshire	105.0221	136	90.27370	.00	408.00
Glasgow	60.3824	978	81.82915	.00	543.00
Highlands	149.5455	143	108.52700	6.00	456.00
Inverclyde	127.3841	151	115.05360	.00	525.00
North Ayrshire	95.4082	294	101.96997	.00	388.00
North Lanarkshire	83.1755	188	93.82910	.00	464.00
Renfrewshire	118.7808	292	132.53005	.00	564.00
West Dunbartonshire	98.5956	136	112.54368	.00	490.00
Total	88.9847	2549	103.04840	.00	564.00

Table 5.3.3.2: Clients Indicating Additional Training Activity on the Monthly Monitoring Form (added to Key Transition), by Area

	Frequency	Percent	Valid Percent	Cumulative Percent
Dumfries & Galloway	65	9.5	9.5	9.5
Dundee	21	3.1	3.1	12.5
East Ayrshire	29	4.2	4.2	16.8
Glasgow	271	39.5	39.5	56.3
Highlands	122	17.8	17.8	74.1
Inverclyde	55	8.0	8.0	82.1
North Ayrshire	47	6.9	6.9	88.9
North Lanarkshire	13	1.9	1.9	90.8
Renfrewshire	16	2.3	2.3	93.1
West Dunbartonshire	47	6.9	6.9	100.0
Total	686	100.0	100.0	

Notes to table Note1: Where a client selected more than one training activity in different monthly monitoring forms, the 'key' activity only was recorded in order to render one Additional Training Activity per client. Categories included: (1) Accredited training or education, and: (2) Other training (non-accredited training/education, ILM, unspecified, on-the-job training, work placement). Responses under Additional Training that could not be coded into one of these two categories were excluded. Note 2: An additional 191 client transitions were added to the main transitions from data gathered on the monthly monitoring form. The other client's already had a Transition recorded and if a 'higher' key transition was experienced at the monthly monitoring stage, then this was included instead of the other transition

Table 5.3.3.3:'Hard' Transitions for Clients Registered to 31 March06 (including data collected on monthly monitoring forms), by Area

	'Hard' Transitions						
	Into a full-time job	Into a part-time job	Sustained employment	Improved employment or other	Entered/complete/sustained training or education	Reduced employment or other	Total
Dumfries and Galloway	9 (18%)	13 (25%)	5 (10%)	7 (14%)	15 (29%)	2 (4%)	51 (100%)
Dundee	49 (28%)	83 (47%)	3 (2%)	17 (10%)	22 (12%)	2 (1%)	176 (100%)
East Ayrshire	42 (32%)	25 (19%)	3 (2%)	30 (23%)	28 (21%)	4 (3%)	132 (100%)
Glasgow	199 (21%)	185 (19%)	154 (16%)	47 (5%)	349 (37%)	17 (2%)	951 (100%)
Highlands	18 (18%)	24 (23%)	0	5 (5%)	50 (49%)	5 (5%)	102 (100%)
Inverclyde	17 (12%)	36 (25%)	14 (10%)	7 (5%)	65 (45%)	5 (3%)	144 (100%)
North Ayrshire	38 (13%)	51 (17%)	96 (32%)	26 (9%)	68 (23%)	16 (5%)	295 (100%)
North Lanarkshire	42 (25%)	55 (32%)	3 (2%)	10 (6%)	55 (32%)	6 (4%)	171 (100%)
Renfrewshire	29 (11%)	51 (20%)	43 (17%)	12 (5%)	117 (45%)	9 (3%)	261 (100%)
West Dunbartonshire	29 (21%)	45 (33%)	3 (2%)	13 (9%)	41 (30%)	7 (5%)	138 (100%)
Total	472 (19%)	568 (24%)	324 (13%)	174 (7%)	810 (34%)	73 (3%)	2421 (100%)

Notes to table Note1: Entered/completed/sustained Training or education includes 55 clients who sustained education/training.

Note2: Excluded=80 clients for whom information on the nature of the transition was missing and 116 clients whose transition was recorded as Left WFF/No Contact/None.

Note3: Information includes clients who did not agree to confidentiality and therefore numbers will not match other tables were those who have not agreed to confidentiality have been excluded.

Table 5.3.3.5: Time to Key Transition (days)

Area	Mean	N	Std. Deviation
Dumfries and Galloway	176.6719	64	97.52461
Dundee	60.7333	165	82.69730
East Ayrshire	106.9023	133	90.39500
Glasgow	61.5386	958	83.74183
Highlands	150.9640	139	112.11403
Inverclyde	130.0268	149	109.41237
North Ayrshire	104.0137	293	103.42418
North Lanarkshire	84.2432	185	94.18356
Renfrewshire	121.1818	275	129.06959
West Dunbartonshire	106.2593	135	114.01872
Total	91.5821	2496	103.31374

Table 5.3.4A: Economic status at Registration (up to 30 September 2005) and at the point of Key Transition for (up to 31 March 2006)

	Registered by 30 Sept 2005	Key Transition by 31 March 2006	Change
Full Time	189	448	259
Part Time	325	558	233
All Working (FT+PT)	*514*	*1006*	*492*
Training/Education	246	452	206
Sick/Disabled	62	31	-31
Registered Unemployed	307	114	-193
Carers for children/Adults	667	119	-548
Other	43	75	32
Total	2353	2803	450

Table 5.3.4B: Economic Activity at Point of Registration (up to 31 March 2006) by Key Transition (up to 31 March 2006)

Economic Activity at Point of Registration	Economic Activity at Key Transition									Total
	Into a full-time job	Into a part-time job	Sustained employment	Improved employment or other	Entered/completed/sustained training or education	Entered Voluntary work	Other training	Reduced employment or other	Other transition	
Full-time work	45 (17%)	16 (6%)	107 (41%)	38 (15%)	23 (9%)	1 (0%)	6 (2%)	12 (5%)	13 (5%)	261 (100%)
Part-time work	38 (8%)	76 (16%)	153 (32%)	82 (17%)	71 (15%)	4 (1%)	29 (6%)	21 (4%)	10 (2%)	484 (100%)
Training/education	35 (11%)	49 (16%)	15 (5%)	9 (3%)	166 (53%)	4 (1%)	24 (8%)	8 (3%)	3 (1%)	313 (100%)
Sick/disabled	10 (11%)	11 (12%)	3 (3%)	2 (2%)	47 (51%)	4 (4%)	12 (13%)	2 (2%)	1 (1%)	92 (100%)
Registered unemployed	93 (21%)	123 (28%)	17 (4%)	12 (3%)	130 (30%)	12 (3%)	32 (7%)	14 (3%)	2 (1%)	435 (100%)
Caring for Children	228 (22%)	268 (26%)	18 (2%)	26 (2%)	339 (32%)	14 (1%)	134 (13%)	13 (1%)	8 (1%)	1048 (100%)
Caring for Adults	3 (10%)	8 (27%)	1 (3%)	1 (3%)	13 (43%)	0 (0%)	4 (13%)	0 (0%)	0 (0%)	30 (100%)
Other	9 (16%)	7 (12%)	10 (17%)	3 (5%)	17 (29%)	0 (0%)	8 (14%)	2 (3%)	2 (3%)	58 (100%)
Total	461 (17%)	558 (21%)	324 (12%)	173 (6%)	806 (30%)	39 (1%)	249 (9%)	72 (3%)	39 (1%)	2721 (100%)

Notes to table Missing=181

Table 5.3.5.1A: SOC for Clients moving into Full-time or Part-time Employment

	Standard Occupational Codes (SOC)											
	Managers and Senior Officials	Professional	Associate Professional and Technical	Administrative and Secretarial	Skilled trades	Childcare	Other personal services	Sales and customer services	Process, plant, machine operatives	Elementary services	Other	Total
Dumfries and Galloway	0 (0%)	0 (0%)	0 (0%)	2 (12%)	0 (0%)	2 (12%)	5 (31%)	3 (19%)	0 (0%)	3 (19%)	1 (6%)	16 (100%)
Dundee	1 (1%)	2 (2%)	5 (4%)	24 (21%)	3 (3%)	4 (3%)	12 (10%)	38 (33%)	0 (0%)	25 (22%)	2 (2%)	116 (100%)
East Ayrshire	1 (2%)	0 (0%)	3 (5%)	10 (17%)	6 (10%)	8 (13%)	9 (15%)	8 (13%)	6 (10%)	9 (15%)	0 (0%)	60 (100%)
Glasgow	3 (1%)	5 (2%)	2 (1%)	69 (23%)	5 (2%)	34 (11%)	67 (23%)	98 (33%)	2 (1%)	10 (3%)	0 (0%)	295 (100%)
Highlands	0 (0%)	0 (0%)	3 (10%)	2 (6%)	0 (0%)	2 (6%)	8 (26%)	8 (26%)	1 (3%)	7 (23%)	0 (0%)	31 (100%)
Inverclyde	0 (0%)	0 (0%)	0 (0%)	6 (13%)	0 (0%)	1 (2%)	6 (13%)	21 (47%)	1 (2%)	10 (22%)	0 (0%)	45 (100%)
North Ayrshire	1 (2%)	2 (3%)	2 (3%)	9 (15%)	2 (3%)	2 (3%)	14 (23%)	21 (34%)	2 (3%)	7 (11%)	0 (0%)	62 (100%)
North Lanarkshire	0 (0%)	0 (0%)	4 (4%)	18 (20%)	1 (1%)	8 (9%)	21 (23%)	23 (25%)	5 (6%)	11 (12%)	0 (0%)	91 (100%)
Renfrewshire	0 (0%)	1 (2%)	1 (2%)	12 (22%)	3 (5%)	3 (5%)	9 (16%)	20 (36%)	1 (2%)	5 (9%)	0 (0%)	55 (100%)
West Dunbartonshire	0 (0%)	0 (0%)	1 (2%)	13 (21%)	4 (7%)	2 (3%)	18 (29%)	13 (21%)	4 (7%)	5 (8%)	1 (2%)	61 (100%)
Total	6 (1%)	10 (1%)	21 (3%)	165 (20%)	24 (3%)	66 (8%)	169 (20%)	253 (30%)	22 (3%)	92 (11%)	4 (0%)	832 (100%)

Notes to table Missing=204

Table 5.3.5.1B: SIC for Clients moving into Full-time or Part-time Employment

	Standard Industrial Codes (SIC)													
	Agriculture, forestry and fishing	Energy and water supply	Manufacturing	Construction	Wholesale, retail, repairs	Hotel and restaurants	Transport, storage and communication	Banking, finance, real estates and business	Public admin, defence and social security	Education	Health and social work	Other services	Other	Total
Dumfries and Galloway	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (12%)	2 (12%)	0 (0%)	0 (0%)	0 (0%)	2 (12%)	5 (31%)	5 (31%)	0 (0%)	16 (100%)
Dundee	1 (1%)	0 (0%)	0 (0%)	1 (1%)	26 (23%)	15 (13%)	6 (5%)	1 (1%)	25 (22%)	1 (1%)	13 (11%)	9 (8%)	17 (15%)	115 (100%)
East Ayrshire	2 (3%)	1 (2%)	5 (8%)	6 (10%)	5 (8%)	2 (3%)	6 (10%)	3 (5%)	7 (12%)	3 (5%)	5 (8%)	13 (22%)	2 (3%)	60 (100%)
Glasgow	0 (0%)	4 (1%)	3 (1%)	3 (1%)	78 (26%)	23 (8%)	14 (5%)	16 (5%)	12 (4%)	30 (10%)	59 (20%)	45 (15%)	8 (3%)	295 (100%)
Highlands	1 (3%)	0 (0%)	1 (3%)	1 (3%)	1 (3%)	6 (19%)	3 (10%)	0 (0%)	0 (0%)	1 (3%)	8 (26%)	6 (19%)	3 (10%)	31 (100%)
Inverclyde	0 (0%)	0 (0%)	2 (4%)	1 (2%)	15 (33%)	3 (7%)	3 (7%)	3 (7%)	2 (4%)	2 (4%)	6 (13%)	7 (16%)	1 (2%)	45 (100%)
North Ayrshire	0 (0%)	0 (0%)	4 (6%)	0 (0%)	13 (21%)	6 (10%)	2 (3%)	5 (8%)	4 (6%)	1 (2%)	18 (29%)	7 (11%)	2 (3%)	62 (100%)
North Lanarkshire	0 (0%)	0 (0%)	6 (7%)	1 (1%)	12 (13%)	6 (7%)	4 (4%)	5 (5%)	5 (5%)	8 (9%)	23 (25%)	10 (11%)	11 (12%)	91 (100%)
Renfrewshire	0 (0%)	0 (0%)	1 (2%)	1 (2%)	10 (19%)	7 (13%)	2 (4%)	5 (9%)	3 (6%)	3 (6%)	8 (15%)	4 (7%)	9 (17%)	53 (100%)
West Dunbartonshire	1 (2%)	1 (2%)	6 (10%)	2 (3%)	8 (13%)	1 (2%)	3 (5%)	2 (3%)	4 (7%)	1 (2%)	21 (35%)	6 (10%)	4 (7%)	60 (100%)
Total	5 (1%)	6 (1%)	28 (3%)	16 (2%)	170 (21%)	71 (9%)	43 (5%)	40 (5%)	62 (7%)	52 (6%)	166 (20%)	112 (13%)	57 (7%)	828 (100%)

Notes to table Missing=208

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Table 5.3.5.1C: Average Number of Hours Worked for Clients moving into Full-time or Part-time Employment

	Hours Worked				
	Variable	Up to 16 Hours	17-29 Hours	30 plus Hours	Total
Dumfries and Galloway	1 (7%)	7 (50%)	2 (14%)	4 (29%)	14 (100%)
Dundee	0 (0%)	39 (35%)	32 (28%)	42 (37%)	113 (100%)
East Ayrshire	0 (0%)	8 (13%)	12 (20%)	41 (67%)	61 (100%)
Glasgow	0 (0%)	35 (12%)	109 (37%)	147 (51%)	291 (100%)
Highlands	0 (0%)	9 (29%)	9 (29%)	13 (42%)	31 (100%)
Inverclyde	0 (0%)	17 (38%)	16 (36%)	12 (27%)	45 (100%)
North Ayrshire	0 (0%)	20 (32%)	20 (32%)	22 (36%)	62 (100%)
North Lanarkshire	7 (8%)	14 (17%)	29 (34%)	34 (41%)	84 (100%)
Renfrewshire	0 (0%)	22 (37%)	18 (31%)	19 (32%)	59 (100%)
West Dunbartonshire	0 (0%)	11 (19%)	22 (39%)	24 (42%)	57 (100%)
Total	8 (1%)	182 (22%)	269 (33%)	358 (44%)	817 (100%)

Notes to table Missing=219

Table 5.3.5.1D: Average Weekly Take Home Pay for Clients Moving into Full-time or Part-time Employment

	Average Weekly Home Pay				
	Less than £100	£100 to £199	£200 to £299	£300 plus	Total
Dumfries and Galloway	3 (27%)	7 (64%)	1 (9%)	0 (0%)	11 (100%)
Dundee	40 (37%)	52 (48%)	15 (14%)	1 (1%)	108 (100%)
East Ayrshire	7 (12%)	29 (52%)	16 (29%)	4 (7%)	56 (100%)
Glasgow	41 (17%)	142 (60%)	47 (20%)	6 (3%)	236 (100%)
Highlands	11 (37%)	13 (43%)	4 (13%)	2 (7%)	30 (100%)
Inverclyde	19 (43%)	19 (43%)	5 (11%)	1 (2%)	44 (100%)
North Ayrshire	19 (33%)	33 (58%)	4 (7%)	1 (2%)	57 (100%)
North Lanarkshire	20 (27%)	33 (45%)	17 (23%)	3 (4%)	73 (100%)
Renfrewshire	17 (32%)	27 (51%)	9 (17%)	0 (0%)	53 (100%)
West Dunbartonshire	13 (46%)	10 (36%)	4 (14%)	1 (4%)	28 (100%)
Total	190 (27%)	365 (52%)	122 (18%)	19 (3%)	696 (100%)

Notes to table Missing=340

Table 5.3.5.1E: Mean Average Weekly Take Home Pay for Clients Moving into Part-time for Full-time Employment, by Area

Area	Mean (£)	N	Std. Deviation	Minimum	Maximum
Dumfries and Galloway	113.00	11	53.70847	20.00	230.00
Dundee	127.71	108	54.00780	60.00	300.00
East Ayrshire	174.30	56	74.29521	20.00	382.00
Glasgow	157.41	236	62.59859	25.00	460.00
Highlands	132.97	29	74.31568	25.00	320.00
Inverclyde	125.00	44	55.64631	42.00	315.00
North Ayrshire	129.41	56	53.59945	50.00	330.00
North Lanarkshire	151.54	72	73.90552	40.00	380.00
Renfrewshire	133.08	52	53.38533	70.00	250.00
West Dunbartonshire	134.71	28	79.49463	75.00	437.00
Total	144.73	692	64.69064	20.00	460.00

Notes to table Missing=340
Note: the Minimum Weekly Take Home Pay may reflect the least amount of hours a client works, e.g. one hour a week; and also several outliers were omitted s input errors were suspected. The Mean (average) Weekly Take Home combines people who have who have worked a variety of hours.

Table 5.3.5.1F: Mean Average Weekly Take Home Pay for Clients Moving into Part-time for Full-time Employment, by Part-time for Full-time Employment

Key Transition All	Mean (£)	N	Std. Deviation	Minimum	Maximum
Into a part-time job	110.30	382	47.50170	20.00	420.00
Into a full-time job	187.15	310	57.49724	70.00	460.00
Total	144.73	692	64.69064	20.00	460.00

Notes to table Missing=172 and excluding outliers

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Table 5.3.5.2A: Type of Course for Clients Moving into Education

					Type of Course				
	Professional	Associate Professional and Technical	Administrative and Secretarial	Skilled Trades	Childcare	Other Personal Services	Personal Development*	Other/ Unknown	Total
Dumfries and Galloway	2 (20%)	1 (10%)	0 (0%)	0 (0%)	2 (20%)	0 (0%)	4 (40%)	1 (10%)	10 (100%)
Dundee	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (18%)	1 (9%)	4 (36%)	4 (36%)	11 (100%)
East Ayrshire	2 (9%)	5 (24%)	0 (0%)	1 (5%)	2 (9%)	3 (14%)	7 (33%)	1 (5%)	21 (100%)
Glasgow	6 (3%)	50 (21%)	12 (5%)	8 (3%)	23 (10%)	50 (21%)	66 (28%)	21 (9%)	236 (100%)
Highlands	1 (4%)	9 (33%)	0 (0%)	0 (0%)	2 (7%)	1 (4%)	10 (37%)	4 (15%)	27 (100%)
Inverclyde	4 (9%)	14 (32%)	5 (11%)	2 (5%)	2 (5%)	13 (29%)	3 (7%)	1 (2%)	44 (100%)
North Ayrshire	0 (0%)	10 (31%)	0 (0%)	0 (0%)	13 (41%)	4 (13%)	3 (9%)	2 (6%)	32 (100%)
North Lanarkshire	2 (4%)	17 (36%)	4 (9%)	2 (4%)	2 (4%)	15 (32%)	2 (4%)	3 (6%)	47 (100%)
Renfrewshire	12 (11%)	30 (28%)	11 (10%)	0 (0%)	17 (16%)	24 (22%)	8 (7%)	7 (6%)	109 (100%)
West Dunbartonshire	0 (0%)	8 (38%)	2 (9%)	0 (0%)	2 (9%)	1 (5%)	3 (14%)	5 (24%)	21 (100%)
Total	29 (5%)	144 (26%)	34 (6%)	13 (2%)	67 (12%)	112 (20%)	110 (20%)	49 (9%)	558 (100%)

Notes to table Missing=250

Note: This does not include clients whose Key Activity was recorded on a Monthly Monitoring Form

* Including: ECDL, ESOL, PC Passport, Get Connected, Assertiveness Training etc.

Table 5.3.5.2B: Type of Provider for Clients Moving into Education

	Type of Provider			
	Higher Education	Further Education	Other	Total
Dumfries and Galloway	0 (0%)	2 (67%)	1 (33%)	3 (100%)
Dundee	0 (0%)	1 (17%)	5 (83%)	6 (100%)
East Ayrshire	0 (0%)	1 (33%)	2 (67%)	3 (100%)
Glasgow	1 (3%)	16 (43%)	20 (54%)	37 (100%)
Highlands	0 (0%)	1 (50%)	1 (50%)	2 (100%)
Inverclyde	2 (33%)	2 (33%)	2 (33%)	6 (100%)
North Ayrshire	2 (33%)	3 (50%)	1 (16%)	6 (100%)
North Lanarkshire	0 (0%)	1 (100%)	0 (0%)	1 (100%)
Renfrewshire	1 (8%)	12 (92%)	0 (0%)	13 (100%)
West Dunbartonshire	0 (0%)	2 (40%)	3 (60%)	5 (100%)
Total	6 (7%)	41 (50%)	35 (43%)	82 (100%)

Notes to table Missing=726
Note: This does not include clients whose Key Activity was recorded on a Monthly Monitoring Form.

Table 5.3.5.2C: Duration of Course for Clients Moving into Education

	Duration of Course				
	10 Weeks or Less	11 to 23 Weeks	24 to 52 Weeks (6 months to one year)	Over One year	Total
Dumfries and Galloway	3 (30%)	6 (60%)	1 (10%)	0 (0%)	10 (100%)
Dundee	3 (33%)	6 (67%)	0 (0%)	0 (0%)	9 (100%)
East Ayrshire	6 (29%)	11 (52%)	3 (14%)	1 (5%)	21 (100%)
Glasgow	124 (56%)	69 (31%)	25 (11%)	2 (1%)	220 (100%)
Highlands	15 (65%)	3 (13%)	5 (22%)	0 (0%)	23 (100%)
Inverclyde	24 (55%)	17 (39%)	2 (4%)	1 (2%)	44 (100%)
North Ayrshire	21 (70%)	3 (10%)	6 (20%)	0 (0%)	30 (100%)
North Lanarkshire	14 (30%)	6 (13%)	25 (53%)	2 (4%)	47 (100%)
Renfrewshire	90 (92%)	3 (3%)	5 (5%)	0 (0%)	98 (100%)
West Dunbartonshire	14 (67%)	3 (14%)	4 (19%)	0 (0%)	21 (100%)
Total	314 (60%)	127 (24%)	76 (15%)	6 (1%)	523 (100%)

Notes to table Missing=285
Note: This does not include clients whose Key Activity was recorded on a Monthly Monitoring Form.

Table 5.3.5.2D: Attendance Mode for Clients Moving into Education

	Attendance			
	Full-time	Part-time	Flexible	Total
Dumfries and Galloway	2 (20%)	6 (60%)	2 (20%)	10 (100%)
Dundee	1 (9%)	5 (45%)	5 (45%)	11 (100%)
East Ayrshire	10 (48%)	10 (48%)	1 (5%)	21 (100%)
Glasgow	120 (52%)	85 (36%)	28 (12%)	233 (100%)
Highlands	5 (19%)	19 (73%)	2 (8%)	26 (100%)
Inverclyde	29 (66%)	15 (34%)	0 (0%)	44 (100%)
North Ayrshire	15 (47%)	17 (53%)	0 (0%)	32 (100%)
North Lanarkshire	39 (81%)	8 (17%)	1 (2%)	48 (100%)
Renfrewshire	95 (87%)	11 (10%)	3 (3%)	109 (100%)
West Dunbartonshire	12 (57%)	9 (43%)	0 (0%)	21 (100%)
Total	328 (59%)	185 (33%)	42 (8%)	555 (100%)

Notes to table Missing=253
Note: This does not include clients whose Key Activity was recorded on a Monthly Monitoring Form.

Table 5.3.5.2E: Qualification Studying Towards for Clients Moving into Education

	Expected Qualification							
	SVQ5/BA/BSc /Degree/Master s/Diploma	SVQ4/HND	SVQ3/National Certificate/HNC/Highers/ City&Guilds/ScotCVec	SVQ2 or Equivalent	SVQ1 or Equivalent	Other (ECDL, ESOL, Certificated)	Unknown	Total
Dumfries and Galloway	1 (10%)	0 (0%)	1 (10%)	0 (0%)	0 (0%)	8 (80%)	0 (0%)	10 (100%)
Dundee	0 (0%)	0 (0%)	1 (10%)	0 (0%)	1 (10%)	7 (70%)	1 (10%)	10 (100%)
East Ayrshire	1 (5%)	1 (5%)	6 (29%)	1 (5%)	1 (5%)	8 (38%)	3 (14%)	21 (100%)
Glasgow	10 (4%)	4 (2%)	33 (15%)	26 (12%)	1 (0%)	122 (54%)	30 (13%)	226 (100%)
Highlands	4 (15%)	0 (0%)	2 (8%)	0 (0%)	1 (4%)	10 (38%)	9 (35%)	26 (100%)
Inverclyde	2 (5%)	1 (2%)	17 (39%)	4 (9%)	1 (2%)	19 (43%)	0 (0%)	44 (100%)
North Ayrshire	1 (3%)	1 (3%)	9 (31%)	1 (3%)	0 (0%)	14 (48%)	3 (10%)	29 (100%)
North Lanarkshire	4 (8%)	2 (4%)	15 (31%)	0 (0%)	2 (4%)	14 (29%)	11 (23%)	48 (100%)
Renfrewshire	9 (9%)	2 (2%)	79 (76%)	1 (1%)	0 (0%)	6 (6%)	7 (7%)	104 (100%)
West Dunbartonshire	3 (14%)	0 (0%)	3 (14%)	3 (14%)	1 (5%)	5 (24%)	6 (29%)	21 (100%)
Total	35 (6%)	11 (2%)	166 (31%)	36 (7%)	8 (1%)	213 (40%)	70 (13%)	539 (100%)

Notes to table Missing=269

Note: This does not include clients whose Key Activity was recorded on a Monthly Monitoring Form.

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Table 5.3.5.3: Qualification Gained for Clients Completing Education or Training Course

	Frequency	Percent	Valid Percent	Cumulative Percent
SVQ5/BA/BSc/Degree/Masters/Diploma	9	1.1	11.4	11.4
SVQ4/HND	1	.1	1.3	12.7
SVQ3/National Certificate/HNC/ Highers/ City & Guilds	20	2.5	25.3	38.0
SVQ2 or Equivalent	3	.4	3.8	41.8
SVQ1 or Equivalent	5	.6	6.3	48.1
Other (ECDL/ESOL Certificated)	33	4.1	41.8	89.9
Unknown	8	1.0	10.1	100.0
Total	79	9.8	100.0	
Missing	729	90.2		
Total	808	100.0		

Table 5.3.5.4A: Voluntary Role for Clients moving into Voluntary Work

	Frequency	Percent	Valid Percent	Cumulative Percent
Volunteer	6	15.4	19.4	19.4
Youth Worker	2	5.1	6.5	25.8
Trainee	1	2.6	3.2	29.0
Support/Project Worker/Assistant	11	28.2	35.5	64.5
Admin/Clerical/Receptionist	3	7.7	9.7	74.2
Other	8	20.5	25.8	100.0
Total	31	79.5	100.0	
Missing System	8	20.5		
Total	39	100.0		

Table 5.3.5.4B: Average Number of Hours in Voluntary Work per Week for Clients moving into Voluntary Work

	Frequency	Percent	Valid Percent	Cumulative Percent
Less than 5 hours	10	25.6	33.3	33.3
5 to 10 hours	12	30.8	40.0	73.3
11 to 15 hours	1	2.6	3.3	76.7
16 hours or more	7	17.9	23.3	100.0
Total	30	76.9	100.0	
System	9	23.1		
Total	39	100.0		

Table 5.3.5.5: Main Reason for leaving formal education or training since registering with WFF

	Frequency	Percent	Valid Percent	Cumulative Percent
Moved Away	2	2.7	12.5	12.5
Childcare Issues	1	1.4	6.3	18.8
Personal or relationship Issues	5	6.8	31.3	50.0
Health Problems	3	4.1	18.8	68.8
Got a Job/Employment	2	2.7	12.5	81.3
Course too demanding	1	1.4	6.3	87.5
Course not suitable/not fulfilling expectations	1	1.4	6.3	93.8
Course ended	1	1.4	6.3	100.0
Total	16	21.9	100.0	
Missing System	57	78.1		
Total	73	100.0		

Table 5.3.6.2: Clients Registered to 31 March 2006 LATEST Transition, by Area (to 31 March 2006)

	Latest Transition											Total
	Into a full-time job	Into a part-time job	Sustained employment or other	Improved employment or other	Entered/completed training or education	Entered Voluntary work	Other training	Reduced employment or other	Other transition	Left WFF/No Contact/None	Missing	
Dumfries & Galloway	8 (10%)	13 (16%)	6 (7%)	7 (9%)	18 (23%)	5 (6%)	3 (4%)	4 (5%)	1 (1%)	7 (9%)	8 (10%)	80 (100%)
Dundee	41 (22%)	73 (39%)	3 (2%)	16 (9%)	29 (16%)	3 (2%)	1 (0%)	6 (3%)	6 (3%)	2 (1%)	6 (3%)	186 (100%)
East Ayrshire	38 (27%)	20 (14%)	3 (2%)	30 (22%)	26 (19%)	4 (3%)	1 (1%)	12 (9%)	0 (0%)	3 (2%)	1 (1%)	138 (100%)
Glasgow	161 (15%)	158 (15%)	174 (16%)	49 (5%)	320 (30%)	26 (2%)	9 (1%)	66 (6%)	34 (3%)	58 (5%)	17 (2%)	1072 (100%)
Highlands	15 (11%)	23 (16%)	0 (0%)	5 (3%)	33 (23%)	0 (0%)	6 (4%)	11 (8%)	4 (3%)	34 (24%)	11 (8%)	142 (100%)
Inverclyde	12 (8%)	29 (19%)	11 (7%)	8 (5%)	52 (35%)	2 (1%)	2 (1%)	16 (11%)	3 (2%)	13 (9%)	2 (1%)	150 (100%)
North Ayrshire	36 (10%)	45 (13%)	107 (31%)	26 (8%)	47 (14%)	3 (1%)	3 (1%)	39 (11%)	0 (0%)	24 (7%)	14 (4%)	344 (100%)
North Lanarkshire	42 (23%)	54 (29%)	3 (2%)	10 (5%)	51 (27%)	1 (0%)	0 (0%)	8 (4%)	7 (4%)	5 (3%)	6 (3%)	187 (100%)
Renfrewshire	19 (7%)	45 (16%)	60 (21%)	14 (5%)	108 (38%)	2 (1%)	1 (0%)	15 (5%)	2 (1%)	14 (5%)	3 (1%)	283 (100%)
West Dunbartonshire	27 (19%)	39 (28%)	1 (1%)	17 (12%)	27 (19%)	0 (0%)	0 (0%)	17 (12%)	1 (1%)	9 (6%)	3 (2%)	141 (100%)
Total	399 (15%)	499 (18%)	368 (13%)	182 (7%)	711 (26%)	46 (2%)	26 (1%)	194 (7%)	58 (2%)	169 (6%)	71 (3%)	2723 (100%)

Further analysis of transitions was carried out by examining the Latest Transition in addition to the Key Transition. For the Latest Transition, where a client has experienced transitions at more than one point in time, only the *latest* transition point is included.[1] Examining the Latest Transition enables clearer analysis of trends, whereas analysis of Key Transition over time might result in overemphasis on higher ranked transitions (e.g. movement into employment) at the expense of lower ranked ones. Note that these data do not include the additional information from monthly monitoring forms and so overall numbers are lower than for Key Transitions.

Table T5: 5.3.6.2 presents the Latest Transition for clients by area. As one would expect, the proportion of clients moving into employment, sustaining or improvement is slightly lower than at Key Transition (54% compared to 60%). The proportion of clients who Reduced employment was slightly higher at Latest transition (7% compared to 3%), but generally, differences between Latest and Key Transitions were small. For instance, 26% of clients entered/completed education or training at Latest transition, while the proportion of clients entering voluntary work was only slightly higher (2% compared to 1%).

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[1] In addition, if clients indicated that at their latest transition point, they experienced more than one transition, only one of these was included. The order of priority was assigned as with Key Transition in the following rank order: Into full-time job; Into part-time job; Sustained employment or other activity; Improved employment or other employment; Entered/completed education or training; Entered voluntary work; Other training; Reduced employment; Other transition; None/Left WFF/Lost Contact.

Table 5.4.1.1: Timing of Six Month Reviews to 31 March 2006 (includes duplicates)

	Frequency	Percent	Cumulative Percent
Before 1 Oct 2004	2	.1	.1
1 Jan to 31 March 2005	32	1.9	2.1
1 April to 30 June 2005	84	5.1	7.2
1 July to 30 Sept 2005	258	15.7	22.9
1 Oct to 31 Dec 2005	519	31.6	54.5
1 Jan 06 to 31 March 2006	747	45.5	100.0
Total	1642	100.0	

Table T5: 5.4.1.1 shows the quarter period when Six-Month Reviews were recorded. A total of 1642 Six-Month Reviews were completed. Prior to July 2005, only 7% of the total Six-Month Reviews had been completed, but the numbers have been increasing each quarter since that period, with the majority completed in the final quarter (January to March 2006) of WFF Phase One (46%). The increase is due to growing numbers of clients who have been with Working for Families for six months or longer.

Table 5.4.1.2: Number of Six-Month Reviews to 31 March 2006

	Frequency	Percent	Cumulative Percent
Two or more Six-Month Reviews Completed	163	9.9	9.9
One Six-Month Review Completed	1479	90.1	100.0
Total	1642	100.0	

Notes to table Excludes date error/missing

Table T5: 5.4.1.2 shows that 10% of clients completing a Six-Month Review had completed more than one indicating participation of these clients with WFF for at least one year.

Table 5.4.2: Six-Month Review Not Completed for Clients Registered to 31 March 2006

	Six Month Review		
	Not applicable	Six-Month Due and not completed	Total
Dumfries and Galloway	212 (76%)	65 (24%)	277 (100%)
Dundee	429 (96%)	19 (4%)	448 (100%)
East Ayrshire	420 (90%)	47 (10%)	467 (100%)
Glasgow	1696 (92%)	144 (8%)	1840 (100%)
Highlands	306 (95%)	17 (5%)	323 (100%)
Inverclyde	311 (85%)	54 (15%)	365 (100%)
North Ayrshire	515 (92%)	47 (8%)	562 (100%)
North Lanarkshire	550 (83%)	112 (17%)	662 (100%)
Renfrewshire	390 (75%)	127 (25%)	517 (100%)
West Dunbartonshire	319 (92%)	28 (8%)	347 (100%)
Total	5148 (89%)	660 (11%)	5808 (100%)

Notes to table Figures include clients who were registered before 1 October 2005, who are SCC and not classified as 'inactive'.

However, Table T5: 5.4.2 shows that there are some 660 clients who were registered before 1 October 2005, who are Sustained Contact Clients and who are not classified as 'inactive', but for whom a Six-Month Review has not been completed. The reasons for these missing reviews may include that contact could not be made with the client, or that project workers have neglected to mark the client as 'inactive'. This table also shows the proportions of clients in each area in this category who have not completed a Six-Month Review.

Table 5.4.3.1: Clients Registered to 31 March 2006 Who Have Undertaken Any Training Activities in the Last Six Months

	Frequency	Percent	Valid Percent	Cumulative Percent
No	907	65.4	65.4	65.4
Yes	480	34.6	34.6	100.0
Total	1387	100.0	100.0	

Table 5.4.3.2: Change in Time Spent in Training and/or Education (For Clients Registered to 31 March 2006 Who Have Undertaken Any Training Activities in the Last Six Months)

	Frequency	Percent	Valid Percent
Less	17	3.5	3.5
More	378	78.8	78.8
No Change	82	17.1	17.1
Missing	3	.6	.6
Total	480	100.0	100.0

Table 5.4.3.3: Clients Registered to 31 March 2006 Who Have Applied for Any Jobs in the Last Six Months

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	302	21.8	42.1	42.1
No	416	30.0	57.9	100.0
Total	718	51.8	100.0	
Missing or Not applicable	669	48.2		
Total	1387	100.0		

Table 5.4.3.4: Change in Making Applications in the Last Six Months (For Clients Registered to 31 March 2006 Who have applied for any jobs in the last six months)

	Frequency	Percent	Valid Percent
Less	7	2.3	2.3
More	259	85.8	85.8
No Change	33	10.9	10.9
Missing	3	1.0	1.0
Total	302	100.0	100.0

Table 5.4.4.2: Mean Average Score on Eight Employment Measures (at Registrations to 31 March 2006)

	N	Mean	Std. Deviation	Missing/Not applicable
How confident care you when meeting new people?	2068	6.7505	2.32123	60
How would you rate your job skills (in relation to the type of work you are looking for or would like to do)?	2047	6.3371	2.48686	81
If you are not currently in work, how confident do you feel about starting work?	1665	6.7898	2.64580	463
How confident are you that you know what benefits you are entitled to (include work-related benefits, tax credits and other benefits)?	2059	4.9063	2.87113	69
How aware are you of the childcare service available in your area?	2046	4.9140	2.96540	82
How easy do you find it to organize childcare services for your children?	1520	4.7513	2.97122	608
How confident are you that your children would be well looked after by the childcare services available in your area?	1413	7.2937	2.68364	715
How able are you to call on friends and family in your area to help with looking after your children?	2041	4.6139	3.20644	87

Notes to table Minimum=1, Maximum=10

Table 5.4.4.3: Change on Employability Measures: For Clients Registered to 31 March 2006 Who Completed a Six-Month Review – Average Score at Registration and at Latest Six-Month Review

	At Registration		At Six-Month Review		Change	
	N	Mean	N	Mean	N	Score
How confident are you when meeting new people?	1216	6.56	1142	7.53	960	+0.98
How would you rate your job skills (in relation to the type of work you are looking for or would like to do)?	1200	6.03	1123	7.10	935	+0.99
If you are not currently in work, how confident do you feel about starting work?	861	6.15	563	6.83	413	+0.84
How confident are you that you know what benefits you are entitled to (include work-related benefits, tax credits and other benefits)?	1203	4.86	1129	6.26	944	+1.38
How aware are you of the childcare services available in your area?	1223	5.05	1144	6.79	966	+1.69
How easy do you find it to organize childcare services for your children?	971	4.62	943	6.81	677	+1.99
How confident are you that your children would be well looked after by the childcare services available in your area?	886	7.12	938	8.42	620	+0.88
How able are you to call on friends and family in your area to help with looking after your children?	1222	4.23	1145	4.79	969	+0.54

Notes to table Scale ranges from 1-10 (1 being lowest, 10 being highest). All responses out with 1-10 scale were excluded for the purposes of analysis. Movement is only recorded where there are valid responses to each question on both the Registration and Six-Month Review.

Table 5.4.5: Mentioned as One of Three Main Aspirations that Clients Registered to 31 March 2006 Would Like to Achieve by Participating in Working for Families (Latest Six-Month Review)

	Responses		
	N	Percent	Percent of Cases
Move from not being in employment to a full-time job	152	5.8%	14.3%
Move from not being in employment to a part-time job	169	6.5%	15.9%
Increase hours worked or move from a part-time to a full-time job	63	2.4%	5.9%
Move to a better paid job or more senior position in current job	86	3.3%	8.1%
Enter training or education	180	6.9%	16.9%
Complete a training or education course	354	13.5%	33.3%
Participate in voluntary work	57	2.2%	5.4%
Increase take home pay	141	5.4%	13.3%
Get off benefits	178	6.8%	16.7%
Meet new people	141	5.4%	13.3%
Increase self-confidence	168	6.4%	15.8%
Learn new skills	332	12.7%	31.2%
To access childcare more easily	339	12.9%	31.9%
Other	125	4.8%	11.8%
Not sure	135	5.2%	12.7%
Total	2620	100.0%	246.5%

Notes to table Valid Cases=1063 Missing=324

Clients completing the Six-Month Review (six months after initial registration) were asked what they considered to be the main factors they would like to achieve by participating in Working for Families. Clients were able to list up to three of their main factors and Table T5: 5.4.5 lists the numbers and proportions of clients by their choices.

The most popular responses were to complete training or education course (33% mentioned this as one of the three main things they would like to achieve), access childcare more easily (32%), and learn new skills (31%). Only 14% hoped to move into full-time work and 16% into part-time work.

Table 5.4.6.1: Barriers to Work: Opportunities and Skills (Latest Six-Month Review) for Clients Registered to 31 March 2006

	No/Non-response	Yes	Total	Of those for whom this was an issue, it is less so now
Lack of the sort of jobs that I am looking for	1166 (84%)	221 (16%)	1387 (100%)	88 (40%)
Lack of well enough paid jobs	1214 (88%)	173 (12%)	1387 (100%)	41 (24%)
Discrimination by employers	1336 (96%)	51 (4%)	1387 (100%)	27 (53%)
Lack of qualifications	1034 (75%)	353 (25%)	1387 (100%)	186 (53%)
Lack of skills	1005 (73%)	382 (27%)	1387 (100%)	247 (65%)
Lack of experience	1030 (74%)	357 (26%)	1387 (100%)	212 (59%)
Lack of confidence	1011 (73%)	376 (27%)	1387 (100%)	282 (75%)

Notes to table Table excludes 92 clients who could not be made contact with

Table 5.4.6.2: Barriers to Work: Caring Responsibilities (Latest Six-Month Review) for Clients Registered to 31 March 2006

	No/Non-response	Yes	Total	Of those for whom this was an issue, it is less so now
Responsibility for caring for child (ren)	721 (52%)	666 (48%)	1387 (100%)	381 (57%)
Responsibility for caring for adults	1370 (99%)	17 (1%)	1387 (100%)	7 (41%)
Lack of childcare services	895 (65%)	492 (35%)	1387 (100%)	380 (77%)
Cost of childcare services	847 (61%)	540 (39%)	1387 (100%)	348 (64%)

Table 5.4.6.3: Barriers to Work: Transport (Latest Six-Month Review) for Clients Registered to 31 March 2006

	No/Non-response	Yes	Total	Of those for whom this was an issue, it is less so now
Lack of private transport	1299 (94%)	88 (6%)	1387 (100%)	20 (23%)
Lack of public transport	1326 (96%)	61 (4%)	1387 (100%)	18 (30%)
Cost of public transport	1314 (95%)	73 (5%)	1387 (100%)	18 (25%)
Inability to drive	1213 (88%)	174 (13%)	1387 (100%)	35 (20%)

Table 5.4.6.4: Barriers to Work: Other Issues (Latest Six-Month Review) for Clients Registered to 31 March 2006

	No/Non-Response	Yes	Total	Of those for whom this was an issue, it is less so now
Benefit issues	1201 (87%)	186 (13%)	1387 (100%)	115 (62%)
Debt and/or money problems	1221 (88%)	166 (12%)	1387 (100%)	94 (57%)
Housing problems	1308 (94%)	79 (6%)	1387 (100%)	42 (53%)
Learning disabilities	1371 (99%)	16 (1%)	1387 (100%)	8 (50%)
Literacy difficulties	1354 (98%)	33 (2%)	1387 (100%)	18 (55%)
Numeracy difficulties	1369 (99%)	18 (1%)	1387 (100%)	10 (56%)
Alcohol/substance abuse	1350 (97%)	37 (3%)	1387 (100%)	31 (84%)
Criminal/police record	1375 (99%)	12 (1%)	1387 (100%)	7 (58%)
Physical disability	1362 (98%)	25 (2%)	1387 (100%)	5 (20%)
Physical health	1337 (96%)	50 (4%)	1387 (100%)	17 (34%)
Mental health	1303 (94%)	84 (6%)	1387 (100%)	57 (68%)

Notes to table for Tables 6.3.1 to 6.3.4, clients who have ticked 'less of an issue' to a barrier they did not indicate was an issue, have been added to those that indicate that barrier is an issue.

Referring to Tables 5.4.6.1 to 5.4.6.4 (above), in general, opportunities and skills were perceived as barriers by a number of clients, particularly lack of skills and confidence (both 27%), lack of experience (26%) and lack of qualifications (25%). Caring responsibilities was also perceived as a barrier by a number of clients, especially those relating to childcare (between 35% and 48%). Transport was not generally an issue for many clients although inability to drive was so for 13%. Other issues were rated by only small numbers of clients, with Benefit and debt issues being highest among these (13% and 12% respectively).

Table 5.5.1: Clients' Registered to 31 March 2006 Use of Formal and Informal Childcare by Area (Registrations)

	Informal Childcare Used	Formal Childcare Used	No Childcare Used/Non-Response	Total
Dumfries and Galloway	61 (22%)	56 (21%)	164 (60%)	272 (100%)
Dundee	60 (14%)	136 (31%)	249 (57%)	439 (100%)
East Ayrshire	123 (27%)	106 (23%)	244 (52%)	461 (100%)
Glasgow	319 (18%)	494 (28%)	987 (56%)	1779 (100%)
Highlands	46 (14%)	78 (24%)	206 (64%)	322 (100%)
Inverclyde	126 (35%)	81 (22%)	170 (47%)	363 (100%)
North Ayrshire	129 (24%)	152 (28%)	288 (53%)	541 (100%)
North Lanarkshire	60 (9%)	193 (30%)	394 (61%)	644 (100%)
Renfrewshire	106 (22%)	185 (39%)	221 (46%)	476 (100%)
West Dunbartonshire	90 (26%)	86 (25%)	182 (53%)	345 (100%)
Total	1120 (20%)	1567 (28%)	3105 (55%)	5642 (100%)

Notes to table Note A :Mother and Toddler Group attendance excluded.
Note B: Total may not add to 100% because clients can select more than one response (multiple response)
Informal Childcare includes care provided by: Ex-spouse/partner; Clients parents; Clients spouse/partners parents; Other relative; Older child; Friend or neighbours.
Formal Childcare includes the following: Babysitter; Pre-school education; Nursery; Registered childminders; Crèche; and Formal after school care.
Note C: the analysis cannot distinguish between clients who use no childcare from clients who have not responded to this question.

Table 5.5.2: Clients' Registered to 31 March 2006 Use of Formal and Informal Childcare, by Area (at Key Transition)

	Use of Childcare			
	Informal Childcare Used	Formal Childcare Used	No Childcare Used or Non-Response	Total
Dumfries & Galloway	12 (15%)	19 (24%)	46 (58%)	79
Dundee	19 (10%)	111 (60%)	62 (33%)	186
East Ayrshire	26 (19%)	45 (33%)	67 (49%)	138
Glasgow	75 (7%)	730 (70%)	239 (23%)	1045
Highlands	21 (15%)	43 (30%)	83 (59%)	142
Inverclyde	38 (25%)	82 (55%)	32 (21%)	150
North Ayrshire	47 (14%)	184 (54%)	119 (35%)	342
North Lanarkshire	48 (26%)	78 (42%)	69 (37%)	187
Renfrewshire	8 (3%)	230 (81%)	43 (15%)	283
West Dunbartonshire	21 (15%)	74 (53%)	56 (40%)	141
Total	315 (12%)	1596 (59%)	816 (30%)	2693

Notes to table Missing=18; Note: Total may not add to 100% because clients can select more than one response (multiple response).
Note A :Mother and Toddler Group attendance excluded.
Informal Childcare includes care provided by: Ex-spouse/partner; Clients' parents; Clients' spouse/partners parents; Other relative; Older child; Friend or neighbours.
Formal Childcare includes the following: Babysitter; Pre-school education; Nursery; Registered childminders; Crèche; and Formal after school care.
Note that the analysis cannot distinguish between clients who use no childcare from clients who have not responded to this question.

Table 5.5.3: Clients' Registered to 31 March 2006 Use of Formal and Informal Childcare by Area (at Latest Six-Month Review)

	Use of Childcare			
	Informal Childcare Used	Formal Childcare Used	No Childcare Used or Non-Response	Total
Dumfries & Galloway	24 (36%)	20 (30%)	27 (41%)	66
Dundee	0	4 (18%)	18 (82%)	22
East Ayrshire	31 (20%)	46 (30%)	74 (48%)	154
Glasgow	37 (9%)	231 (55%)	155 (37%)	421
Highlands	24 (19%)	34 (27%)	68 (55%)	124
Inverclyde	30 (22%)	45 (33%)	51 (38%)	135
North Ayrshire	15 (13%)	59 (50%)	52 (44%)	119
North Lanarkshire	6 (3%)	18 (8%)	194 (89%)	218
Renfrewshire	0	34 (92%)	3 (8%)	37
West Dunbartonshire	15 (17%)	35 (39%)	49 (54%)	91
Total	182 (13%)	526 (38%)	691 (50%)	1387

Notes to table Total may not add to 100% because clients can select more than one response (multiple response).

Note A :Mother and Toddler Group attendance excluded.

Informal Childcare includes care provided by: Ex-spouse/partner; Clients parents; Clients spouse/partners parents; Other relative; Older child; Friend or neighbours.

Formal Childcare includes the following: Babysitter; Pre-school education; Nursery; Registered childminders; Crèche; and Formal after school care.

Note that the analysis cannot distinguish between clients who use no childcare from clients who have not responded to this question.

WORKING FOR FAMILIES EVALUATION

TECHNICAL ANNEX T7

DEVELOPMENT AND OPERATION OF WFF IN LOCAL AUTHORITIES

TECHNICAL ANNEX T7

DEVELOPMENT AND OPERATION OF WFF IN LOCAL AUTHORITIES

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CONTENTS

INTRODUCTION

Areas case studies were carried out between May and July 2005 in each of the 10 local authority (LA) areas participating in WFF. This document contains notes on the preliminary analysis of the development and operation of WFF in each local authority and presents the results of these case studies. Analysis is on-going and this document does not cover all aspects covered in the case studies. Since the fieldwork was carried out some time ago, a small number of observations may not now be relevant, or are primarily relevant to LAs who are starting WFF (draft copies have been distributed to the second cohort of WFF LAs who started in 2006 as well as to the ten existing WFF LAs). However, since this part of the research is principally concerned with the processes of WFF development, most findings will still be relevant.

Issues considered in this Section are: the local authority management structures, the development of WFF, its implementation and operation.

Management of WFF rested with Economic Development teams, in Development/ Economic Development Departments, in all but one area, with the day to day project management driven forward by a Coordinator. Steering groups comprising of key partners were established to support the development and implementation of the fund.

Development of WFF projects and services largely took place in 2004/05, with a lengthy lead in time within some authorities. Projects were developed in response to local need, following consultation and mapping exercises. The approach in each authority continued to be flexible throughout Phase 1 with additional projects and services developed as required. Good practice from the pilot stage and between areas was shared during Phase 1 in order to inform development and implementation.

Delivery of individual projects was largely via social economy organisations, depending on the available expertise and capacity of these locally. A range of partner agencies were identified and used to secure referrals to WFF (and vice versa).

1. MANAGEMENT STRUCTURES

1.1 Management Team

Based on the findings of the pilot stage, it was decided that WFF should be controlled though economic development departments in all but one local authority (where it was based in Children's Services). While the programme seeks to address childcare barriers, childcare is seen as a means to an end, and not an end in itself.

Key Issues

Focusing services on the end goals of progress towards work, education or training, rather than intermediate services such as childcare provision *per se*, appears to have been successful. This approach: focused the remit of projects clearly upon employability and getting people into appropriate work, training and education; clearly signaled to clients, other agencies and other local authority departments that the aim of support was improved employability; was able to build upon existing skills in employability and in partnership working in the area of employability and upon existing partnerships with key service providers; and used staff who 'spoke the same language' with other employability orientated agencies

The programme requires the involvement and co-operation of officers from both economic development and childcare if it is to operate successfully. For officials in both 'departments' involvement in WFF has meant acquiring a good understanding of the other area of work and its differing objectives.

As the programme focused on both employability and childcare issues strong partnership working was required between economic development and childcare departments (usually Education and Social Work) in order to develop an effective approach.

Economic Development officers in most areas faced a steep learning curve in developing their knowledge of childcare services and the childcare barriers faced by parents returning to work. In part this contributed to the initial delays in project start-up as understanding was developed, appropriately experienced staff were brought into the LA WFF teams and appropriate partnerships were formed.

Where WFF was based in Children's Services, officers were mindful that the economic development aspect of the project should not be neglected.

Key Learning
Placing the development and implementation of WFF in Development/Economic Development departments appears to have been a successful strategy, particularly due to the primary focus on employability and related outcomes.

In the early stages of WFF being developed in an area it is important that Economic Development and Education and Social Work Departments communicate fully.

Early consultation with a range of organisations is encouraged in order to share expertise; identify gaps in existing service provision; and develop ideas for WFF services.

Throughout the operation of WFF it is essential that close strategic and operational partnerships are developed and maintained between the LA WFF teams, employability agencies operating locally, childcare partnerships and relevant agencies (including those within a LA) and other childcare services.

A national level briefing to new LA Economic Development Departments and Education Departments (as key partners) might be helpful and encourage learning from other LAs.

It is important to draw upon expertise on childcare issues in each area and some support for those with no experience of these issues would probably be helpful. In these instances, new authorities may be able to seek advice from the authorities currently operating WFF.

1.2 Steering Groups

1.2.1 Membership

WFF aimed to build upon existing employability and childcare services in order fill gaps and supplement existing work being carried out by a range of partners. The wide remit of WFF in encompassing employability and childcare, necessitated the involvement of a wide range of partners, including Jobcentre Plus, Childcare Partnerships, Scottish Enterprise and Health and Social work departments.

In order to ensure effective partnership and collaborative working, local steering groups were established to oversee the development and ongoing implementation of WFF projects. All areas operated a core steering group composed of interested members, both internal and external to the LA. It should be noted that in a small number of areas these groups did not function as effectively as they might.

Key Issues

Membership varied between core steering groups in each area, but all areas had members from:
- Economic Development/ Regeneration
- Childcare Partnership
- Jobcentre Plus
- LEC/HIE/SE

For some steering groups, members where drawn from other organisations, principally:
- Social Work Services
- Local colleges
- Voluntary Groups
- Careers Scotland
- Health Board
- Childcare Providers
- Social Inclusion Partnerships (SIPs)

Key Learning
A steering group, composed of both local authority and external representatives which meets regularly, is beneficial in supporting the development and operation of WFF. Steering groups should establish terms of reference at an early stage, which outline the aims, remit, roles and responsibilities of partners. While taking a strategic perspective of local service needs and provision, steering groups should be focused on action rather than becoming 'talking shops'.

The establishment of such operational working groups can also ensure buy in from local partners on the ground, and members should have sufficient influenced on local services to ensure that agreements between the groups are delivered.

In addition to the Steering groups, it is important to also have considerable practical 'on the ground' communication between agencies involved in employability and childcare issues, but who are not on the Steering group (see 1.3 below).

1.2.2 Functions

The steering groups functioned in a number of different ways, often being both strategic and operational in nature.

Key Issues
Steering groups that functioned well tended to be strategic in the setting up phase of WFF projects, offering strategic direction, information on existing services (to avoid duplication) and ideas for new projects.

When WFF projects were being established there was a need for steering groups to embrace a greater operational function, especially offering a source of referrals to WFF project from their own organisations.

Key Learning

Steering groups operated best with a mixture of strategic and operational members – the balance of which may be reviewed during the development of WFF in each area.

1.2.3 Operation

These core steering groups formed part of the management structure for WFF in each area, with Co-ordinators in most areas reporting formally to the group on a regular basis.

Key Issues

Steering groups generally met every 1-3 months, although this varied depending on the phase of WFF, often being more frequent in the set-up stage.

Steering groups in some areas failed to operate successfully. This was generally down to (a) lack of clear aims and remit of the group, and/or (b) lack of clear roles for each member of the group, and/or (c) lack of co-operation from some partners.

Key Learning

Steering Groups may want to meet at least once a month in the set-up phase of WFF, and at least once every quarter after that.

Steering groups should establish terms of reference at an early stage, which outline the aims, remit, roles and responsibilities of partners. Steering Groups should also be focused on action rather than becoming 'talking shops'.

1.2.4 Informal contacts

Many Co-ordinators were in touch with individual steering group members on an informal basis in order to ask for advice and information.

Key Issues

A number of Co-ordinators found this form of contact and support particularly useful.

Key Learning

Good informal relations should be established with steering group members where possible and members should be available between steering group meetings in order to support the work of the Co-ordinator.

1.2.5 Area Steering Groups

Due to very wide geographic coverage, one area had also established local sub-area steering groups in order to respond to the needs of disparate geographic area. These groups reported to the Core Steering Group.

Key Issues

Local sub-area Steering Groups, in principle, appeared to be a sensible way to respond to local variations within a wide geographic area.

Key Learning

Local sub-area Steering Groups are probably only really necessary in very large local authority areas, which contain areas with very different characteristics and local services.

1.3 Other Groups

A number of authorities also held additional meetings which all had a more operational focus. For instance, several held meetings with Project Leaders and/or Key Workers.

Key Issues

Additional meetings with Project Leaders and/or Key Workers served to drive forward the operational aspects of WFF projects, but also served a valuable purpose in terms of maintaining teamwork and co-operations between WFF workers based in different locations/organisations.

One area, in particular, had gone down this route after experiencing a certain amount of 'protectionism' of clients within disparate projects.

1.4 Co-ordinators

1.4.1 Recruitment

All areas proposed to employ a WFF Co-ordinator, although one area was unable to recruit to the post.
Most Co-ordinators were in post by October 2004.

Key Issues

One area had been unable to recruit a Co-ordinator due to lack of suitable candidates applying and hurdles presented by existing council recruitment procedures. It is unclear if there were other factors.

WFF projects were very slow to get off the ground where no Co-ordinator had been recruited. Generally, the earlier a Co-ordinator was in post, the quicker the projects became operational.

1.4.2 Roles

Generally, Co-ordinators carry out the day-to-day management of WFF in each area, communicating with project staff, co-ordinating meetings and activities and liaising with partners. In addition, many Co-ordinators have driven the development of individual projects within their LA.

Key Issues

There was some inconsistency between remuneration between Co-ordinators. This may be linked to specific job descriptions, the local labour markets and prior experience, but

does raise a possible problem if there is a large number of new posts being advertised at approximately the same time across Scotland. Over time there may be some comparisons made between remuneration levels between areas, and this may suggest an increase or decrease in some remuneration packages, which will be up to the employer (LA).

1.4.3 Location of Co-ordinators

All Co-ordinators were employed by the councils (with one exception who was employed by a social economy organisation responsible for delivering WFF in most of the area).

Most Co-ordinators were based centrally within council offices (or the social economy organisation head quarters).

1.5 Support Staff

1.5.1 Administration

Most areas employed at least one full-time-equivalent (FTE) person in a supporting role. This role was usually of an administrative or financial nature, although levels of responsibility appeared to vary.

Key Issues

One area that did not have a support staff member in the original proposal quickly discovered the need for this role.

Key Learning

Some level of Administrative Support is advised in terms of supporting the Co-ordinator and carrying out duties such as tracking invoices and collecting evaluation data.

1.5.2 Dedicated financial and performance monitoring

Three areas additionally employed part-time staff to carry out financial and performance monitoring duties.

Key Issues

It is unclear to what extent areas are tapping into existing council resources (uncosted) for financial/performance monitoring support.

Key Learning

It is not clear at this stage whether dedicated financial support is required, although arrangements for some sort of support would seem sensible. Information should be gathered on the real costs of providing financial support to WFF.

2 DEVELOPMENT OF WFF

In order to develop a range of projects that would complement existing services and respond to local need, extensive consultation and mapping exercises were carried out in each local authority. This process continued throughout Phase 1 as client requirements changed and the need for additional services was identified.

2.1 Putting Together Initial Proposals

2.1.1 Processes

Ten local authority areas were selected to receive WFF funding from the Scottish Executive. These areas were asked to develop proposals for how to spend the money in each area.

Two of these areas (Glasgow and Dumfries and Galloway) had already taken part in a pilot stage for WFF. Other areas were able to learn from their experiences and were offered support and advise through seminars and by communication with SE staff.

Key Issues

Many areas felt that the time given to develop the proposals was very tight.

While the experiences of the pilot areas were useful, some of these had not made sufficient progress to provide fully comprehensive lessons. A one-day 'Exchange of Good Practice' and information sheets/profiles of all projects were delivered in late 2005.

Key Learning

New authorities involved in WFF would benefit from being given longer time for consultation and development of WFF proposals. This should involve discussions with existing WFF councils. To make this more efficient a 'one day' event might be useful to provide an overview of existing LA experience and to identify contacts.

2.1.2 Partnership Working

Services in each local authority area were developed in partnership with a range of existing service providers. Effective partnerships with other services were vital in order to:
- develop projects and services efficiently and effectively and avoid duplication;
- provide appropriate services for clients with multiple, specialised support needs (e.g. for whom support for skill development, substance abuse and childcare issues could each best be provided by a different agency);
- attract the referral of clients from other agencies to WFF.

Many areas carried out extensive mapping exercises of existing services at the beginning of the development period in order to determine availability of existing childcare provision and employability related support, and to identify any gaps that could potentially be filled by WFF. These areas were able to strategically determine what projects needed to be developed from an early stage. This generally avoided establishing projects that had to be later abandoned due to lack of demand, problems with delivery organisations etc. Other areas that did not carry out such a thorough exercise at the beginning, often found that such a review of services became necessary and carried out the mapping at a later stage.

Key Issues

Partnerships were easier to develop with agencies where departments already had existing relationships.

Key Learning

Effective and efficient partnership working is key to the success of WFF.
Early consultation with a range of organisations is encouraged in order to share expertise; identify gaps in existing service provision; and develop ideas for WFF services.

Throughout the operation of WFF it is essential that close strategic and operational partnerships are developed and maintained between the LA WFF teams, employability agencies operating locally, childcare partnerships and relevant agencies (including those within a LA) and other childcare services.

2.2 Developing WFF

2.2.1 Recruiting delivery organisations

In many cases, social economy organisations were recruited to deliver WFF projects.

Key Issues

Sometimes, finding an appropriate delivery organisation took longer than expected (see 'Delivery Organisations' below).

2.2.2 Additional funding opportunities

In some cases, WFF funding was used to lever in additional EU Funding.

Key Issues

Additional training projects were funded through EU matched funding in one area, giving additional resources to WFF and clients. Future decreases in the availability of some EU funding sources may limit this option.

2.2.3 Time scales for development

Local authorities also used lessons from the WFF pilot in order to develop their approach. Good practice was shared between authorities throughout, largely through the use of regular meetings of the Coordinators and also through a 'Sharing Good Practice' conference.

There was a long lead-in time and delays in the development and implementation of projects, with many not fully operational until 2005/06. This was due to a range of factors including lengthy recruitment times for key personnel, the time taken for lead departments to establish functional relationships with childcare partnerships and delays in establishing contracts and Service Level Agreements with external providers. In particular, childcare infrastructure projects could be expensive, have a long development time and be subject to considerable paper-work and delays were also experienced where approval was required for childcare projects from the Care Commission.

Key Learning

Greater recognition should be given to the long lead-in and start-up times required for programmes such as WFF, and individual projects, with account taken of the impacts upon budgets, timing of the programme and expected outcomes.

Authorities being asked to implement approaches such as WFF should ensure that this long lead-in time is allowed for setting up (including core staff recruitment), consultation and the development of specific projects. It is essential to learn lessons from the implementation of similar previous initiatives in order to help develop a successful approach. Programmes should be flexible enough to accommodate changes throughout in order to be responsive to client needs and changing circumstances.

2.2.4 Identifying gaps in existing service provision

Some areas identified gaps in existing services provision early on, either through consultation or research.

Key Issues
Other council departments may have already gathered information on gaps in existing services, but this could not always be accessed by WFF teams because partners were still in the developmental stages.

Some areas had not carried out a review of existing services early on, but later realised this was necessary for developing WFF strategically.

Key Learning
Key Learning
Areas are advised to carry out a review of existing services in their area early in the development of WFF, and use the knowledge gained to plan the strategic development of WFF.

3 IMPLEMENTATION AND OPERATION

3.1 Delivery organisations

3.1.1 Types of Organisations

Individual WFF projects were largely delivered by social economy organisations outwith the councils, except in two areas. This reflects the existing expertise and capacity of external providers in some areas to deliver on behalf of WFF. Some external providers were national agencies operating locally, while others were local bodies. Setting up a service from scratch, as opposed to buying into an existing similar service from within or out with the local area, could also be more costly and time-consuming.

Key Issues

Different ways of approaching the delivery of services are possible, such as: adding childcare to existing employability projects (operated by LAs or other bodies); adding employability projects to existing childcare based projects; creating new projects with childcare incorporated. The balance between these varied by LA, and particular circumstances.

Some areas had a deliberate policy of seeking delivery organisations within the social economy sector in order to develop local capacity and in the hope of making the services more sustainable in the longer term. Other reasons included tapping into existing expertise in working with the broad client group and their employability issues, with the potential to have projects up-and-running quickly. For the Co-ordinators, managing staff based in different organisations could be a challenge. There could also be variations in terms and conditions between equivalent staff employed by different bodies but working together. Delivery through external social economy organisations can be useful, although the costs and effectiveness of such delivery are, of course, required as there may be two management structures if the service is not entirely, or substantially, outsourced to them. The contractual process could take some time and slow the start of projects.

In addition, for some delivery organisations WFF funding only represented one among a number of funding strands. This could sometimes lead to conflict in priorities within the project, with Co-ordinators perhaps feeling that they were not delivering value for money

for WFF. However, in many instances, this was not the case and was reported to deliver well for WFF.

Reasons for keeping the delivery of WFF largely within the council (particularly the key worker projects) included: lack of social economy or private organisations in the area with the capacity or expertise to deliver projects; greater control over the projects; consistency of terms and conditions and greater job security for staff; ease of communication with projects and potential for improved integration between them; and easier management of projects. However, council procedures, such as staff recruitment and finding accommodation, could be slow and the scope for capacity building and longer term sustainability was more limited.

It is important to distinguish the 'outsourcing' of the operation of the WFF initiative in a LA area, from the 'outsourcing' of individual projects in the area (see 3.1.2 for the latter).

Key Learning

Consideration of long-term sustainability and capacity building issues is advisable.

Greater consideration could sometimes be made of adding better (tapping into existing or new) childcare support to existing employability projects and seeking to make projects more suitable for those with children, rather than creating new projects.

In each area, guidelines on the requirements of delivery organisations are important (Service Level Agreements).

Also the implications of placing equivalent staff in different organisations should be considered.

3.1.2 Recruiting Delivery Organisations

Processes of recruiting delivery organisations differed between areas. Some areas put out to public tender, while others selected potential delivery organisations and then carried out negotiations directly.

Key Issues

Some areas had had difficulty finding suitable social economy organisations to deliver some projects. In part, areas that delivered largely through the council had adopted this strategy because they anticipated a lack of capacity in the social economy sector.

Other councils had undertaken negotiations with delivery organisations only to find these had to be abandoned. They then had to re-negotiate with other potential providers, ultimately delaying the start of some projects.

Some councils that tendered openly also experienced low numbers of applications from suitable provider organisations, and in some instances problems arose with organisations recruited in this way since they were more disparate from the WFF agenda and had their own priorities which may have altered WFF ones in that service.

Key Learning

Areas are advised to carry out a survey of existing service providers and establish what delivery capacity already exists within their area.

In order to be able to operationalise WFF projects quickly, potential WFF delivery organisations should, at least:

- Be an established provider
- Have a background and offer expertise in the service
- Have the capacity to deliver at the level required
- Have a suitable management infrastructure

Early negotiations with potential delivery organisations are advised.

It may be appropriate to use a 'national' operator (or one that covers more than the LA area) in some cases in order to achieve economies of scale and in-depth expertise, although it is usually important for the provider to have an understanding of local issues.

3.2 Referral Organisations

3.2.1 Key referral agencies (agencies referring clients to WFF)

Partnership working was crucial to the WFF approach, with client recruitment based largely on receiving referrals from a range of partner organisations. WFF teams established strong links on both strategic and operational levels with potential referrals agencies in order to broaden knowledge about WFF and the services on offer. Two-way referrals also took place, with WFF linking clients in with appropriate service provision as required.

There were significant variations in key referral agencies (i.e. agencies that refer clients to a WFF project) between areas (see analysis of client data).

Overall, only small proportions of clients came from agencies other than Jobcentre Plus (JCP), childcare providers and other parts of the same local WFF organisation, although this varied between areas.

Self-referrals (i.e. by the client themselves) were a key source for a number of areas as were 'other' sources.

Key Issues

JCP and childcare providers were significant sources of referrals for many areas, although there was considerable variation between areas.

Where projects were placed in established social economy organisations, they tended to get higher referrals from within the same organisation.

There were few referrals from Addition/Drug Services, Careers Service, Health Services, Hostel/Accommodation Services, Social Work or Voluntary Sector projects.

The proportion of self-referrals tended to increase during the course of projects due to the increasing spread of 'word-of-mouth' recommendations.

Key Learning

In order to maximise the number of agencies that will refer clients to WFF, national level consultation, events and promotion of WFF to key agencies may be useful.

Area Co-ordinators and Area Key Workers have an important role in developing and sustaining contacts with agencies at the local level.

Having representation from key referral agencies on area steering groups and developing good relations with these members, may also be of benefit (see 'Steering Groups').

Organisations should also consider where other WFF areas are gaining their clients from (e.g. do their have relatively more referred to them from Job Centre Plus), perhaps using the on-going national evaluation data, and learn from this experience elsewhere

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Also See 'Marketing and Publicity'.

3.2.2 Recruiting referral agencies

Many areas had visited/ given presentations/ talks/ established contacts with potential referral organisations.

Key Issues

Some areas highlighted the difficulties in getting agencies to understand the concept of WFF, although most had succeeded eventually. However, this had taken time.

There is potential variation between areas in either (a) targeting of different potential referral organisations, (b) the effectiveness of the methods of contact used (c) responsiveness of different organisations. At this stage, it is not clear if there are also

limited numbers of the potential WFF clients accessing these low referring organisations, which may contribute to the low referral rates.

3.3 Marketing and Publicity

3.3.1 Marketing and publicity

This was carried out to (a) potential referral agencies, and (b) potential client groups. This was often carried out at a LA level or local sub-area by the WFF Co-ordinators and at the sub-area level by Key Workers and/or Project Workers. A range of marketing methods were employed, supported by the use of materials such as leaflets.

A number of LA areas had developed a marketing strategy, and often the council marketing departments (or equivalent) were involved.

Key Issues

Effective marketing of services using a range of methods has proved important to WFF, however this alone is unlikely to result in significant success. Materials such as leaflets need to be backed up active promotion of services by projects themselves, for example Key Workers attending open days and giving talks to partner providers.

A combination of marketing/ publicity carried out at the LA or regional level and on-the-ground development of relationship with referral agencies and communities by Key Workers/ project workers would seem to be most effective. For instance, it was noted that 'local knowledge is the key to publicity'. In particular, where Key Workers were in post early, and had the opportunity to spend several weeks or months developing relationships at the beginning, seems to have been particularly effective in terms of numbers of clients coming through the service.

The timing of marketing/ publicity activities was important to coincide with the developing capacity of the service.

Key Learning

Having time at the beginning of projects to carry out development and marketing work in local communities can be valuable in building the reputation of a programme. It is important that this is built on consistently through the implementation period. It is therefore advisable to develop a marketing and publicity strategy early, and council marketing departments may be helpful here.

Issues to consider include:
- Timing
- Target Groups
- Who should carry out the activities
- Types of activities, materials

In addition, a two-pronged strategy of (a) LA area/sub-area promotion by coordinators to promote the overall programme, and (b) targeted local sub-area promotion by Key Workers/Project Workers to promote specific WFF activities.

High expenditure on 'glossy' material and logos needs to be monitored properly to ensure they are effective and represent good value for money.   Distinct branding of WFF can be useful in establishing an effective presence within a community, although it is likely that clients will identify with the actual service provider more closely.

3.3.2 Marketing and publicity mechanisms

A wide range of marketing and publicity mechanisms were employed, including:
- Official launches
- Presentations to groups and organisations
- Open/ Fun Days/ Roadshows
- Attending a variety of forums
- Develop of WFF area logos, posters, flyers and other promotional materials
- Advertising in the local press, on radio and on buses
- Development of websites.

Key Issues

It is not possible to ascertain the effectiveness of any one method of marketing/ publicity, although anecdotally, for instance, leaflet drops in themselves were not found to be very effective in one area, unless backed up by face-to-face contact.

In some areas, 'word-of-mouth' seems to be the key to gaining clients, but it could take a number of months before this method became effective.

Key Learning

Having time at the beginning of projects for Key Workers to carry out development and marketing work in local communities can be valuable. High expenditure on relatively 'glossy' material/ logos need to be monitored properly to ensure they are effective and represent good value.

3.4 Issues in Implementation

3.4.1 Childcare Tax Credit (CTC)

Inland Revenue regulations for the payments of the CTC meant that only 70% of childcare costs were covered. Even if WFF subsidised costs, clients were still liable for 30% of costs.

Many areas had worked around this issue for clients unable to pay 30% costs by post-dating CTC claims and paying part or all of the childcare costs until the CTC childcare element kicked in.

Key Issues

A number of areas would have liked more clarity on dealing with this issue from the Scottish Executive.

Key Learning

In future, guidelines and advice need to be provided by the Scottish Executive as soon as possible. Also, negotiations should continue with the Inland Revenue.

3.4.2 Care Commission

Projects providing childcare were required to have premises approved by the Care Commission before they could legally operate.

This affected all new childcare services, but particularly Sitter Services, where Sitters' and Parents' own homes needed to be approved and mobile crèches using locations in different areas (all premises had to be Care Commission approved).

Key Issues

There appeared to be a wide degree of variation between areas in the timescales required for registration to be approved. Some were taking over a year.

Sitter Service projects had to carry out large amounts of paperwork and inspections themselves to register Sitters, taking additional time and resources.

Where a number of locations had to be approved (for instance, for mobile crèches), this could take longer than approving one location.

Sometimes venues required expensive alterations to become Care Commission approved and it was not always felt to be financially viable.

Key Learning

Consultation and negotiation with the Care Commission by the Scottish Executive at the national (Scottish) level may be advisable.

Each LA needs to be clear about the timescales likely for necessary approvals during their strategy development.

3.4.3 Disclosure Scotland

Any workers working closely with children are required to be vetted via Disclosure Scotland.

Key Issues

On the whole, Disclosure Scotland was perceived as processing applications within an acceptable time frame.

However, there may be delays at periodic times of the year due to increases in applications. A large number of WFF applications submitted at the same time could possibly also slow down the process.

> *Key Learning*
>
> Areas may be advised to warn Disclosure Scotland of a large number of impending applications in their area and they should consider submitting applications on an on-going basis rather than waiting for a large number to be gathered before submission.

4. FLEXIBILITY

The WFF programme was implemented by the Scottish Executive in a flexible way, allowing local authorities to adapt their proposals in the light of experience. This was particularly important as WFF was a new programme where there had been little experience of linking childcare and employability on this scale. This flexibility sometimes led to requests as to whether or not certain activities were acceptable, and occasionally there were limited delays in agreeing this, but this became less of an issue over time as experience grew.

5. LEARNING AND COMMUNICATION

An important feature of the implementation of WFF was the continuous learning and sharing of information, experience and ideas. The Scottish Executive facilitated quarterly meetings of the ten local authorities to discuss common issues. A 'Sharing of Good Practice' conference was held part-way through Phase 1. Statistics on client numbers, characteristics, sources of referrals etc. were regularly shared, usually on a quarterly basis based upon the Quarterly reports, so local authorities and projects could identify trends and patterns across the whole of WFF, compare their own figures and take any action they considered relevant.

The data for each project, and each local authority area, were gathered using widely available, standard database software so areas could easily analyse their own data in ways that suited them and their decision making processes. Quarterly summary reports of

monitoring data were also produced and put onto the Scottish Executive and Employment Research Institute websites for ease of access. Should WFF be continued, or local authorities wish to continue using the database in the future then consideration should be given to developing it in a web-based format.

6. CLIENTS' VIEW ON THE WORKING FOR FAMILIES SUPPORT RECEIVED

Clients experiencing a Key Transition or a Six-Month Review were asked to rate how useful they found WFF and the support provided by the Key Worker (if applicable) in terms of a series of benefits gained.

Figures 7.5.1 and 7.5.2 (below) show the results. Some caution needs to be exercised in interpreting these figures because: there was a sizable minority who did not respond to each of the questions (these have been excluded from the figures for ease of analysis) and clients may not have realized they were participating in a WFF funded project, as the WFF name is not always used.

Figure 7.5.1: How Useful Clients, Registered to 31 March 2006, Found the Working for Families Programme in Terms of the Following Factors (at Key Transition)
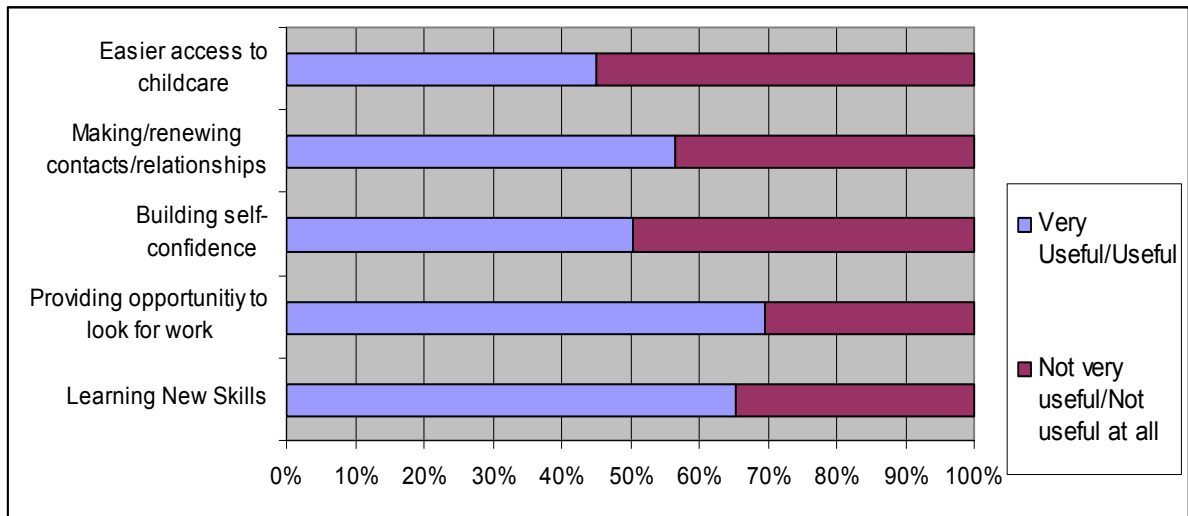
Notes to figure Excludes missing and not applicable responses

Figure 7.5.2: How Useful Clients Found the Working for Families Programme in Terms of the Following Factors (at Latest Six-Month Review)
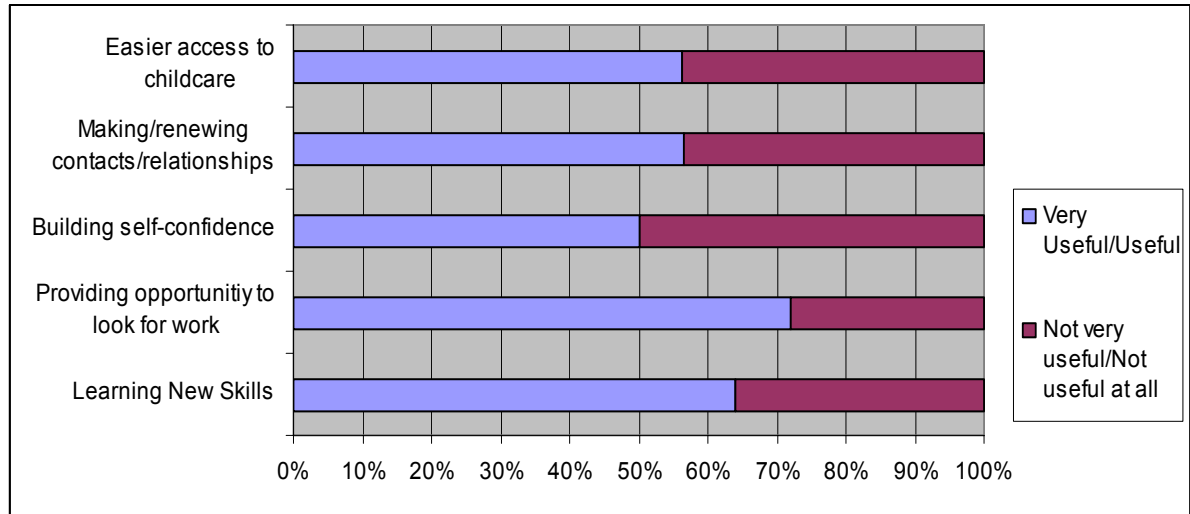
Notes to figure Excludes missing and not applicable responses

- The most helpful aspect of WFF was in terms of 'Providing an opportunity to look for work' with 70% at Key Transition and 72% at the Six-Month review stating WFF to have been Very Useful or Useful in this respect.

- Many clients also found WFF useful in terms of: learning new skills (65% at Key Transition and 64% at Six-Month); making or renewing contacts and relationships (57% of clients at both points); for building self-confidence (50% at both points).

- Somewhat surprisingly, only 45% of clients at Key Transition found WFF useful in terms of easier access to childcare, although this was 56% at the Six-Month review. It is likely that clients thought that the childcare support and funding came from the individual project they were supported by, rather than WFF.

WORKING FOR FAMILIES EVALUATION

TECHNICAL ANNEX T8A

KEY WORKER PROGRAMMES

TECHNICAL ANNEX T8A

KEY WORKER PROGRAMMES

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CONTENTS

INTRODUCTION

'Key Worker' programmes are those that are designed around dedicated link workers (offering 'outreach' or peripatetic service to clients within a community) who form the central and main point of contact for an individual client. The Key Worker will act as a support and give advice and guidance, and will link into other service providers on behalf of the client.

This provision was central to the WFF programme across all the local authority areas, except one (which was taking steps in 2006 to adopt a form of Key Worker model). However, even the area that did not start out with this model (Dumfries and Galloway) felt that a type of 'Key Worker' model had emerged, insofar as the structure of the service given to clients. The Key Worker programmes were the 'hub' of the delivery of WFF in local areas.

Key Workers took a 'holistic' perspective of the client and worked to build up a trust relationship, becoming familiar with their personal and employability issues. The Key Workers acted as a support, giving advice and guidance where they were competent to do so and linking the client into other specialist services where needed, while remaining in contact with the client throughout their time with WFF. In addition, in most local areas Key Workers also provided assistance to develop tailored packages of childcare to suit their clients' needs.

Key Workers supported clients who wished to move into work, education or training through:
- helping them to improve their employability; and
- addressing the childcare and other practical barriers that stand in their way.

Clients were helped to improve their employability by establishing goals and producing a personal action plan that links them to the various types of employability support available locally. These included: personal development courses to boost confidence and self-esteem; education and training to improve skills and qualifications; careers advice; money advice; and work experience – all helping the client to progress towards or into work. Key Workers helped co-ordinate these and 'join up' these services for individual clients.

A second key element of WFF support is helping clients to identify and access the childcare they need at each stage. Often this takes the form of information and advice, linking them to an existing childcare place, but it may also involve financial assistance (e.g. paying one-off, 'upfront' nursery registration fees, or paying for childcare while a parent attends education or training, or paying for childcare for a short time until tax credits come through). Further information is in Technical Annex 8.

The Key Worker approach would appear to be particularly effective since many of the positive client outcomes can be linked to Key Worker involvement (most clients with WFF have contact with a Key Worker) and specifically 46% of clients registered through a Key Worker programme achieved a 'hard' outcome compared to 30% on non-Key Worker projects (although these figures need to be taken with care as in many areas most or all of clients were registered through Key Worker projects but received assistance from others).

This section examines these programmes across the 10 local authority areas, with the aim of drawing out the key learning from existing experience.

Data for this section was gathered through a number of sources, including: examining documentary evidence (from project proposals, project descriptions and progress reports); fieldwork carried out during May to July 2005 and February to June 2006 (consisting of interviews with Co-ordinators and Project Workers); and follow-up telephone interviews with Co-ordinators when required.

This section covers:

- Types of key worker programmes within the local authorities

- Client Focus – the clients that key workers work with

- Geographical Coverage – how key workers work within particularly areas.

- Key Workers – Staff: the staff involved in delivering the programmes

- Case Studies – of Key worker programmes in four areas (Glasgow, Highlands, North Ayrshire and West Dunbartonshire) carried out during February and March 2006.

1 Type of Key Worker programme

The names of the Key Worker projects varied between areas, depending on preferences. 'Link Workers' was adopted in a number of areas, but some areas had developed their own unique titles for the Key Workers, e.g. Buddies for Childcare, Parent Champions.

1.1 Delivery organisations

Two of the 'Key Worker' models were delivered by the council economic/ regeneration departments, one via another council department and the remainder by social economy organisations. For the area with the 'emerging Key Worker' model, Key Workers were employed by different social economy organisations in different locations.

Key Issues

There was no evidence, to date, to suggest that placing the delivery of the Key Worker programmes in social economy organisations was better than delivery directly via the local authority. Choice of delivery organisation depended largely on local circumstances, e.g. availability of potential delivery organisations. Placing the programmes within an external organisation could be of benefit in tapping into existing expertise and resources, but management of workers based in social economy organisations could potentially be more difficult than those based in the council (although this was only the case for a few areas) due to communication with management in the host organisations. Terms and conditions of equivalent workers could also vary.

See 'Delivery Organisations'

1.2 Where Key Workers based

In the majority of areas, Key Workers were based together in a central location, occupying offices of their employing organisation.

In four areas, Key Workers were based in separate local communities (this includes Glasgow which is has a much larger and denser population).

Key Issues

The key advantage of having Key Workers operating from separate bases in different communities is that they can form a closer relationship with that particular community and be more accessible to clients. However, finding suitable accommodation was more of a problem and there were also potential issues of isolation from the wider WFF team and extra management and organisation to overcome this. Workers based together in central locations generally also worked closely with local communities even though they were not based in them.

Key Learning

It may be preferable to place Key Workers within specific local communities where local populations are dispersed over a large area, where particular unique local population profiles have been identified, or where this fits in with existing service structures (e.g. Glasgow). However, where these are not requirements, centrally based staff carrying out extensive 'outreach' work in the community should seem more appropriate.

The most appropriate organisational 'home' or location of Key Workers appeared to depend on local circumstances

Where Key Workers are based might be considered in the light of issues such as:
- Availability of accommodation
- Potential for isolation of workers
- Management and communication with workers
- Nature of the different communities within an area
- The advantages of community-based and centrally-based workers.

1.3 Outreach

All Key Workers offered 'outreach' or peripatetic services to clients in the community.

There were a variety of locations where clients would be seen, for instance, within JCP, Community Centres, Childcare Providers, Training Providers and in the clients' own homes. Usually, clients would be seen 'wherever best suits the client'

Key Issues

The variety of locations where clients were seen offered flexibility to meet client needs. However, some locations were less favoured by some Key Workers. For some clients, JCP had a negative association and some were uncomfortable meeting in public places, e.g. cafes, because of privacy issues.

Areas differed in the policies towards carrying out home visits. Some did not do this at all because it would be against council guidelines. Some Key Workers also preferred not to go into people's homes. For those who did carry out home visits, first visits would generally be carried out with another Key Worker or support worker present, for security and legal reasons. In addition, there were systems in places where the whereabouts of Key Workers were logged if any issues arose. Male Key Workers had to be more cautious about carrying out home visits alone (at least initially) due to perceived safety concerns.

In many cases, clients would bring their children along to sessions with Key Workers. Generally, if there were no childcare facilities on site, then colouring pens etc. could be provided. Key Workers did not perceive this to be a particular problem.

Key Learning

It is suggested that, where possible, outreach services are offered to clients and that suitable venues are established. However, flexibility in where clients can be seen offered flexibility to meet individual client needs.

Home visits do have the advantage of being convenient and comfortable for the client who can more easily look after their children. However, home visits need to be considered in the light of existing council policy, worker preferences and the additional resources required.

Consideration needs to be given to the locations where clients are seen in terms of resources for occupying accompanying children.

1.4 Partnership Working

Key Worker programmes have established partnerships with a wide range of organisations including: referral organisations, voluntary sector providers; other council services and childcare providers (also see Appendix 7.3). As Key Workers often act as the central point of contact for a client who can bring in or refer them onto other specialist services if required, having good partnerships with a wide range of organisations is essential.

Key Issues

The existing state of partnership working in an area will form part of the context within which Key Worker programmes develop WFF partnerships, i.e. some areas with established partnership working will probably find these quicker and easier to establish than in areas with limited partnerships.

2 Client Focus

2.1 Client contact

The majority of clients overall were Sustained Contact (72%) (i.e. there was an on-going relationship with the client, rather than a 'one-off' or a few meetings around a specific issue), although in one area the majority of clients were Limited Contact (although this was set to change when staff were in post). In some areas, clients were almost exclusively Sustained Contact.

Key Issues

Some areas were particularly focused on Sustained Contact clients, while others also helped Limited Contact Clients. Sustained Contact Clients are probably more resource intensive then LCC, meaning fewer clients can be helped.

2.2 Key client groups

The majority of clients were female, and single parents, although there were variations between areas. Some areas had, or were developing, Key Workers to specialise in different client groups/themes. The client groups chosen would generally depend on community characteristics and needs and/or Key Worker interests and expertise, or other organisational priorities.

Key Issues

The skills needs and expertise for LAs working with different client groups.

2.3 Minority client groups

There were a small number of unexpected clients, such as grandparents, and some groups were harder to reach that others, for instance, single fathers etc. More research is required on these groups.

Key Issues

Some clients groups were more difficult to recruit to WFF than others.

3 Geographical Coverage

3.1 Geographical areas covered

Most areas focused on clients in deprived areas which had been identified in the original proposals. However, in many cases if a client lived outwith the identified areas, but met other WFF client criteria (e.g. lone parent, low incomes, multiple stresses), then they could still access services. In some areas, more rigid geographical boundaries were laid down restricting access.

Key Issues

Restricting access based on specific boundaries within areas could mean access was restricted for clients living in pockets of deprivation outwith the identified areas or meeting the other WFF criteria. There where also some inconsistencies in access were the boundaries were drawn too tightly.

3.2 Rurality

Some areas faced additional issues of both rurality and covering a wide geographic area. (See case study below and see also the Transport case studies above)

In rural areas, access to transport can present particular restrictions for clients seeking to move into employment, education and training and access childcare. Lack of transport can compound other rural problems such as lack of employment opportunities, apprenticeships, limited supply of childcare (particularly out of hours), employability support services and shortage of affordable housing.

Highlands and Dumfries and Galloway were selected to take part in WFF particularly because of their levels of accessibility deprivation and these issues are felt most accurately in these areas. However, some other regions (East Ayrshire, North Ayrshire, North Lanarkshire, West Dunbartonshire*)* have areas within their boundaries that are largely rural and also suffer from these problems to some extent.

Rural areas present special challenges for WFF, particularly in terms of cost-effectiveness and sustainability. The distances between services, employment, training and education, childcare requires additional resources in terms of time and costs required for transport. Lack of public transport or disconnected services, can mean access to a car and possession of a driving licence are essential. There may also be limited numbers of clients due to the population dispersion, making is difficult for such a service to be sustainable without heavy subsidy.

Rural communities differ from each other in characteristics and needs (depending on geography and the structure of the local economy etc.). Individuals, particularly lone parents, can be at greater risk of social isolation. The physical isolation of rural communities can compound these issues. Being on a low income in rural areas can have a greater impact because costs of living tend to be higher than in urban ones, where money stretches further (WD)

In addition, some areas have also reported problems in recruiting staff to operate WFF services, one of the reasons being because the pool of suitably qualified staff is particularly small.

Areas have taken different approaches to dealing with issues of rurality and transport problems. For instance, Key Workers in East Ayrshire and Highlands are physically located within specific communities (with offices in a central point) in order that they acquire knowledge of specific areas and are present and accessible within the community. Many other key workers have designated geographical areas were they carry out outreach visits with clients in the community.

Key Issues

In these cases, project workers were often required to travel long distances, incurring additional costs in terms of time and resources.

3.3 Area Differences

There could be significant differences between local sub-areas within the same LA in terms of infrastructure, labour market and client characteristics.

Key Issues

Some sub-areas were found to be easier to recruit clients from that others. Additional time and resources were required to recruit clients from some sub-areas.

4 Key Workers - Staff

4.1 Team Leader/Key Worker Co-ordinators
Three areas each had one full-time Key Worker Team Leader/Co-ordinator. Responsibilities varied and included, for instance, project management, partnership and referral development, liaison with other WFF projects in the same area, recruiting client group, and management of Key Workers.

In some cases, the role performed by these workers was carried out by a member of the WFF Core Team (e.g. WFF Co-ordinator, Development Officer).   In other cases, there was no equivalent role within the WFF structure, and some of these tasks would be carried out by individual Key Workers.

Key Issues

Who carried out some of the general roles of a Team Leader/Key Work Co-ordinator varied depended on the set-up in each area. Areas where the Key Worker project was delivered by an external social economy organisation or where Key Workers were based in disparate locations within communities had greater needs for some form of management and liaison role.

4.2 Key Workers

Numbers and roles of 'Key Workers' varied between areas, with one area having as many of 8 (albeit 60% FTE time) Key Workers and another with only 2 (100%) Key Workers.

Generally, Key Workers provided a single point of contact and continuous support for individual clients. Key Workers generally took a 'holistic' perspective of the client and would be familiar with the range of personal and employability issues having built up a trust relationship. For some issues, Key Workers themselves would provide support to the client and for other issues, they would refer the client to specialist services but remain in contact with client throughout.

In the largest area, Glasgow, the roles of Key Workers where split into two distinct functions of 'Childcare Mentors' and 'Guidance Workers'. The former provided information and/or accessed childcare on behalf of clients and the later provided more intensive guidance and employability support. Initially, in most other local authority areas, these two broad functions were compounded into one role, although the actual balance between these roles varied. However, during the course of WFF, some areas have separated these roles to an extent. For instance, one area had developed a Childcare Mentoring Project separate from the Key Workers Project (but linking in). In some other areas, Support Workers and even the Core Administration Team were providing information and support with arranging childcare for clients. In yet other areas, the Key Workers concentrated more on the Childcare Mentoring role, referring clients onto other services or projects for more specialised guidance support.

Key Worker projects differed in their approach to the use of generic or specialised Key Workers. In a couple of areas, most or all of the Key Workers had a specialist area (e.g. working with clients: with drug and/or alcohol problems; single parents; mental health issues; disabilities; ethnic minorities), sometimes only seeing clients with these particular issues. In many areas, Key Workers were generic, i.e. working with a range of clients with different issues and needs.

Key Issues

The skills required of Key Workers performing a childcare mentoring role and a guidance worker role can be quite different from each other. However, it may not be feasible to separate out these two roles in every area due to size and resources.

Some form of childcare mentoring function was provided by the majority of areas, although in some cases, clients were referred out for provision of specialist guidance support.

While generic Key Workers may not be able to deal themselves with particular issues faced by client, Specialist Key Workers may not be able to work well with a broader range of clients. In addition, other external organisations may be better placed to deal with particular issues.

The areas that had Specialist Key Workers had made assessments of population needs within particular geographical areas in deciding what specialisms would be adopted, e.g. an area with a high level of mental health problems but with limited existing services. In this way, expertise can be targeted more effectively.

Key Learning

Key workers provide a key link between clients and services, providing various types of support for different types of client. Hence the skill sets of Key workers vary between areas.

4.3 Support Workers

Three areas also employed Support Workers. In two of these areas, Support Workers were also trainee Key Workers. Roles varied from providing information, childcare mentoring, administrative support and accompanying Key Workers on client visits, to providing intensive support for clients with complex issues.

Key Issues

Support Workers are carrying out a wide range of duties. In some cases, Administrative Workers are carrying out Childcare Mentoring roles. Clearer guidelines on the roles of Support Workers (and Administrative Workers) may be advisable to gain consistency between areas.

Support Workers were easier and cheaper to recruit than Key Workers and could be trained up to create a pool of potential Key Workers.

4.4 Recruiting Key & Support Workers

Only a couple of areas indicated that there had been any problems with recruiting Key Workers or Support Workers. In one case, this had been eventually been overcome, but in the other, an alternative delivery mechanism had had to be developed because workers could not be recruited.

Key Issues

In addition, there is the potential for more difficulty in recruiting suitably qualified staff in rural areas, because the skills base of the population will generally be more limited.

4.5 Capacity and Demand for the Service

A number of Key Worker Projects experienced an unanticipated level of demand for the service provided, leading to problems meeting capacity and high staff workloads. In most cases, these issues were resolved by recruiting additional Key Worker and Support staff in order to meet demand. Generally, after a period of two years from the start of the WFF programme, demand for the service had stabilised to a more predictable level, although there was still scope for expansion by offering the service more widely within existing local authorities (where this was not already the case) and by expansion to other local authorities (ten additional local authorities received funding from 2006).

5. Success of Key Workers Services

The Key Worker approach would appear to be effective since many of the positive client outcomes can be linked to Key Worker involvement (most clients with WFF have contact with a Key Worker) and specifically 46% of clients registered through a Key Worker programme achieved a 'hard' outcome compared to 30% on non-key Worker projects (although these figures need to be taken with care as in many areas most or all of clients were registered through key Worker projects but received assistance from others).

It is difficult to say if the Key Worker model has worked better in some areas than others because the different types of clients and local circumstances make comparison problematic, although as more experience and data are gathered under Phase 2 of WFF it should be easier to take these factors into account. Glasgow's Guidance and Mentoring model appears to have been particularly successful (with 58% of client achieving a 'hard' outcome) within the context of a large urban area. This is partly because of the strong existing service infrastructure in the area but also because of the development of appropriate services, e.g. Specialist Guidance workers alongside Mentoring workers working closely together within specific local communities. However, the Key Workers in North Ayrshire and Renfrewshire also achieved a high success rate in terms of clients achieving 'hard' outcomes with 57% and 55% respectively. All three areas differ from each other in a number of points including type of delivery organisation and, where Key Workers were based

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Summary of Key Learning

Key Workers are central to the WFF programme delivery, forming the key link between clients and services and providing various types of support for different types of client. The Key Worker approach would appear to be particularly effective since many of the positive client outcomes can be linked to Key Worker involvement).

The success factors of this approach would seem to be:
- *Offering one-to-one support that was 'holistic' and tailored to client needs, thereby able to meet the needs of a range of clients*
- *Linking with other services (WFF and non-WFF in order to meet client needs)*

In some cases offering outreach services to clients in local communities appeared to be very effective.

Glasgow's Guidance and Mentoring model appears to have been particularly successful within the context of a large urban area. This is partly because of the strong existing service infrastructure in the area but also because of the development of appropriate services, e.g. Specialist Guidance workers alongside Mentoring workers working closely together within specific local communities.

Case Studies

Guidance and Mentoring Workers (Glasgow South)

Background
As part of the Glasgow Working for Families Key Worker programme, there is one Guidance Worker based in each of nine different areas in Glasgow. Each area where Guidance staff are based has been identified as an area of particular deprivation within Glasgow.

Delivery and Management
The Guidance Worker and the Childcare Mentor in South area of Glasgow are employed by and based in their particular area Local Development Company (LDC). Both workers carry out outreach work meeting clients in community settings where required. The Workers report both to a line manager in their respective LDCs and to the WFF Development Worker within the WFF Core Team at DRS in Glasgow Council.

What the project offers
The Guidance Worker provides a holistic service to clients and their needs are assessed through a listening, non-directive approach in order to build trust and confidence in the service. The Worker provides advice and support in careers guidance, job search etc. and can signpost clients with particular requirements to a range of other agencies for specialist support.

The Childcare Mentor specifically helps clients with accessing appropriate childcare and can provide advice and financial support where appropriate.

The Guidance Worker and Childcare Mentor work closely together, often sharing the same clients in order to provide a comprehensive support package.

Clients/Achievements
Up to the 31 March 2006, 170 clients have registered directly with the project.
The number of clients referred to the guidance project cannot be ascertained as the figures refer to all Guidance and Mentoring projects in Glasgow.

43 clients were referred from the South Guidance and Mentoring project (15 to the Money Advice Project, 6 to the Sitter Service project, 5 to Pre-ILM project and 17 to possibly other Guidance and Mentoring projects in other areas)

Success Factors – Working with Clients
The project aims to provide time for the Guidance Workers to spend listening and getting to know clients as well as providing flexibility in the support offered (i.e. it can be tailored to meet individual requirements of the client). Clients are offered the opportunity to work at their own pace and are not pushed into employment before they are ready. In this way, although clients may be slower to make progressions into employment, it is anticipated that they are more likely to sustain these progressions longer term.

Success Factors – Management
The Guidance Workers feel that they are well supported by management both in the WFF Core Team and from their LDCs. While there are potential difficulties in working for two

separate organisations, in these cases, the ethos and understanding of Working for Families is shared due to good communication.

Success Factors – Putting Childcare in Place
The aim is to arrange childcare for clients in the early stages of their engagement with Working for Families, so that clients can get used to accessing childcare, the child is able to settle in, the client can focus on their own needs for a short time and therefore can more effectively engage with the guidance process. When clients are starting work, childcare is arranged to start at least a week or two beforehand in order to help the client make the transition to employment.

Success Factors – Funding and Relationships with Childcare Providers
Childcare providers are paid direct (rather than making the payment to the client) and funding for childcare is generally made available for limited periods (up to 6 weeks). Although this can be extended depending on requirements, it was felt that this encouraged continuation of contact with the client.

A good working relationship with agencies providing the childcare accessed by WFF clients meant that the Childcare Mentor was informed of any problems that the child or the client may be experiencing. This enabled possible problems to be sorted out early and therefore increasing the chances that the client will continue to engage with the WFF service.

Issue – Black and Ethnic Minorities

South Glasgow has a high proportion of black and ethnic minorities but this was not reflected in the clients recruited to the Working for Families Services. In order to engage with these groups, workers developed links with other agencies working with these groups and carried out more outreach in areas where these groups were concentrated. These efforts have started to pay off with the service recruiting more black and ethnic minorities.

Client Quotes
No Clients available

Parent Champions Easter Ross - Key Workers Project (Highlands)

Background
The Key Worker project has been in place since August 2004.

Delivery and Management
The project is operated by Highland Opportunity (HOL), a Council Enterprise Trust. Two full time staff members deliver the project. The project covers clients in the whole of Easter Ross and each Parent Champion has a specific area assigned. Due to Easter Ross geographical size, a new area—in the South—has been established and a full-time Parent Champion will be employed to cover it. Project staff report to the Working for Families (WFF) acting Co-ordinator. Every two months the Parent Champions report to the WFF Steering Group.

What the project offers
The project receives referrals from various agencies such as Home Start, the Jobcentre, Health Visitors, and others. Clients are provided with holistic support and guidance. The project has a parents' support package (personal development package) of up to a thousand pounds per client. Childcare costs are met by a different fund. The Parent Champions report that low confidence is the main issue clients need help with. All the costs that the project has are paid through HOL central office.

Achievements - Clients
Up to the 31 March 2006, 323 clients have registered directly with Parent Champions' projects throughout the Highlands region.

Success Factor
The Parent Champions mention the independence of the project as a factor in its success: clients see the project in a positive light because it is not linked to Social Services. The nature of the support was also mentioned as a factor to the project success: clients are not pushed into something they do not want to do. Clients are in charge of what happens, they are given choices

Issues - Rurality
The Parent Champions report that in some areas there is a lack of public transport. The affordability of transport is an issue for most clients. The project helps clients to learn how to drive and covers the cost of taxis and public transport when necessary.

Also, as a rural characteristic, the Parent Champions mention that clients, initially, are uncomfortable with formal childcare. Informal childcare is widely used in the area.

Issues - Communication
There are some organisations, according to Parent Champions, that do not work with WFF at all. Perhaps, as agencies see people going successfully through WFF, they will start to refer more.

Issues - Project Delivery
The Parent Champions state that home visits to clients who have self-referred to the project, are uncomfortable, as there is no background information about the person. Working in pairs in these cases is very valuable.

Issues - Project Outcomes
The Parent Champions note that they had a number of clients on Methadone program. The project has not successfully engaged those clients, due to their unreliability.

The Parent Champions report that low-wage jobs (e.g. call centres, fish processing plants) in the area do not offer incentives for people to come off benefits. In some cases due to travel and childcare cost clients are, financially, no better off when in work.

Client Quotes

"I wanted help in getting back to work. After having my children I was going through post natal depression, and she [the Parent Champion] helped me… it was her who helped me to get back into work. She is been a great encouragement. You know after being at home looking after your kids your confidence goes a bit… and she gave me the insight of going back in to work. I did a computing course first (IT), the childcare was provided, and that course helped me a lot with confidence building…It wouldn't have been possible for me to get back to work without help with childcare costs. Childcare probably has been the biggest help for me, and having the support to talk about things with [the Parent Champion]. [She] also helped me with looking for jobs…" (Margaret, 41, four children)

"I am stronger than I thought I was and my confidence has built up a bit as well. They just make you realize that, it may look that there is no future, that you cannot get to where you are going, but there is always a way to get there. And my mum has notice a difference in my confidence and speaking up for myself and stuff like that…I did it [the courses] and my Key Worker was there behind me all the way as well. When I had a test and stuff like that, I will see [the Parent Champion] and I will say: 'I have a test today' And she will say: 'you will be fine, you will be fine. The wee boost that you get [from them], they said: 'you will be fine, you are okay… They are just so positive, that you cannot think of: 'ah, but what about this…They will just tell you: 'no, no, no, come on. And my [Parent Champion] still there and always phoned to see if everything is okay if there is anything they can do." (Joanna, 32, lone parent, 2 children)

Transitional Support Project (North Ayrshire)

Delivery and Management

This project is delivered through North Ayrshire Council (Economic Development Services) and employs 4 Link Workers, 2 Support Workers, 1 Database Operator and 1 Administrator. At the time the case study was carried out, there had been recent additions to staff in order to deal with increasing numbers of clients. Staff report directly to the WFF North Ayrshire Co-ordinator and are based in North Ayrshire Council Pearceton House Offices. Each Link Worker has designated areas within North Ayrshire which they cover: Saltcoats, Stevenston and Ardrossen; Killingwinning; Garnock Valley, Largs, Skelmerly, West Kilbride, Fairley and Cumbrea; and, Irvine and Arran. Each Support Worker provides support to two Link Workers in the form of completing paperwork and carrying out monitoring. Support Workers are also in training to eventually become Link Workers themselves. Clients are seen in a variety of community locations.

What the project offers
Each Link Worker provides holistic support and an individual approach to clients. They also offer childcare support and information, signposting to other specialist services for additional support. The aim is to empower clients to become independent and progress into education, training, voluntary work and employment.

Success Factors - Management
Link workers felt that being managed by one manager and being based in a central office together contributed to improved communication with the Co-ordinator and within the team. They felt they had increased autonomy to make decisions quickly on behalf of clients.

Success Factors – Partnerships
It was felt that links with other agencies had on the whole been very positive, providing a network of referral agencies who refer clients to the project and provide referral links to refer clients on for specialist support.

Success Factors – Working in the Community
It was felt that working closely in the community (with Link Workers designated particular areas) improved individual support given to clients and helped with the success of the project. Link Workers also had a good knowledge of other local projects which clients could be signposted to. In particular, the Link Worker acted as an advocate for the client helping to allay any fears they may have about contacting other services.

Issues – Lack of Childcare Provision
Lack of certain kinds of childcare in the area has created difficulties sourcing childcare for clients. In particular, the area lacks childcare in the home, childminders and flexible childcare provision. Through other WFF projects, some of these issues are being addressed.

Issues – Transitions to Work
The first months or so when a client first moves into employment can be a difficult time financially due to the set up of the tax credits systems and other benefits.

Achievements - Clients

Up to the 31 March 2006, 452 clients have registered directly with the project. 46 clients were referred from this project to others (18 to Steps & Stages (Sitter Services), 10 to the Scottish Childminding Association (Childminder Co-ordinator), 7 to Job Rotation project, 4 to Dundee Barrier Free Fund, 2 to Jobs Access, 2 to Workplace Crèche project and 1 to Restbite project. 2 more were referred to an unidentified project)

Client Quotes

"I think just how they keep in touch with you, I think that's very good, you know you're not just kinda left, that's you set up and away you go now. The actually keep on top, they actually phone me, like [the Link Worker] phones me every 6 weeks or so just to see how things are, to see how things are going and again the help with the advertising costs away at the beginning and for stationary and you know to get printing and that done for my leaflets, that was a really good help, that really worked for me just to know there is a line there, the line of communication is always open I can always phone if I need to change [my daughter's] hours at the nursery I know he would be willing to do so." **(Gemma, 31, one child)**

"They came and did everything for me, it was a kinda a lazy way…it was really good, all you have to do was sign your name to say Aye it was fine you're happy with that. I had a problem they sorted it out. With my childcare, like my payments not being received and they sorted it within a couple of days and they kept me well informed as well. It's really hassle-free."
"I have actually used nurseries in the past that I havene been happy with the level of service and I've maybe gave up my job to give up my job because of the childcare…I'm a lot happier now that I ken she's happy. She's telling me she enjoys it, she likes the people, the staff are really good, and I can see that for myself and that makes me a lot happier to go to work…and I feel better that I know she's happy when I'm there."
(Heidi, 33, single parent, one child)

Access to Employment – Key Workers/Lone Parents (West Dunbartonshire)

Delivery and Management
The Access to Employment Project is delivered by the Lennox Partnership. The project was operated with two Key Workers until the end of 2005 when additional staff were recruited due to increasingly heavy client caseloads. A further two Key Workers were recruited, a part-time administrator, and a Project Manager. The Project Manager also oversees several other projects operated within the Lennox Partnership.   The Key Workers are based in the Lennox Partnership offices in Clydebank and carry out outreach work with clients in three key areas of West Dunbartonshire: Clydebank, Dumbarton and Alexandria.

What the project offers
The Access to Employment Key Workers assist and support parents to access training and employment. They will help clients with job search and with arranging childcare and access to other appropriate agencies in order to address particular client needs that cannot be met through the project.   All Working for Families clients are registered and monitored through the Access to Employment project. The Key Workers have also developed and continue referral links with a range of other agencies. The majority of clients at (date) where lone parents (figure).

Clients/Achievements
Up to the 31 March 2006, 52 clients have registered directly with the project.   In addition to this, up to the 31 March 2006, 296 clients were referred from other projects

157 clients were referred from this project to others .

Success Factors – Effective Follow up procedures
The Access to Work Key Workers had clear procedures for following up clients and reminding them about appointments (using mainly confirmation letters and phone calls). The Key workers felt this helped improve attendance of clients.

Success Factors – Encouraging Independence
All vulnerable clients were encouraged to do some things for themselves, rather than relying on the Key Worker to do everything for them. For instance, once the Key Worker had identified potential sources of childcare, the client would be requested to contact some possible providers. The Key Workers felt that this helped to encourage independence and confidence in clients.

Success Factor – Demand for the Service
The experience of Access to Work has demonstrated the clear demand for this type of service in the West Dunbartonshire area. The project can uniquely offer help and support with childcare and can give intensive practical and emotional support to clients seeking to move into education or employment.

Key Workers reported that lone parents felt they could be more open, honest and realistic about their progress into education or employment, than they could with, for instance, the Job Centre. This was facilitated by the fact that the Access to Work service was not related to

benefits the clients received.

Issues – The Needs of Lone Parents
Lone parents are a group of WFF clients that can have particular needs and circumstances. They tend not to have the same level of support networks as couple families, which can cause particular problems with childcare   They tend to be more isolated and perhaps more vulnerable because of the absence of a partner but may also be fiercely independent, not wanting to rely on support from others for fear that this will ultimately breakdown.   They sometimes have greater financial problems because there is not a partner to contribute.

Client Quotes
"[The Key Worker] and I'll meet up and see if there is anything else she can do for me and she will point me in the right direction. The advisers had been in contact with me more than I've been in contact with them. It is like out of the blue, you get a telephone call and it is very nice to actually believe that there is somebody there supporting you… seeing that you are doing alright. That kind of makes you feel 'Aye, that's ok'." **(Arthur, 40, single parent, four children)**

"I found that [the Key Worker] was very personal, you felt comfortable straight away and that, that more than anything else helps because then you are more likely, you know, to pick up the phone about something else.   [My Key Worker] does outreach as well. Any time I've seen her, she comes to me. If there are any forms to be filled or if she is doing just a wee update, she may be phoned to see how you are getting on, if you have any problems… but I don't have to make appointments and go to see her. She comes to me. It is good because she is removing barriers again. You do not have to make appointments and travel."
"When I finish my course and if I go into employment or voluntary work, if there is going to be any problems that I come across, then I'll speak to [my Key Worker] and she can pass me on to other people in the agency. Or even if I need more help with childcare then I know that it is available because I've used it and I've said it to other people that I've come up to. There is a guy I know, he has childcare issues, so I told him about this. So you are passing on to other people as well." **(Irene, 25, lone parent, one child)**

Childcare Mentor (North Lanarkshire)

Delivery and Management
This project is delivered by Childcare@Home (previously North Lanarkshire Sitter Service). Staff include one full-time Childcare Mentor (although numbers of Mentors are to be expanded in WFF Phase 2) who reports to Childcare@Home and WFF Co-ordinator. The Mentor will see clients both at the Childcare@Home offices and within community settings (e.g. One Stop Shops).

What the project offers
The Childcare Mentor supports clients by helping them access childcare to enable them to take up employment or training opportunities throughout the whole of North Lanarkshire. The Mentor also manages the childcare subsidy scheme.

Achievements
30 clients have registered directly with the Sitter Service project up to the 31 March 2006. In addition to this, up to the 31 March 2006, 41 clients were referred from other projects (36 from Routes to Work Employability Programme and 5 from Development of Childminding Sector Project).

Success Factor - Demand
There has proved to be a demand for a specialist project worker who can provide information and access childcare on behalf of clients.   Existing Key Workers (at Routes to Work) where unable to provide this service due to workload and lack of specialist knowledge.

Success Factor – Working Closely with Key Workers
The Childcare Mentor works very closely with the Key Workers at Routes to Work. Where clients are assessed by Key Workers to require support with childcare, they will be referred to the Childcare Mentor.

Issue – Wide Geographical Coverage
The Mentor covers the whole of North Lanarkshire and it is difficult to have an in-depth knowledge of provision over the whole of the area. It is also necessary to build up a rapport with childcare providers in order to effectively negotiate on behalf of clients, but again, this is difficult when there is only one Mentor covering the whole area.

Issue – Client Expectations
It was reported that clients sometimes have unrealistic expectations of the service, in that they expect childcare to be sorted out very quickly and do not take into account a period of transition for the child to settle into a new childcare arrangement. The Mentor is working to get this message across to clients, but this takes time.

Client Quotes

"[The Childcare Mentor] was always there, she phones you all the time, if you get [her] on the phone you cannot get [her] off the phone. She was really helpful, I was always on the phone to her, so she just never got away from me, so then she started phoning me, so then I wasn't phoning her so much. I had my little girl and two different after school care, different times and then I moved from the POP course [Positive Options for Parents] and then went on to the North Lanarkshire Council clerical course that ran and I needed full time care then because there were full time work placements within the Council, and then from there I needed it for my job. So they helped with all these aspects but it was more than just the finance… you need to find where you want your kids to go and then they can obviously work it from there but you need to do that work first. They've been great." (Denise, 34, lone parent with two children)

"I think it's a great asset for women, confidence building, and get them to know what they want, and the biggest problem women have is their children and they want their children to be safe, they can get along to a course, they can be train and they know their kids are safe." (Sheila, 43, lone parent with four children)

WORKING FOR FAMILIES EVALUATION

TECHNICAL ANNEX T8B

PROJECT
CASE STUDIES

TECHNICAL ANNEX T8B

PROJECT
CASE STUDIES

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CONTENTS

INTRODUCTION

This section reports the findings from the project case studies carried out between February and June 2006.

The case studies aimed to provide qualitative information on a selection of WFF projects in order to complement the statistical information on Client Data provided elsewhere in the report. The case studies also aimed to explain the range of WFF projects and to learn from the experiences of the selected projects in order to draw out more general lessons. The information was gathered in order to identify, although not to provide an in-depth evaluation of, different delivery mechanisms and to provide qualitative evidence on the experiences of clients. As many projects only started relatively late in Phase 1 of WFF, they have often been operating for an insufficient time to determine the success or otherwise of specific projects, particularly as many clients need considerable time to make significant progress.

Sixteen themes (including 'Key Workers' as discussed in Annex T8A) were selected as part of the case study phase (see below under 'Methodology'). Between one and four case studies with individual projects were carried out under each of the themes. In order to obtain a balance between local authority areas, at least two case studies were carried out in most areas, with up to four case studies in larger local authority (LA) areas (including the Key Worker programmes – see previous section).

We are grateful for the local authority WFF Co-ordinators and the Project Workers for their co-operation in the gathering of this information.

The structure of the report divides the themes into three general categories: Issues; Client Groups; and, Childcare.

In conjunction with the Scottish Executive and WFF Co-ordinators in the 10 local authority areas, a series of themes were selected for the case studies. These were as follows:

The Project Case Studies:

Key Worker programmes – see Annex 8A

Issues
1. Transport
2. Working with employers
3. Improving access to training
4. Volunteering
5. Health and disabilities
6. Money advice

Client Groups
    7. Supporting young parents
    8. Parents in education
    9. Lone parents
    10. Hard to reach

Childcare
    11. Subsidy Schemes
    12. Developing childcare workers
    13. Developing childminders
    14. Flexible childcare
    15. Crèches

This section illustrates the variety of projects dealing with specific issues faced by WFF clients. As many projects only started relatively late in Phase 1 of WFF, they have been operating for an insufficient time to determine the success or otherwise of specific projects, particularly as many clients need considerable time to make significant progress.

An overview of each theme is provided, followed by the report(s) on the appropriate case studies, including quotes from clients were available.[1]

Methodology

The project case studies were carried out between February and March 2006 (except for one project, in Dundee, being completed in June due to availability of project staff). The following activities were carried out as part of the Project Case Studies.

Collecting documentary evidence

In preparation for carrying out telephone interviews and case study visits, information on projects that deal with the chosen theme were collected, collated and examined from Project Proposals, Project Descriptions and Progress Reports and other relevant sources.

Preliminary Telephone Interviews

WFF Co-ordinators in each of the 10 local authority areas were contacted via telephone in order to:

- Confirm project worker contacts (for follow-up)
- Gain a brief up-date and overview of projects operating in relation to the particular theme.

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[1] Names of clients have been changed

Short (around 15-20 minute) telephone interviews were also carried out with a selection of projects that covered a particular theme. The principal project worker was contacted in each instance and a standard telephone interview schedule was used (See Appendix A)

Projects selected for telephone interview were selected based on a range of factors:
- Geographical location/site/urban/rural/local authority area
- To obtain a balance in the range of projects

A list of projects who took part in a telephone interview (in addition to the projects were case studies were carried out) is appended in Appendix B.

Case Study Visits

For each of the projects chosen for the case study, the ERI Evaluators generally (a) carried out a short (around 15 minute) telephone interview in the first instance, and (b) arranged a convenient date for the Evaluators to visit the project. Project workers were expected to set up appropriate interviews/focus groups as necessary.

During the visit the Evaluators:

- Interviewed the principal project worker
- Were necessary, interviewed other project workers on the project
- Interviewed the WFF LA Co-ordinator
- Carried out interviews or focus groups with a selection of clients were possible (Clients were selected by the project workers based on ability and willingness to take part).

Remainder of the Report

This remainder of this report is structured:

- Issues
- Client Groups
- Childcare

6

1. ISSUES

1.1 Transport

This theme examines projects whose aim is to increase the accessibility for WFF clients to employment, education/training and other activities and childcare by pursuing transport solutions.

Transport to employment, education/training and other activities and childcare has been identified as a major barrier to many WFF clients. In response to the demand for transport solutions around half of the LA areas have adopted specific transport projects, although these have taken different forms in response to different travel issues.

The cost and availability of public transport services in rural and semi-rural areas is a particular barrier to some WFF clients, limiting the options to employment etc. and childcare options available for them. In response to this rural transport options have been developed. For instance, in Dumfries and Galloway a series of Access to Work projects have been established, which offer driving lessons to WFF. These projects are based in different geographical locations (see the case study below for one of these areas) and aims to work with clients to obtaining a driving license through individually-tailored support. Dumfries and Galloway had also been involved with funding a rural bus, which was also part-funded by the Rural Transport Forum. However, there were difficulties with competing priorities and other sources of funding ran out. WFF Dumfries and Galloway did not wish to be the sole funder for this service because of concerns about sustainability for WFF and about whether it was helping parents sufficiently.

Highland Council piloted a demand-responsive transport model in Sutherland with European Social Fund money: a subsidised taxi service to take clients to work. This project followed the EU funded EMIRES project. The need for it arises from a seasonal tourist industry on the Highlands (e.g. Hotels) and the lack of transport to get to it. The model has been successful and therefore WFF is expected to contribute to its expansion to Easter Ross.

East Ayrshire started a new Transport Project in January 2006. Previously they had used taxis for covering transport problems with clients but this was unreliable (although the cost was a less significant issue) and some parents were not particularly happy with reports of children being left stranded outside schools etc. East Ayrshire want to develop their own transport (in the form of a People Carrier operated by North West Youth Centre).

North Lanarkshire operate the Job Shuttle (see case study) which provides information and assistance with travel planning for clients as well as providing transport were required (for instance, to training, education and childcare). This appears to work well in an area with large rural parts and no effective community transport schemes already in existence

Key Lessons

It appears to be important to ensure that appropriate staff have relevant transport experience, such as in community transport logistics.
The viability and sustainability of the projects need to be carefully appraised before the projects are started.

Access To Work – Rhins, Machars and Stewarty (Dumfries And Galloway)

Background
A number of areas within Dumfries and Galloway were identified as suffering sufficiently high levels of deprivation and poor public transport to warrant a specific transport project. The areas initially identified were Rhins, Machars and Stewarty. The Access to Work programme was later extended to other areas of high deprivation including North West Dumfriesshire and Upper Nithsdale in April 2005 and to Annandale and Eskdale in April 2006.

Delivery and Management
Access to Work – Rhins, Machars and Stewarty is operated by the voluntary organisation Access to Work, which already provided the same service but to a broader range of clients (broader than WFF clients). Starting in early 2005, the programme employed two project workers (one covering clients in the Rhins and Machars areas, the other covering Stewarty area). They were employed by ATW and report to both ATW and the WFF Co-ordinator. The project operated out of two sites, one in Whithorn (Rhins and Machars), the other in Dalbeattie (Stewarty).

What the project offers
These project workers offer a holistic service to clients by identifying mentors and supporting parents from the target WFF group to develop a personal development plan with a specific focus on the attainment of a driving license. Associated support costs are funded and the emphasis is not simply on a driving license but also includes signposting to training and educational opportunities as part of an ongoing process.

The programme offers a stepping stone for clients seeking to access employment through building up confidence and self-esteem, improving their social networks and accessibility to services and employment. In Dumfries and Galloway, employment opportunities are often limited outside the large towns and the distances and demands of non-standard employment patterns mean that a driving license if often a pre-requisite to gaining and maintaining employment.

Achievements - Clients
The number of clients directly registered with Access to Work (ATW) projects up to the 31 March 2006 is 80 (of those 30 are registered with ATW Stewartry, 28 with ATW Wigtownshire and 22 with ATW Nithsdale). In addition to this, up to the 31 March 2006, 11 clients were referred to ATW Nithsdale from other projects (2 from the Childcare ILM project, 3 from the North West Resource Centre and 6 from the Sitter Service project).
1 client was referred from ATW Nithsdale project to the Childcare ILM project.

Success Factors – Partnerships
ATW Rhins, Machars and Stewartry have built up a network of supportive partnerships with local organisations (including the Job Centre Plus (JCP), Building Healthy Communities, APEX Scotland, Citizen's Advice Bureau, Benefits Advice Projects, Community Learning Services, education and training organisations and driving instructors) in order to deliver the service. A

close relationship with JCP, for instance, ensures that clients are referred to ATW from this source as well as signposting other clients to JCP for particular services such as benefits advice.

Issue - Rurality
However, the programme has had a number of issues to resolve along the way. The start up of the project was delayed by several months for due to a number of reasons, key among them being that the rural nature of Rhins, Machars and Stewarty led to difficulties in finding suitable premises and recruiting project workers.

Issue – Meeting Diverse Client Needs
Client needs are diverse requiring differing levels of support, but often contact with the programme will be for at least a year. Many clients have been out of the labour market for long periods of time and they lack self-esteem, confidence, skills and routine structures. Project workers tailor support and work at a pace appropriate for each individual client.

Client Quotes
None available.

Job Shuttle (North Lanarkshire)

Delivery and Management
This project is delivered by CeiS which is hosted within Monklands Association of Voluntary Services (MAVS) (until 1 April 2006 when CeiS will be hosted by Lanarkshire Enterprise Services).   One full-time post is funded, a Development Worker who report to a line manager within Lanarkshire Enterprise Services. In addition a number three drivers are employed on a sessional basis. The service operates a fleet of 2 minibuses.

What the project offers
The Client Support Worker offers information and assistance in travel planning, in particular giving information on public transport services, timetables and accessing available transport subsidies (where eligible) to WFF clients throughout North Lanarkshire. In addition, the two minibuses can be deployed to assist clients to access work, childcare, education or training (where alternative transport is not feasible). Clients can be offered support for up to 4 weeks after moving into employment etc.

Achievements
4 clients have registered directly with the Job Shuttle up to the 31 March 2006. In addition to this, up to the 31 March 2006, 222 clients were referred from other projects (219 from Routes to Work Employability Programme and 3 from Development of Childminding Sector Project).

Success Factor - Expertise
Both the Development and Client Support Worker have considerable previous experience working in community transport logistics which was perceived to be of considerable benefit in the development and operation of the service.

Success Factor – Reference Group
The project has a Reference Group which operates as an advisory group. Members are drawn from a range of local groups, including transport specialists. This group was reported to have been useful in building up relationships with community providers and accessing existing expertise.

Success Factor – Working with WFF
The project reported a good working relationship with the LA WFF Core Team and the Key Workers enabling effective communication about client needs.

Issues – Lack of Community Transport
One issue has been the lack of an established community transport infrastructure in North Lanarkshire, through for instance, a Community Transport Group. The Job Shuttle Manager is keen to develop such a group in the future.

Issues – Delivery Organisation Host
MAVS, which previously hosted CeiS, had no experience of operating transport projects,

although because the Job Shuttle staff were experienced this was not perceived to have had a negative effect on the project.

Client Quotes

"The Job Shuttle was great because I would have to take the kids to school and then go and get a bus and find where the bus was going and the bus fares and things like that…[With the Job Shuttle] You don't need to worry about putting the kids into school because they arrange a time with you so that everybody's needs were met, and the same coming back… the Job Shuttle used to take me back and pick up [my son], he used to get the after care just after school because it was finishing at half past twelve, and I wasn't finishing until half two and whoever was driving the bus used to drive me up to get [my son] and bring him down in the bus as well. And that made us to be home in time to pick up my other wee girl from school."
"…when the route was organized it was there every day, and if you did not come out they will come up to your door. But other lassies had toddlers and kids, and they were really good with them and patient." **(Pam, 28, Female lone parent with two school aged children)**

1.2 Working with employers

This theme covers the WFF projects that specifically aim at engaging employers with the issues of concern to WFF. There are two key ways in which projects have engaged or attempted to engage with employers:

(1) Providing aftercare support to WFF clients who have moved into employment, for instance, negotiating with employers when clients have childcare problems or other issues that may compromise their ability to sustain their employment.

(2) Building up networks with employers in order to promote work-life balance issues within the workplace, e.g. advising and informing employers on best work-life balance practices that can be adopted to retain and attract employees.

In several cases, such as West Dunbartonshire's Post-Employment After Care and North Lanarkshire's Employment Links programme (see case study below), both these aspects have been brought together in the one project. The Post-Employment Aftercare project was developed later on in the WFF programme, since in the early stages there were few clients who had reached the stage of moving into employment and requiring aftercare support. Employment Links had initial success in engaging with employers, but less so in working with clients (see below). One issue that emerges from the experience of the Employment Links project is that the initial delivery organisation did not have experience of working with employers.

In Dundee, the APEX Employment Liaison Officer project promotes among employers the employability of specific client groups (offenders/ex-offenders/young people at risk, those with drug and alcohol problems).

Key Workers in many areas also provide after care to clients in employment. However, their capacity to provide this service is generally limited.

In North Ayrshire, one project aimed to set up a work-place crèche, however, a feasibility study showed that no employers in the area where interested in taking part and this project was put on hold. By April 2006, however, North Ayrshire WFF had identified a possible employer to run the work-place crèche and initial discussions were taking place.

Other areas reported a lack of interest in engaging with WFF by local employers (Inverclyde). In both North Ayrshire and Inverclyde, Co-ordinators reported that unemployment levels were relatively high and in conditions where the labour market is tighter, there may have been more incentive for employers to become involved. This problem could also be compounded by a lack of large employers in an area.

In addition, one LA area (North Ayrshire) has developed their employability programme within Economic Development to link with WFF and obtaining matched or joint funding. Strictly, these projects are outwith the remit of WFF, but in linking into the wider employability agenda they have been able to extend their capacity for working with employers and the range of options available to WFF clients.

For instance, the Wage Subsidy Scheme provides employers with financial assistance for hiring new employees, who may not have been hired due to their lack of work experience. In addition, it offers the new employee an opportunity to gain on-the-job experience.

The Job Rotation programme aims to increase the economic competitiveness of Small to Median Sized Enterprises (SMEs) whilst addressing barriers to economic inclusion by looking at the needs of companies (SMEs), unemployed individuals and low skilled and unskilled employees.

Some other areas have employability programmes already in place (e.g. East Ayrshire, Highlands) and have developed referral links with these projects in order to benefit WFF clients

Key Lessons

There is a potentially valuable function in the provision of aftercare to clients in employment, in order to help them sustain that employment. This role generally emerges after a programme has been in operation for a while, since the clients who are likely to need most support in sustaining employment will not have reached this outcome in the early stages. However, since these roles are relatively new there was not enough evidence to assess their success.

Potentially this role could be filled by Key Workers following up clients they have worked with, but there are issues around capacity and possible experience and skills in negotiating with employers. However, this would have the advantage of continuity of contact with the same person for the client, provided the Key Worker had access to relevant skilled advice or expertise.

On the other hand, a specialist role in providing aftercare in employment has the advantage of having the capacity, skills and experience of working with employers (if the appropriate appointment is made) and part of this role may encompass the broader agenda of promoting work-life balance to employers generally.

Promoting work-life balance among employers encompasses a broader agenda outwith WFF, for instance, the Government's Work-Life Balance Campaign. In the longer term, better work-life balance practices among employers should help all employees to deal with childcare and other issues and employees to sustain employment, and would clearly have particular advantages to the WFF client group. However, the capacity to engage with employers at a local level will vary between different areas due to the nature of local economies etc.

Linking in with local projects that already work with employers is a valuable strategy although, of course, the availability of these local projects will vary between areas. Maximising funding potential through matched funding would also seem sensible were the area has the expertise and capacity to do so.

Employment Links (North Lanarkshire)

Background
The Employment Links has been in place since November 2004.

Delivery and Management
This project has been operated by Kids Club Direct (KCD), a private organisation which delivers after school care and which, through software packages, helps to develop out of school care and nursery provision. One full time project co-ordinator and one part time administrator delivered the project. They reported to a line manager within KCD and also to a WFF Development Officer. The project was solely funded by Working for Families Fund (WFF).

From April 2006 the project will be operated by Routes to Work, a social economy organisation. Routes to Work has a track record as an employability provider and currently delivers a similar service, for non-WFF client target group, to that envisaged for Employment Links. Routes to Work also delivers WFF Routes to Work Employability Programme (see Key Workers project). Staff will be based at the new Service Centre along with the WFF core Team, Key Workers and the Childcare Mentor.

What the project offers
The project aims to link WFF clients to existing employment opportunities, by providing a comprehensive package of support which addresses a series of issues, including employability, transport, skills and childcare barriers. The project also creates links with employers who are experiencing recruitment difficulties in order to address those issues and to make employers aware of the issues faced WFF clients.

Achievements - Employers
59 employers are working with the project. The project has exceeded its targets and the level of interest is significant.

Achievements - Clients
Five clients have registered directly with the Employment Links project up to the 31 March 2006. In addition to this, up to the 31 March 2006, 5 clients were referred from the Routes to Work Employability Programme.

Success Factor
The WFF Co-ordinator reported that the fact that there are lots of jobs in North Lanarkshire and that a number of call centres face recruitment difficulties has contributed to the project's success with employers. In the next two years the project will be able to assess if those job opportunities are desired by clients.

Issue - Service Delivery
The WFF Co-ordinator said that the project was not delivering the way it was first envisaged. The project built connections with employers but the link to WFF clients was never done. Clients were not recruited to the project due to a shift in focus by the delivery organisation: KCD concentrated its work with employers as they considered that employers were far removed from childcare and work-life balance issues. Key Workers and Employment Links staff were based at different locations, making the link between employers and clients difficult. The relocation of Employment Links staff in the Service Centre attempts to address this issue.

Issue - Communication
Lack of communication could have been a reason for the shift in project focus according to the WFF Co-ordinator. The communication issues were being addressed through team building days, marketing days and community days.

Issue - Experience
The WFF Co-ordinator mentioned that perhaps the fact that KCD did not have experience in dealing with employers encouraged the change in focus that the project underwent. This change in focus (see '*Issues - Service Delivery' section above)* saw the project concentrating on employers and failing to make the link with WFF clients. By changing the delivery organisation, to one that is already running a similar project to Employment Links but for a different client group, it is expected that the initial project objectives will be redressed.

1.3 Improving access to training (Working with clients who are furthest from the Labour Market)

This theme examines projects (above and beyond the Key Worker programmes) whose aim is to progress clients who are furthest from the labour market. They encompass a number of different activities, but often include personal development courses (e.g. confidence building) and/or training in basic skills, such as IT.

Lack of basic and soft skills can often be a significant barrier to parents who are further from the labour market. Poor educational attainment and lack of confidence can reduce the likelihood of a parent entering employment and may result in a parents entering low paid, low skilled work that provides little opportunity for progression. From the early stages of delivery it became apparent that many parents engaged with WFF needed basic skills development before they could progress. A range of projects were developed across all LAs, aiming to supplement Key Worker programmes.

Often these projects represent the first step for clients towards employment, education or training by addressing such issues as low confidence and self-esteem and acquisition of basic skills.

Most areas have one or more projects that work with clients who are furthest from the labour market, although these projects usually began operation after the start of WFF. This was because many came into being in response to an increasing need identified by Co-ordinators and Key Workers as the WFF programme progressed.

Some projects operate in close conjunction with the local Key Worker programme. For instance, East Ayrshire's Clients into Work (see case study below) operate and design personal development courses around clients referred by the Key Workers. North Lanarkshire's Positive Options for Parents is a personal development course that takes clients mostly referred by the Key Worker programme, and if they are not registered with the Key Worker programme, they are required to do so. Clients in both cases received continuous support from their designated Key Worker.

Other projects work more independently of the Key Worker programmes, for instance, clients at Inverclyde's Family Learning Centres or Renfrewshire's Pre-Vocational Training (First Steps)

do not appear to have as much contact with the respective Key Worker programmes in these areas. Both these projects reported problems in recruiting and retaining clients (unlike the Clients into Work and Positive Options for Parents projects), and this might be partly because clients are not additionally supported by Key Workers or are not being identified and referred by them to the same extent. Since the fieldwork was carried out, the Family Learning Centres in Inverclyde ceased to deliver this project because they were not performing as required. The Centres have been replaced by Family Support Workers covering specific geographic areas and based within the same delivery organisation as the Key Workers. All clients are now required to register with the Key Worker project. Another advantage is that Family Support Workers are not linked to one place and operate a peripatetic service in each of their areas.

Rosemount Lifelong Learning Centre's Transitions Project in Glasgow (see case study) is in many respects unique in Scotland, and it operates slightly differently to many other projects. In effect, the project provides both Key Worker support and access to personal development and a range of other training courses for clients, as well as childcare. The Centre has been providing support to vulnerable clients for a number of years and has a reputation of good practice in this area. The Transitions Project is specifically designed for WFF client groups.

The Forward with Families project in Highlands is unique amongst WFF projects working with those furthest from the labour market. This project is an extension to an existing project that was funded from other sources prior to WFF. It offers home-based 'life skills' and befriending support mostly provided by the project co-ordinator and a team of trained volunteers and some facilitation group work. The only other project that offers a similar service is the Support Worker who works as part of the Key Worker scheme in Inverclyde. Here, the Support Worker works with those clients who are identified as having most need for additional support and are further from the labour market. The Worker acts as a befriender and provider of basic 'life skills'.

Key Lessons

The need for additional support for clients furthest from the labour market seems to be clear in many areas. Provision of personal development courses and basic skills training and confidence building can be essential for getting these clients on the route towards employment, education or training. It is necessary to offer this sort of support in areas that are dealing with a large number of clients who are not 'job-ready'.

However, strategies for recruiting and retaining clients on these projects need to be considered carefully in advance (including referral agencies, course content, delivery and support). There are possible indications that working closely with the Key Workers may be a more successful in this respect, although if adequate support can be provided in-house (e.g. Rosemount Transitions) then this may be sufficient.

The Learning Centre model provided by Rosemount Lifelong Learning Centre represents an interesting way of supporting and moving clients forward. However, not all areas have such

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resources and often establishing these from scratch will require substantial investments outwith the scope of WFF Fund.

Clients into Work (East Ayrshire)

Delivery and Management
This project is operated and managed by the Working for Families Co-ordinator in East Ayrshire Council. Effectively, this project operates as a pot of money that can be drawn down by Link Workers to assist clients to undertake basic client development. The project developed because there was a higher number of clients who were further from the labour market than initially anticipated. Before these clients could contemplate moving into education, training, voluntary work or employment, it was felt it was necessary for them to develop their confidence to a level where these might become realistic goals. Courses are run within community settings in different parts of East Ayrshire depending on demand and are delivered by a Consultant Trainer.

What the project offers
When a Link Worker identifies a number of clients who are in need of confidence building, before they can contemplate moving into employment, education or training, they arrange courses to be carried out. Throughout the process, Link Workers maintain close contact with clients and provide support with any other issues that arise. The training is run in small groups (up to 8 clients) and involves confidence building and assertiveness training and aims to make clients ready to consider their next steps towards employment etc.

Achievements - Clients
In East Ayrshire the Key Workers project (Community Links) has been the sole point of registration for clients. Up to the 31 March 2006, 31 clients were referred to Clients into Work project.

Success Factors – Community
Courses are run in individual communities depending on demand. This helps to reduce transport issues since parts of East Ayrshire are remote and poorly served by public transport. However, in the long term it is likely to be important that clients are helped to use 'mainstream' services (such as Colleges) and public transport so that they gain independence and do not have to continue to rely on locally delivered projects which may have a limited lifespan.

Success Factors – Individually Tailored
The design of courses can be tailored to the needs of the clients participating and clients are involved in the design of the course with the provider. For instance, one course running in Dallmellington operates specifically for women with mental health problems. This is expected to run on a longer-term basis because of the particular issues of this client group. There were also plans to run a group specifically tailored for male clients.

Success Factors – Quality of Provider
Mention was made of the quality of the consultant providers brought in. As private consultants (working as sole traders), they were based in the community and had excellent local knowledge of client groups and their needs. Also, it was felt that as consultants they could be brought in for individual training without the necessity of going through a time-consuming procurement

procedure.

Issue – Childcare
One difficulty has been identifying venues in the community, from which the training can be delivered, that also has suitable childcare. To date this problem has largely been solved in individual cases, but finding venues continues to cause difficulties.

Client Quotes

"I've done my first aid course through WFF, and the confidence building (Clients into Work), I've done that, that was the first course I've done. If I hadn't done that I don't think I would have been able to go to the Business Gateway and to do the first aid course, because I went myself. So the confidence building course is quite good, the women into work programme. It did help me a bit, I wouldn't be sitting here today."
"I think if I didn't have folk to come and talk to you, I think I would just give up. With people asking you all the time, and doing things and that, and then there are wee courses coming up now and again, it kind of does make you go and do it."
"It's made me feel that there is more to life than just being in the house and stuck on benefits, there is a lot more to life, and I just want to give the weans a better life. It's going to give me a lot of more independence. I am really looking forward to just working, working and making my own money, and not being on the benefits, that it's what I really like to come off, it's the benefits, I just really like to be independent and give something back in." **(Julie, 39, previously unemployment, lone parent with three children)**

"I started off with the confidence building course as well, I really enjoyed it. I was looking forward to coming to it every week. The first week I was a bag of nerves but after four weeks, after that, we were looking forward to it."
"She just made us relax. She (The Trainer) was really nice, she explained things easy, she said you need to get in there. Because I don't think actually I would have moved into another job, I've been here for nine years, and if it hadn't been for doing that I wouldn't have the confidence to say: right I do want to do something else. I would have been stuck here until sixty I think."
"It's made me decide that I want to do something else instead of just staying (in her actual job)." **(Irene, 39, married, two children previously in part-time employment)**

Rosemount Transitions Project

Background
Rosemount Transitions is delivered by Rosemount Lifelong Learning Centre (LLC), based in Royston in North Glasgow. Rosemount LLC was established in 1991 and is currently a community-managed charitable organisation providing childcare and education for women and men wishing to return to the labour market. Rosemount Transitions project is unusual among Working for Families project in that it is funded directly from the Scottish Executive.

Delivery and Management
The Transitions project employs a Careers Guidance Worker, a Volunteer Development Worker, a General Guidance Worker and an Administrative Assistant. These staff are based at Rosemount LLC and are managed by the Guidance Co-ordinator (part-funded by WFF) who is also based at the Centre.

What the project offers
The project offers a holistic support and mentoring service to clients in the North of Glasgow. Clients are provided with support from project workers in Careers Guidance, Guidance and support into volunteering. In addition, the project offers a wide range of in-house training courses (available at either Rosemount LLC or Rosemount Flexicentre) in various subjects such as IT, English and Maths, Counselling Skills and leisure pursuits. Clients also have access to literacy support, money advice (provided one day per week) and a legal service (particularly for asylum seekers). A recent addition for Working for Families clients is the provision of the Job Opportunities Base which enables clients to practice skills in job search, CV writing, interview techniques etc. On-site childcare is also provided, including out-of-school care up to 6 pm during weekday evenings.

Clients/Achievements
126 clients have registered directly with Rosemount Transitions up to the 31 March 2006. In addition to this, up to the 31 March 2006, 7 clients were referred from Rosemount HNC project. 9 clients were referred from this project to others (6 to Guidance and Mentoring, 2 to Money Advice project and 1 to Pre-ILM project).

Success Factor – Reputation
Rosemount Lifelong Learning has been operating for 15 years, and although some clients come to the Transitions project through other agencies, the majority are self-referrals coming via 'word-of-mouth' from previous or existing clients. The Transitions project benefits greatly from the Learning Centres established reputation in the community for providing help and support to a range of clients.

Success Factor – Partnerships for Provision
Rosemount has established partnerships with a wide range of other agencies, many of whom provide services both in-house and at their own bases which can be accessed by Transitions clients.

Success Factor – Working with Clients
The Transitions Project provides a holistic service to clients, getting to know clients circumstances and needs. Clients are encouraged to develop at their own pace and are not rushed into employment before they are ready. This relationship with clients means when issues do arise, they will generally contact Transitions Project Workers who will help find solutions and keep the client engaged. Clients often maintain contact with the project even after moving on, meaning any future issues are addressed and the clients are more than happy to recommend the project to friends and family in their community.

Issues – Childcare
Although childcare is provided on site at the centre, there are problems accessing further out-of-school childcare for clients who move into certain kinds of employment. Employment sectors that operate shift working are difficult for clients to access because of the shortage of accessible childcare in North Glasgow during evenings and weekends.

Issues – Limited Availability
Rosemount Lifelong Learning is unique in the city of Glasgow for the range of opportunities it provides within a local community. The issue here is that clients in other areas of the city do not have access such a valuable resource.

Client Quotes

"I think basically here […] it's easier maybe if you don't have much confidence and you want to build it up […] you're not feeling intimidated. There're lots of advantages, you've got guidance workers and projects to help you with your benefits or to work out if you'll be better off if you are working or not working. So you get a lot of help here." **(Fiona, 33. Female. Lone Parent. Children: 13 and 7 years old)**

1.4 Volunteering

Volunteering can be a valid route towards or back into the labour market for parents who need to build their skills and their confidence. Volunteering opportunities can offer training, skills development and work experience for clients. It also benefits clients who do not have recent work experience, such as those who have been out of the labour market for some time, ex-offenders, ethnic minorities etc., who can gain a reference from successfully participating in voluntary work, which can then be used to apply for a job.

Only two areas operated specific projects aimed at encouraging volunteering among WFF clients. Dundee's Volunteer Support Project (see case study below) and Building Healthy Communities in Dumfries and Galloway. The Volunteer Support Worker assisted WFF clients to enter voluntary work by providing information and advice on volunteering options and arranging voluntary work for WFF clients. For the Building Healthy Communities project,

volunteering was a part of a wider holistic framework of encouraging community participation and the 'social' model of health.

In Highlands the Forward with Families project recruited volunteers through WFF in order to work with other vulnerable WFF clients offering befriending, counselling and support.

In other areas, there were no specific projects around volunteering but most have formed links with the local Volunteer Centre and local voluntary agencies and Key Workers supported clients into volunteering if that was the most appropriate option for them.

WFF client participation in voluntary work is small (approximately 2% of outcomes) and some areas reported low levels of demand for this as an option among clients. Dundee's Volunteer Support Project Worker reported lower levels of demand from clients than anticipated and suggested that this was due to a lack of understanding and information on the benefits and options of volunteering.

The agreed measure of counting volunteering as a transition was 16+ hours per week (as transitions were significant moves towards work, training or education). This proved too high for most instances of volunteering and so partly is reflected in the low level of volunteering transitions. Further analysis of volunteering as a 'stepping stone' towards work, training and education will be possible when the projects have been progressing for a longer period.

Key Lessons

The benefits of volunteering for clients looking to return to work need to be appreciated as a valid step for clients, by Key Workers and employability services in general. Local Volunteer Centres can arrange voluntary work, and appropriate links should be made between services - this may encourage a greater number of clients to go down this route. However, there are a number of other routes clients can take, e.g. work placement and work experience that may be more appropriate for them.

Volunteering may be particularly appropriate for certain groups of clients, such as, ethnic minorities, ex-offenders and others who have been out of the labour market for some time.

It is questionable whether there is sufficient demand to warrant a dedicated project worker to support clients into voluntary work in many areas. Clearly, low levels of demand for volunteering is a broader issue and the appropriateness and ability of the WFF programme generally to address these is limited.

Numbers of clients using these services were too small to effectively assess the successfulness of the projects. However, since recruitment to projects had been low, it would seem that their success was limited.

Volunteer Support Project (Dundee)

Delivery and Management
This project is operated through the Volunteer Centre in Dundee. The project worker reports to a line manager within the Volunteer Centre and to the Acting WFF Co-ordinator(s) based in the council. The project covers all areas of Dundee.

What the project offers
The project worker assists clients interested in volunteering in order to go through their options for volunteering, set up 'tasters' and organise volunteer placements. At the time the case study was carried out, the project worker was also offering support to clients while they were undertaking volunteering, although this was only possible due to a lower client caseload than originally anticipated.

Achievements - Clients
Three clients have registered directly with the Volunteer Support project up to the 31 March 2006. In addition to this, up to the 31 March 2006, 6 clients were referred from other projects (1 from Apex Scotland Employment Liaison Officer and 5 from the Link Workers project). 13 clients were referred from this project to others (5 to Barrier Free Fund and 8 to Fintry Family Learning House).

Success Factors – Benefits for Clients
The project was reported to work particularly well for certain groups of clients, for instance, ethnic minorities, ex-offenders and people who have been out of the labour market for some time. Participating in voluntary work can help these clients gain skills, experience; training and also to be able to obtain an up-to-date reference when seeking paid employment. Clients can work flexibly to fit in with their circumstances, they can volunteer for a couple of hours per week if they wish, but can volunteer more. Voluntary work can act as a 'taster' for the kinds of paid employment they may wish to pursue. As such voluntary work can potentially be a route into paid employment.

Issues – Perceptions of Voluntary Work
The Project Worker reported that in general, volunteering was not considered by many people. This is possibly due to lack of information about how they could benefit from voluntary activity and the extent and scope of voluntary activities available. In particular, younger clients with pre-school children were reported to be less interested in volunteering as a route into employment.

Issues – Different Priorities between WFF and the Delivery Organisation
There appeared to be some potential for conflict of priorities between the delivery organisation, the Volunteer Centre, whose aim is to promote volunteering as an end in itself, and the objectives of WFF, which is to utilise volunteering as a route into employment. This may have been exacerbated by the initial lack of a dedicated WFF Co-ordinator in Dundee.

Issues – Lack of WFF Co-ordinator
At the time of study Dundee had been unable to recruit a full-time WFF Co-ordinator. For some time, this role had been partly carried out by the Lead Officer and by the Administrative staff. The lack of a dedicated Co-ordinator had led to delays in the development of the WFF programme in the area, meaning slow recruitment to the Volunteering Project. It also meant that the scope for co-ordination and facilitating communication between projects were more limited.

Issues – Limited Client Engagement
The Project Worker reported that there were fewer clients using the project than had originally been anticipated. This is partly because of the slow establishment of the Key Workers programme in the area as a source of referrals. However, it also appeared that there was not the client demand as expected. This may partly be because of lack of accurate information about the opportunities afforded by volunteering, or the general lack of attractiveness of volunteering compared to other alternatives more directly leading to employment.

Client Quotes
No clients available.

1.5 Health and disabilities

In some LAs, projects were established that aimed to address the health and disability issues of clients and/or their children (including issues around physical and mental health, addictions as well as disabilities and respite care). In general the Key Workers also provided support to clients which helped in terms of general mental health of some clients, however, these projects considered more severe and diagnosed cases of mental health.

Five areas operated one or more projects that addressed on health or disabilities issues, although several of these projects encompassed other issues as well. A further LA area had developed a proposal initially but the project never became operational and another LA area was developing a project for the second phase of WFF.

These projects benefit clients in a number of different ways. Glasgow's Health and Disabilities specialists (based in the North and North East areas of Glasgow - see case study) provided specialist support to clients with mental health issues, disabilities or addiction problems, thereby more specifically addressing the needs of these groups. Dundee's APEX project, aimed to raise the employability of clients with drug or alcohol issues and that of offenders and ex-offenders. Dumfries and Galloway's Building Healthy Communities project applied the social model of health to volunteering and other community-based activities. North Ayrshire's Young Parent's Health focused on the needs of young parents, including improving their access to health services. Two projects offered respite services for clients with disabled children in order that they could improve their employability (North Ayrshire's Respite project and North Lanarkshire's Partner's in Play).

West Dunbartonshire had attempted to develop a project addressing health and other issues, but they were unable to form appropriate partnerships with health providers and so the project had to be abandoned.

In other areas, clients with health, disabilities or addiction issues were referred to the appropriate services in the local area for further support.

The health related WFF projects are varied and address these issues in different ways, with many projects having health, disabilities or addictions as a component of a broader project. Where specific issues are dealt with these projects were generally developed because of an identified need and lack of services in the area.

Key Lessons

To be successful, health related projects clients' must want to and be ready to make progress towards employment, education or training. Those with severe issues will often need to address these problems before they are in a position to make significant progress towards work. Hence those with severe problems are more likely to be assisted by specialist non-WFF projects. There is an issue as to what stage WFF support is appropriate, e.g. at what stage are they ready to make significant progress towards work etc.

Before WFF projects are developed to address health, disabilities or addictions issues, a review of needs and of local services may be carried out in order to ascertain if a specific project is required, given the high level of skills, support etc. needed for relevant clients. Generally, it may be appropriate to use existing specialist services and organisations, unless there are large enough numbers of clients.

Health may form part of a wider issue for clients, and as such may be encompassed as part of a broader project, with appropriate specialist support brought in as necessary.

Health and Disabilities Guidance Specialists (Glasgow)

Background
As part of the Glasgow Working for Families Key Worker programme, there is one Guidance Worker based in each of nine areas of Glasgow. Each area where Guidance staff are based has been identified as an area of particular deprivation within the city. Each Guidance worker offers specialist support (e.g. clients with health/disabilities, up-skilling, young parents etc.). Specialisms were developed in areas depending on identified need. In North East and East areas of Glasgow, a need for specialist support for clients with health and disabilities issues was identified and in these areas Guidance Workers have a specialism in these areas.

Delivery and Management
The Guidance Workers in North East and East areas of Glasgow are employed by, and based in, their particular area Local Development Company (LDC). Both workers carry out outreach work meeting clients in community settings where required. The Guidance Workers report both to a line manager in their respective LDCs and to the WFF Development Worker within the WFF Core Team at Department of Regeneration Services (DRS) in Glasgow Council.

What the project offers
The Guidance Worker in North East Glasgow works with clients with moderate to severe mental health issues. In East Glasgow, the Guidance Worker works with clients with mental issues as well as clients with disabilities and addiction issues. Clients are provided with personal, holistic and flexible support which aims to build their confidence, help them access other appropriate services and ultimately support them into employment.

Clients/Achievements
Up to the 31 March 2006, 46 clients have registered directly with the Guidance worker in Glasgow North East area. 210 clients have registered with the Guidance and Mentoring project in Glasgow East area; this number thus includes both clients registered with the Guidance worker and also those register with the Mentor worker. The number of clients referred to the Guidance project cannot be ascertained as the data refer to all Guidance and Mentoring projects in Glasgow.

Success Factors – Working with Clients
The project aims to provide time for the Guidance Workers to spend listening and getting to know clients as well a providing flexibility in the support offered (i.e. it can be tailored to meet individual requirements of the client). Clients are offered the opportunity to work at their own pace and are not pushed into employment before they are ready. In this way, although clients may be slower to make progressions into employment, it is anticipated that they are more likely to sustain these progressions in the longer term.

Success Factors – Management
The Guidance Workers feel that they receive support from management both in the WFF Core Team and from their LDCs. While there are potential difficulties in working for two separate organisations, in these cases, the ethos and understanding of Working for Families is shared due

to good communication.

Success Factors – Good Infrastructure and Partnership
Both Guidance Workers benefit from a wide range of services available in their areas which can be accessed by their clients as required. A good relationship with these other agencies ensures that clients have access to these services and Guidance Workers are better able to tailor support to individual client needs.

Issues – Vulnerable Clients
The Guidance Workers work with particularly vulnerable clients who often have a range of issues. In particular, these clients often have no qualifications, have been away from the labour market for a long time, may have problems with literacy, limited social skills, financial problems and will often suffer very low confidence and a fear of social stigma relating to their condition. The clients therefore need intensive and sustained support and access to a range of services.

Issue – Tax Benefits
Problems with overpayments of Tax Benefits in previous years have led to some clients being reluctant to claim some benefits. Fortunately, Guidance Workers are able to access money advice services to help give clients good information.

Client Quotes

"I have been unemployed for two years, and then I decided one day that I would get a little job in a baker, just in the kitchen and that, so I went for that. She was so happy that I took it, even if it took me going into the shop four times and coming back again. But it wasn't through [the Guidance Worker] that I got the job but what I got from [the Guidance Worker] was the confidence built up again, that I was worth it, that I could do it but there was always a safety net there…"
"…It's getting a responsibility and getting up in the morning, getting out of my bed, getting motivated, and I am actually enjoying doing it. I am meeting people…And I think if I didn't have [the Guidance Worker]and other support, I don't know where I'd be today."
(May, 42, Female Lone Parent, One school aged child - *Previously suffered alcohol addiction and depression))*

"I gave up working two years ago because of my husband's health. He needed me, so I've done my part by looking after him for a while. It was getting too much because I've always worked…in shops. So this project came up…and I felt all scared and I thought it's different and it will be good to build my confidence up and it was different from shop work, the hours and meeting different people and I thought I'll just give it a shot and I'm really enjoying it. It was what I wanted to do…At the end I'll be going voluntary for a while. I'll go out to people's homes to fit safety equipment for children. So when my wee boy goes to school, I'll hopefully get a part-time job out of it." **(Lara, 41. Living with Spouse/Partner. Children: 8 and 3 years old)**

> *"I didn't know what I wanted to do when I first went to Chris [the Guidance Worker]. I suffered from depression and I just thought basically, I'm useless, I've not work for 18 years and I cannot do anything, I've been looking after the kids and my gran. But they give you the confidence, to see that I've been there for my man, my parents, my gran. She told me things that I could do, like I make curtains, so she is like there is something else you can do. She put me in contact with the computer course. First when I went to the child project it was scary because I did not know anybody but I got on brilliant with people. We had a good laugh. It just felt good getting up in the morning, is just so different from being stuck in the house. I would like eventually come off my benefits, eventually work, in something to do with kids." **(Amy, 38. Living with Spouse/Partner. Children: 18, 13 and 10 years old)**

1.6 Money Advice

These projects give advice and support on a range of money matters, varying from information on welfare rights and benefits, 'better-off' calculations, and income maximisation to debt management, including representation and advocacy for clients experiencing financial difficulties.

Most areas have a specialist money advice project, or have plans to set one up in WFF Phase 2 (2006-08). These projects were usually, but not always, established after the start of the WFF in response to identified need by Co-ordinators and Project Workers.

Many parents engaging with WFF required money/debt/welfare rights advice at some point during their engagement with WFF services. The need for responsive, tailored support became apparent early on. In some areas mainstream money advice and welfare rights services were unable to provide the responsive, dedicated service required for WFF clients and struggled to meet demand. Money Advice projects helped clients to make transitions into employment, education or training by providing information on the in-work and financial benefits they were entitled to, as well as general money advice. Clients with debt problems often needed to address these issues before moving onto employment, education or training.

In most cases, these projects are delivered by local council's welfare rights teams. Although WFF clients can be referred to existing non-WFF services, dedicated projects were put in place largely because of problems with access, quality and expertise of the existing services. Having dedicated WFF projects on money advice ensures that clients get direct and specific access to specialists who are well acquainted with the specifics of the financial difficulties faced by parents.

In many areas, most clients are referred from the Key Worker programmes and have been identified as needing additional assistance with financial issues. In some cases referrals are taken directly from other agencies (e.g. Job Centre Plus), in other areas, most WFF clients are

encouraged to see the Money Advice Team irrespective of identified need. Project Workers have reported that sometimes clients find it difficult to admit to having financial difficulties and that these may only become apparent after some time working with the client.

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Key Lessons

Financial problems were reported to be fairly common among the WFF client groups, more so than many areas originally anticipated. There also appeared to be demand for specific financial advice for WFF clients in many areas. Dedicated WFF projects were put in place largely because of problems with access, quality and expertise of the existing services.

Areas are likely to liaise with existing welfare rights advice teams within their own local authorities (or other appropriate agencies if available) in order to ascertain if these services can meet the demand and specific needs of the WFF client group. If existing services are not sufficient to meet WFF requirements, there may be a case for establishing a dedicated WFF project.

In some cases, clients were reluctant to admit to financial difficulties. Building up rapport and trust in the relationship with Key Workers may therefore be essential in helping some clients to face up to such difficulties before they can move into or sustain employment, education or training. Key Workers should therefore be aware of the importance and sensitivity of financial issues.

From the evidence so far, it would appear that money advice should form a part of services available to WFF clients. This would generally be best provided through accessing existing local specialist services (locally or nationally if there are not local services).

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Money Advice (Inverclyde)

Background
The Money Advice Project has been in place since the Working for Families started in December 2004.

Delivery and Management
This project is operated by Inverclyde Community Development Trust (ICDT), a social economy organisation. Two full time dedicated staff deliver the project. One gives welfare/benefits advice and the other debt advice. Both staff members are seconded by their previous employer, which for the benefit adviser was the Social Work Department and for the debt adviser was Inverclyde Advice and Employment Rights Centre (IAERC). They report to their original line manager and also to the WFF Building Bridges (Key Workers project) Team Leader. The benefits adviser is based at the Social Work Department and the debt adviser is based at the Jobcentre (which is also the base for the WFF Key Workers).

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What the project offers

Clients are offered advice on welfare benefits (e.g. Housing Benefit, Disability Living Allowance, etc.) through the Benefit Adviser and guidance and support with debt issues (e.g. making payment arrangements with creditors, drafting a budgeting plan, etc.) through the Debt Adviser. Advisers report that clients seeking welfare advice seem to need more immediate/short-term support, while those seeking debt advice tend to require support for a longer period of time due to the nature and timescale of debt management.

Achievements

In Inverclyde the Key Workers project (Building Bridges) is the sole point of registration for clients. Up to the 31 March 2006, 136 clients were referred to the Money Advice project. The debt adviser has around 55 ongoing clients at present. Due to the mentioned issues below, the number of clients engaged with the project is lower than first envisaged.

Success Factor

The debt adviser explains that clients seeking advice seem overwhelmed and suffer from low self-esteem, partly as a result of creditors' bullying tactics and the embarrassment they feel due to their situation. It was also mentioned how, once the support has started, clients' worries seem to ease: they report feeling in control of their life again and being able to concentrate on other things.

Issues – Clients' engagement

The debt advisor reports that clients with debt difficulties tend to have a range of other issues (often drug and alcohol misuse), which makes it difficult for them to engage with the project. Another barrier to clients' engagement is that, in order to benefit from the support offered, all the debts that a client has must be dealt with. Some clients refuse the support because they are reluctant to allow the debt advisor to deal with the debts they have with money lenders: once the debt advisor has contacted a money lender, clients are then unable to access money through this channel—for some clients this is the only avenue left for them to obtain money.

Issues – Debt context

The debt advisor notes the complexity of dealing with some debt cases for two reasons: in some cases, client's living-expenditure exceeds the benefits they receive, creating a persistent need to borrow money; a lack of disposable income makes creating a re-payment plan extremely difficult. It was also stressed that the high interest-rates that money lenders can legally charge contribute to the debt problem.

Client Quotes

"For a period of ten years I've been a single parent, so obviously trying to make ends meet and match all your needs and your children needs. I did not have much income or support from my ex-husband, so I gradually declined throughout the years, slipping into a hole you

don't realize you are going into, and really, it was getting really stressful. ...with the help and support of [the Debt Advisor] obviously, getting in touch with my creditors, it took a weight of my shoulders. That's cleared things. Things are still difficult, but I've not got all that stress, I can deal with that quite well... but I imagine to some people it would push them to the edge..."

"Sometimes it's quite frightening, it keeps people down, you can't move forward, and I think for me [...], I couldn't have done what I've done [...] if I hadn't gained that help, because I think it's like a cloud in front of you. I think it's been very, very positive for me, and it's still ongoing support which is really, really helpful. I think it fosters independence and empowers people, because I think just getting that first step, when they are under the ladder, it is kind of... it is a way out, a way up."

"I've never felt like this was somebody [The Debt Advisor] in a position of authority... it's quite good, it's been an equal balance. You know how sometimes you can approach authority people, I've came across that, and they make you feel quite small... I've never ever felt like that, so I think that it's quite good and plus it's been supportive. It lessens a lot of fears... when you are in this situation it's very frightening, scary and things are magnified a million times, so I think that just the kind of environment, it's quite calm and supportive and it lessen fears, brings the levels down and makes you see that there are solutions and isn't all kind of dark, you know. I think it's quite important to make people to feel secure and they have done that." **(Lisa, 44, lone parent, 2 children)**

"I've been on the phone to other people. They can make you feel dead down, and make you feel daft. But talking to everybody in WFF, who I've spoken to, they make you feel good. They don't make you feel down...you feel comfortable with whom you are speaking to and they are very supportive." **(Janet, 20, 2 children)**

2. CLIENT GROUPS

2.1 Supporting young parents

This theme examines how projects address the specific needs of young parents who often have specific and complex issues that limit their employability. Young parents often cannot complete education or training due to pregnancy and childbirth and will become disengaged from these activities thereby affecting their future opportunities. They may also have a range of complex issues that require specialist in-depth, long-term support.

Four areas had specific projects aimed at addressing the issues faced by young parents moving towards employment, education or training. These projects came into operation after the start of WFF as young parents were identified as a specific client group with particular needs.

These projects tend to operate through Key Workers supporting young parents. The Key Worker will be a specialist in dealing with the complex range of issues associated with this client group and aim to keep the young parents engaged with mainstream services over the longer term. In

Glasgow, the city-wide Young Parents Guidance project (see case study) also aims to set up a joint working forum with other agencies in the city to improve the support provided.

The projects tend to deal with different age categories of young people. For instance, Glasgow's Young Parents Guidance project works with clients aged between 16 and 19 years old (and up to 24 years old for clients who have been in care), whereas Renfrewshire's Assisting Teenage Parents and North Ayrshire's Young Parent's Health project works with clients aged under 16 years who are still in mainstream school.

Other areas either assist young parents through the Key Worker programmes or refer them onto specialist services available in their area.

Key Lessons

Young parents may require specialist support that cannot be met through the existing Key Worker framework. Where there are larger numbers of this client group in LA areas, then these clients may benefit from specialist Key Worker support.

Young Parents Guidance (Glasgow)

Background
The Young Parents Guidance project started at the end of December 2004.

Delivery and Management
This project is operated by Careers Scotland (part of Scottish Enterprise) and employs two full-time Project Workers to deliver the project. The project covers clients across the whole of Glasgow.

What the project offers
The project aims to re-engage young parents in education, training or work and give support with childcare. Through this process the Young Parents Guidance Workers offer holistic support. They assess a client's needs and determine a path of development in which appropriate services will be contacted (e.g. careers). Project Workers work with the WFF Guidance and Mentoring project for area knowledge and with the Childcare Mentors to arrange childcare support.

Project workers described how they will "take clients on their journey" (e.g. accompany to appointments, check regularly on clients, etc.).

In addition, the project aims to inform policy on young parents' issues. A strategic steering group has been set up in order to feed back on issues relating to services for young people.

Achievements - Clients
This project engages mainly with clients between 16 to 19 years old. In some instances it also deals with 15 year olds and up to 24 years if the young person has been in care. Clients can be parents already or about to become parents. Project Workers explain that the low level of clients is due to the newness of the project.

Up to the 31 March 2006, 22 clients have registered directly with the project. In addition to this, up to the 31 March 2006, 2 clients were referred from North East Guidance and Mentoring project. 11 clients were referred from this project to others (6 to Guidance and Mentoring, 1 to the HNC project, 3 to the Money Advice project and 1 to Rosemount project – the project is not stated).

Success Factors
Project Workers stressed that it was too early to see what was working well with the project, because the project has only recently been established and, as such, has not yet progressed any clients. It was nevertheless noted that there has not been much other support for young parents and therefore this service is unique and needed.

Issues - Service Development
Project Workers point out that there has been a low level of referrals from some areas which

have a high percentage of their client target group and that the reason for this needs to be identified.

Following the issue of referrals it was mentioned by the Project Workers that although large national organisations seemed keen on the project, this has not yet been reflected in the number of referrals. A reason may be that those organisations take a while to react at the local level.

Issues - Service Delivery
Project Workers also note that most services are postcode-bound and this creates a lack of consistency/continuity of services between areas.

They also cite the lack of knowledge of young peoples' issues (e.g. benefits) in this project and in other large organisations. There is a need for training on young peoples' issues.

There is a need to make home visits in some cases. The ethos of the project is to engage those clients who are difficult to engage, therefore home visits will help, but that would require two workers.

Client Quotes
No Client quotes available.

2.2 Parents in education

WFF has engaged with a number of parents who are either taking part in, or wish to take part in education or training. A number of WFF projects were established to support WFF clients in education. They were important as any WFF clients experienced a transition into education or training (29% entered, sustained or completed education or training which was accredited and/or of at least 6 months duration) and this appears to represent a popular route into employment.

The approach in most areas was to support parents into education or training through the Key Worker programme, i.e. offering advice and support to clients seeking to access, sustain or complete education or training including the funding of childcare where other sources of funding were not available. In West Dunbartonshire, a specific budget (Training Support) is available to Key Workers in order to fund childcare and other incidental costs in order to help clients in education. In other areas, there was no specific budget, and clients were helped through other central pots of money where necessary.

Some areas operated specific projects aimed at supporting parents in education, specifically the HNC Pilot project based at Rosemount Lifelong Learning Centre in Glasgow (see case study below) and the Community Learning and Development Certificate offered by Glasgow University in Dumfries and Galloway.

The HNC pilot offered continued holistic support by a project worker to clients on the course. In addition, although the course was full-time, it allowed clients to maintain their benefits, get childcare support and subsistence allowances. This approach helped often vulnerable clients complete the course by providing support with problems that arise. The project relies on a good partnership with Job Centre Plus (to enable clients to continue to claim benefits).

The Community Learning and Development Certificate was available at the Dumfries Campus of Glasgow University. The WFF funding enabled clients with children to access the course without having previous formal qualifications. Support with travel and childcare were provided. The first intake of students for this project was in September 2005, so the outcomes for clients were not known at the time the case studies where carried out (the first completions are not due until June 2006). The area has also been developing the 'Grow Your Own' project, an Intermediate Labour Market (ILM) project delivered in North-west Dumfries aims at progressed parents through training in Community Learning and Development.

Key Lessons

Issues for parents moving into education include accessing and affording childcare and other incidental costs. WFF in many areas has been able to provide information on childcare as well as help with the financial costs were needed (see Childcare Subsidy, below and Key Workers, above). WFF would appear to have been successful in moving WFF clients into education and training given the numbers of clients who have attained this outcome.

Some of the facilities and costs of childcare were met through education and training providers, and WFF generally only helped out when these facilities were not available/had been exhausted. Therefore, there would appear to be insufficient resources available via the education and training providers and this is an issue that requires attention more broadly than WFF.

Important to the success of such projects as the HNC Pilot is good partnership working between the key agencies, including Jobcentre Plus (e.g. Jobcentre Plus has suspended interviews with HNC clients so they can concentrate on their studies), the local authority and the core WFF Team.

Financial support (e.g. the continuation of benefits, payment of subsistence allowance) and the holistic support provided (e.g. childcare provided for study days) appear to affect the student dropout rates, as do the strict selection process by both the project and the local college.

HNC - Pilot (Rosemount)

Background
The HNC-Pilot project is currently in its second year. It came about as a need identified through ex-students at Rosemount wanting to pursue education at HNC level.

Delivery and Management
The HNC-Pilot project is operated by Rosemount Lifelong Learning Centre based in Royston, North Glasgow. One Project Worker, employed on a 28-hour contract, delivers the project. The Project Worker reports to Rosemount Management Team. The project covers clients across the whole of Glasgow. Rosemount Lifelong Learning approached the Jobcentre Plus and the Council to work jointly on this project.

What the project offers
Clients are offered the opportunity to enrol in a full-time HNC course while maintaining their benefits. Clients also get childcare support, travel expenses, subsistence allowances and a holistic one-to-one support provided by the Project Worker. The Project Worker has an active role in keeping contact with the student, the college and the childcare provider.

Achievements - Clients
Up to the 31 March 2006, 20 clients have registered directly with the project. In addition to this, up to the 31 March 2006, 2 clients were referred from other projects (1 from North East Guidance project and 1 from Young Parents project).

The first year of the project had an intake of five students, all of which were ex-Rosemount students. Only one obtained the HNC. At the start of the project's second year, client recruitment through local agencies did not meet targets and local colleges were targeted for referrals. A total of twenty-two students, more than anticipated, were recruited. From those twenty-two, three have dropped out and the rest appear to be finishing their HNC.

Success Factors – Unique
The Rosemount Project Manager emphasised that the project offers an invaluable opportunity for clients to access and achieve further education while financial worries are covered. The students can focus on their studies and they can also rely on the safety net of holistic support provided by the Project Worker. The current financial arrangements for full-time higher education students mean that access to higher education is severely limited for the WFF client target group.

Success Factor – Partnership Working
The Rosemount Project Manager mentions the excellent partnership working between Jobcentre Plus (e.g. Jobcentre Plus has suspended interviews with HNC clients so they can concentrate on their studies), the City Council and the core WFF Team which has contributed to the success of the project.

According to the Rosemount Project Manager, the financial support (e.g. the continuation of benefits, payment of subsistence allowance) and the holistic support (e.g. childcare provided for study days) provided by the project are factors affecting the low student dropout. Also cited as a factor was the strict selection process—first with Rosemount Centre and secondly with the college— that clients must go through.

Issues - Finance management

The project supports students with financial help (e.g. subsistence expenses, childcare support, etc.). The Rosemount Project Manager points out that the financial efficiency of the Fund is sometimes jeopardised by the overdue attendance reports provided by colleges and childcare providers. The project relies on those reports in order to establish whether to terminate the support it gives to clients. The project is over budget as the low level of student dropout was not foreseen.

Issues - Delivery management

The geographical dispersion of students and colleges and the number of colleges involved in the second year of the project has increased Project Worker workload. Communication with some colleges (tutors) has also been difficult.

Client Quotes

"Rosemount they kind open the doors for me to pursue nursing because I didn't know that I could actually do that when I came here. [...]. I said I don't know if it's possible but I would like to go to the Marie Currie Hospice in Hunters Hill, so we go up there for an interview and I was accepted and I've done six weeks which I love it to pieces. I am so glad I got the opportunity. They girls in the office are absolutely brilliant because of course they've done the speaking for us."

"I've found that it was the individual modules that you could actually grasp. I think [...] it's the way that is taught, the relax atmosphere and the fact that you can approach the tutor and not feel as if you're asking a daft question in class. I think it's accessible; you're able to just speak to them. [...]."

"I must admit I think the placement, when they keep you away for the week, that is a confidence boost. It's the residential week that they take you away for and then you go away abseiling and canoeing, things you'll never do. [...]. What an experience, for somebody I suppose if you got low self-esteem and your confidence is no great... what a boost, definitely. I think it was what everyone needed [...]."

"It was part time in the morning, half nine into one o'clock, which it suit me because my wee girl was downstairs in the crèche and my daughter speaking has come in tremendously. She is at nursery full time now and they can't get away with how much she seems to know, i.e. the development she got from in there, she can tell you the seasons, the colours, the numbers... now she is actually amazing. For a three year old to be talking as clear as day..." **(Laura, 37. Female. Living with Spouse Partner. Children: 6 and 3 year old)**

2.3 Lone parents

Lone parents comprise the largest group of clients accessing WFF (72% were lone parents), although this varies between areas (see Data Analysis section).

Lone parents face particular problems associated with their status and in particular are at greater risk of isolation and having fewer support networks. This can impact in terms of lower levels of access to informal childcare and to social, emotional and financial support (through, for instance, lack of a partner) as well as having fewer opportunities of accessing the labour market via informal networks.

In most areas, the approach to supporting the needs of lone parents was done through the Key Worker programmes (tailored support to individual needs, as with other groups of clients). In one area (Dundee), however, there was a Lone Parent Key Worker who had developed a particular specialism in supporting clients who were lone parents (See case study). Dundee identified lone parents as a large group within particular communities and by adopting this specialism the Key Worker was able to give more dedicated, intensive and tailored support to this group.

Key Lessons
Lone parents are a major client group of WFF (72% of clients).   In most cases, Key Workers are well equipped to deal with the issues of this group. Dundee City is an urban community with high proportions of lone parents in the population. It may not be necessary or practical to operate Key Worker specialists in Lone Parents in peri-urban or rural areas unless specific communities are identified as having particularly high numbers of lone parents, limited support from other agencies is available and there is a sufficient number of Key Workers in the area to cover other groups.

While the New Deal for Lone Parents is to be extended to include parents with childcare aged 12 and above, then WFF's role is likely to increasingly involve close joint working with Job Centre Plus. However, since many had under school-aged children, Lone Parents are likely to continue to form a major WFF client group.

Lone Parent Link Worker Project (Dundee)

Delivery and Management
This project is operated through One Parent Families Scotland and the Lone Parent Link Worker was based in their offices in Dundee. The project worker reports to a line manager within One Parent Families Scotland and to the Acting WFF Co-ordinator (s) based in the council.

What the project offers
The Lone Parent Link Worker provides person-centre (and some groupwork) support to lone parents registered with WFF in the Dundee area in order to help them move towards, secure and maintain employment. The Worker also provides support to non-lone parents in the immediate locale. Support includes developing action plans with clients, referring clients to specialist support where required, arranging funding for childcare and accessing and delivering personal development and other relevant courses for clients (e.g. confidence and self-esteem building, promoting healthy living, stress management, First Aid and help with budgeting). Aftercare is also provided to clients who has moved on from WFF.

Achievements - Clients
Up to the 31 March 2006, 173 clients have registered directly with the project. In addition to this, up to the 31 March 2006, 16 clients were referred from other projects (13 from Apex Scotland Employment Liaison Officer, 2 from the Money Advice project and 1 from Community Crèches and Strategic Delivery project).

197 clients were referred from this project to others (94 to Fintry Family Learning House, 57 to Barrier Free Fund, 27 to Money Advice Support, 5 to Volunteer Support, 5 to Childminder Mentoring Service, 4 to Apex Scotland Employment Liaison Officer, 4 to Childcare @ Home (Sitter Services) and 1 to Dumfries and Galloway Sitter Services)

Success Factors – Specialist Support
The project is able to provide specialist support geared to the often complex needs of lone parents. Lone parents as a group face particular issues such as isolation, limited social support networks and lack of confidence. The Lone Parent Link Worker has personal and professional experience in this area and part of her role is to listen to, motivate and counsel clients in order to help them move towards, secure and maintain employment. There is a relatively high proportion of lone parents in the Dundee area (79%).

Issues – Heavy Client Caseload
The Lone Parent Link Worker reported a lack of time working with clients (in particular carrying out follow-ups) due to the lack of Link Workers in the area and the burden of paper-work required. This has meant a limit to the number of clients who can be supported. However, a further Link Worker to be based in One Parent Families Scotland (Dundee) was in the process of being recruited and should alleviate this issue to some extent.

Issues – Lack of WFF Co-ordinator

Dundee had been unable to recruit a full-time WFF Co-ordinator. For some time, this role had been partly carried out by the Lead Officer and by the Administrative staff. Lack of a dedicated Co-ordinator had led to delays in the development of the WFF programme in the area, and the Lone Parent Advisor felt clarity of her role and communication with the WFF Core Team and other WFF projects had suffered in the earlier stages of the project. This meant that the scope for co-ordination and facilitating communication between projects were more limited. However, the project worker said they had been fortunate in that WFF staff employed were all experienced professionals who were able to work together despite the lack of co-ordination.

Client Quotes

"[The Lone Parent Link Worker] gives you moral support. She's more like a friend than a worker". **(Alice, 41, Lone Parent with four children)**

"It's [WFF project] been very helpful…I wouldn't have applied for the training course if I hadn't been doing this". **(Brenda, 26, three children)**

2.4 Hard to reach

This theme deals with recruiting clients who are normally do not engage easily with mainstream services.

Projects dealing with these groups potentially benefit clients through engaging with individuals and groups who would not otherwise access the service.

Three areas operate community engagement projects, although two of these emerged from proposals put forward since the programme began. Inverclyde's Community Listening project (see case study) was part of Inverclyde WFF strategy from the beginning. As with the other projects (Community Employment Initiative in North Ayrshire and Full Employment Area Initiative in North Lanarkshire), this project attempts to engage with hard to reach communities by employing teams of 'Community Animators' who work in specific areas identified as having high levels of deprivation. The Animators will attempt to raise awareness of and recruit clients to WFF through leafleting and door-to-door contact.

The community animators will refer clients to WFF (if they meet the criteria) or to other appropriate agencies. Animators often carry their own caseload of clients by offering support and guidance to those who are not ready to be referred on.

The Community Listening project has reported high levels of staff turnover attributed to the 'cold calling' nature of the job, and have responded by increasing the responsibility of Community Animators.

The Community Employment Initiative has been operating through other funding streams since 2004 and is currently part funded by WFF.

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Key Lessons

Community engagement projects clearly have the potential to reach clients who would not otherwise engage with WFF. However, these projects cannot specifically target only WFF clients and they also benefit mainstream services in general (through referrals).

There is a question as to what WFF's role is in the funding of such programmes. Perhaps joint funding would be more appropriate than sole funding of a programme especially where a programme already exists in the area. For instance, the experience of Community Listening type projects, for example Full Employment Area Initiative in Glasgow, suggests joint funding would be more appropriate in order to provide potential clients with referrals to a range of products and services other than access to a sole programme such as WFF. This is something which is being considered by Inverclyde and this approach could possibly work well elsewhere.

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Community Listening (Inverclyde)

Background
The Community Listening project started in March 2005.

Delivery and Management
This project is operated by Inverclyde Community Development Trust (ICDT), a Social Economy organisation. Four full-time staff members (Community Link Workers) deliver the project. One of them acts as a Team Leader. The majority of the Community Link Workers' (CLWs) job involves outreach work. The Team Leader coordinates and organises the areas in which the CLWs operate. CLWs cover areas in pairs and once an area has been covered, they move to another one. Deprivation levels determine which areas are chosen, and on this basis, the whole of Inverclyde is expected to be covered. CLWs report to the WFF Building Bridges (Key Workers project) Team Leader.

What the project offers
The Community Listening project strives to raise awareness of Working for Families (WFF) in the community and to engage with those who are often hardest to reach. The project offers a first WFF contact for people on their door step. The delivery of the service entails CLWs doing a leaflet drop in an area. The leaflet drop will be followed by a visit to each household which will be repeated more than once if necessary, in order to get a response from each household. CLWs assess individual situations and try to encourage participation in WFF where appropriate. For those who want to participate in WFF, the CLWs complete a 'Story Sheet' which informs Key Workers of clients' basic details. In addition, CLWs offer direct support and guidance to those who need it before they are ready to be referred to a Key Worker (e.g. those with low levels of self-esteem).
When a person does not meet WFF criteria, CLWs can refer them to other appropriate agencies.

Achievements

In Inverclyde the Key Workers project (Building Bridges) has been the sole point of registration for clients. Due to the nature of this project (see above) there have not been referrals from other projects. However, project workers report that clients' feedback is positive and that the project is engaging people who otherwise would not engage with WFF.

Successes
Clients' feedback is reported to have been positive. The project is engaging people who otherwise would not engage with WFF.

Issue - Staff retention
There has been a high staff turnover within the project which the CLWs seem to link to the 'cold call' nature of the job (knocking on peoples doors without previous warning). To address this issue CLWs' responsibility towards clients has increased. CLWs can fill in the registration form with clients and can also offer support and guidance to those who are not yet ready to be referred

to a Key Worker.

Issue - Project outcomes

The CLWs mention that project outcomes are influenced by the characteristics of each area (e.g. the number of lone parents, the average age of children, etc). They state that areas which have Resource Centres tend to generate a better response rate than those that do not. One of the reasons given is that when there is a Resource Centre, CLWs make use of it (e.g. appointments with clients take place there).This tends to increase CLWs' presence in the community and, with it, the positive response to the project.

Issue - Project outcomes

Due to low project outcomes in some areas, a more constant and focused project delivery approach has been developed. It entails CLWs knocking on doors more than once and at different times of the day to increase response rates. The target is to increase response rates to 60% in each area. Areas already covered are being revisited with this new approach.

Issue - Client retention

Some clients that show interest to the CLWs during initial contact have subsequently failed to register with a Key Worker. The new CLWs role (see 'Issue - Staff Retention' above) is expected to address this issue.

Client Quotes

No client quotes available.

3. CHILDCARE

This section deals with projects that deal specifically with childcare. The aim of WFF is to remove childcare barriers that prevent parents from progressing towards or into employment. A number of barriers were identified relating to affordability, accessibility, availability and flexibility. A range of WFF projects have been established to respond to these issues. Many areas had identified specific 'gaps' in childcare provision in their areas – some by carrying out audits of provisions, others through experience either gathered from previous work experiences in the field or during the delivery of the WFF programme.

From interviews carried out with Co-ordinators (both in the Phase One Area Case Studies and Phase Two Project Case Studies), there appeared to be variations in the provision of childcare both between different local authorities and also within the same areas. These variations are too complex to recount here, but some general gaps in childcare were identified by most areas. The main gaps included:

- Out-of-school care. For instance childcare provided outside of normal school hours, e.g. typically evenings, weekends and school holidays.

- Flexible childcare. For instance, providing childcare at varying times, days or places.

- Childcare for under 3 year olds

- Shortage of childminders (reported in some areas).

- Childcare for children with special needs

Three main approaches were adopted by local authorities to addressing childcare needs of WFF clients. These included:

a. Providing Subsidies – paying all or a portion of the cost of a client's childcare. This was generally paid directly to the childcare provider, rather than the parent.

b. Ring-fencing Childcare Places – paying for a set number of childcare places within particular childcare providers that could be used by WFF clients only.

c. Development of the Childcare Infrastructure – developing actual childcare services, either from scratch, or contributing to the expansion of existing services.

These approaches are explored in more detail below.

3.1 Subsidy Schemes

Subsidy Schemes are pots of money that can be used to remove barriers (such as childcare costs), without which the client would have been unable to undertake a specific activity, e.g. training. Generally these schemes are accessed to pay for childcare used by WFF clients, but some also cover other costs incurred, such as personal development and elementary training, transport costs and sometimes clothes for job interviews. The particular expenses that can be covered by these budgets varies between local authorities and was often at the budget holders discretion. As the same subsidy scheme may cover both of these types of costs, both are reviewed here.

Paying for childcare can present a difficult barrier for parents who engage with pre-employment activities in order to make the transition to work, as well as those aiming to move into employment, education or training. All WFF LAs developed childcare subsidy schemes that could support parents in one of the following ways:
(1) Through the transitional period when moving from benefits into employment, education or training. This usually took the form of short, time-limited subsidies – mainly to cover the period before the first months wages were paid and tax credits is put into payment. Parents receiving a subsidy only claimed the childcare element of working tax credits once the subsidy had ended, thereby avoiding duplication of payment. Clients could also be supported with registration fees and deposits if required.
(2) To engage in pre-employment activity including personal development and soft skills training. This was either in the form of individual subsidies or block provision e.g. provision of a crèche.

Key Workers or other project staff worked with clients to identify their childcare needs and to assist in pulling together a childcare package that was affordable and sustainable for a parent. This service had been complemented by the use of childcare subsidies. It should be noted that not all clients had accessed subsidies as financial support was often not required.

All areas had some form of subsidy fund or funds. These where pots of money, the actual sum of which varied between areas. In some cases one fund covered a variety of costs, such as Dumfries and Galloway's Barrier Free Fund, whereas in other areas, there were several different funds allocated to different types of costs, for instance, Dundee operated a Childcare Subsidy, a Childcare Crisis Fund and a Barrier Free Fund.

In many areas, these funds were held and allocated by the Key Worker projects, but in some areas these funds were held and allocated centrally by the WFF Core Team within the Local Authority.

In all areas, childcare subsidies used by a client were paid directly to the childcare provider and not to the client. This strategy was reported to have worked well, since it avoids opening up the possibility that clients may use this money for anything other than childcare. It has also helped to facilitate good relationships and communication between WFF and childcare providers in some areas and it enables a greater degree of financial management for WFF.

Key Workers or Money Advisors also worked with clients to ensure that strategies were put in place for when the subsidy ceases in order to ensure that the parent could sustain their position.

Allocating the appropriate amount of finance to the Childcare subsidies has sometimes been a matter of learning from experience. For instance, in Glasgow each Key Worker area (there were nine in total) was allocated a budget of £80,000 in the first instance for childcare. However, fewer clients than expected accessed the fund (around 50% of all clients) and this was later reduced to £40,000 per area, which adequately meet these needs.

Glasgow also adopted a strategy of making payment of the childcare subsidy reliant on client's attendance (e.g. if they did not attend the specific activity for which childcare had been covered, then this would not be paid) as well as only funding childcare for short periods of time. This ensured that clients maintained their engagement with WFF, since they had to return in order to obtain further subsidy.

A common practice was to pay a portion of the cost of the childcare rather than the full amount (the remainder of the cost being met by the parent). The amount of the WFF contribution was usually decided by what the client could afford, so while in some cases this meant meeting all the costs, in others it would mean meeting a portion of the costs. The idea was that clients become more independent, since the WFF subsidy cannot carry on indefinitely and statutory benefits can only cover up to 70% of the costs of childcare.

Inland Revenue regulations for the payments of the Child Tax Credit meant that only 70% of childcare costs were covered (this was increased to 80% after April 2006, which is after the end of Phase 1 WFF). Even if WFF subsidised costs, clients were still liable for 30% of costs. Many areas had worked around this issue for clients unable to pay 30% costs by post-dating CTC claims and paying part or all of the childcare costs until the CTC childcare element kicked in.

In the case of funds to meet non-childcare costs, these were generally small budgets designed to meet expenses that could not be met from elsewhere. For instance, the Job Centre could meet certain expenses incurred in job searching and clients were encouraged to access these existing funds where available. However, in cases where these costs could not be met from elsewhere or a client was not eligible then WFF funds could be used.

Key Lessons
Subsidy Schemes that offer support with the costs of childcare and other expenses are invaluable in helping clients moving closer towards employment, education or training.

However, these should only be made available where no other financial support outwith WFF was available. In particular, other sources of financial support with non-childcare costs should be identified (e.g. Job Centre) and used where possible. WFF support is only a last resort.

However, a level of subsidy should continue to be offered by WFF where this is needed, since

this can be critical in allowing clients to make transitions into employment, education or training.

Childcare subsidies were always paid direct to the childcare providers and not to the client, and there are sound reasons for areas to continue to do this. Some areas have found that funding childcare for only short periods of time had been effective in keeping clients engaged with WFF services. This strategy might be recommended where there is a high attrition of clients and/or to keep down spending on childcare subsidies where cost is an issue.

It might be worth considering varying the level of financial support to individual clients (depending on circumstances and ability to pay) receiving a childcare subsidy in order to avoid them becoming long-term dependent on WFF as a funding source.

Consideration should be given to including some element of childcare subsidies to their employability services, but further evidence is required on its cost effectiveness.

Childcare Access Fund (Renfrewshire)

Background
The Childcare Access Fund project has been in place since the start of Working for Families (WFF) in August 2004. The project consists of a pot of money which is used to assist WFF clients with childcare cost.

Delivery and Management
The Childcare Buddies project (or Key Workers project) is the principle beneficiary of this fund (on occasion, the Childcare @ Home project also accesses this fund). Other WFF projects have separate funding for childcare. The Buddies invoice the Childcare Access Fund on a monthly basis for each client and the WFF Co-ordinator checks and approves each individual invoice. The money that is allocated to each client from the Childcare Access Fund is paid, normally in arrears, directly to the childcare provider.

What the project offers
The Fund supports parents with childcare costs while in education, training or work. Any type of childcare can be funded. In some instances, any formal type of childcare may totally funded by WFF for a period of time (e.g. until parents claim the childcare element of working tax credits) or WFF adds to childcare support provided by other avenues (e.g. top-up childcare bursaries)

Achievements - Clients
In Renfrewshire the Key Workers project (Buddies for Childcare) is the sole point of registration for clients. Up to the 31 March 2006, 236 clients were referred to the Childcare Access Fund.

Success Factors
The WFF Co-ordinator stresses that the support provided by the Fund is not offered by any other agency and if the Childcare Access Fund did not exist, people in, or entering, education, training or work would not receive this type of help. Clients' numbers show that the project is filling a gap.

Success Factors
Childcare support should be paid directly to childcare providers as there is no guarantee that parents will pay the childcare provider.

Issue - Finance management
The finance of the project was identified by the WFF Co-ordinator as a future problem. This is because the number of WFF clients is expected to increase by half while the money for the Fund will increase by just a third. This will mean that the type of help that the Fund provides to clients will have to be re-defined to match the level of funds. The WFF Co-ordinator suggested setting up guidance on what, how, how much, and for how long support will be funded before the project starts.

Issue - Project management
As a result of finance management issues (see section above), amongst others, the need to evaluate the support given by the Fund has been identified. The aim of the evaluation will be to ascertain if those in education/training are moving into work, and if those in or moving into work are sustaining it, and the role played by the Fund.

Issue - Service management
The WFF Co-ordinator identified that the efficiency of the Fund is sometimes jeopardised by the lack or time-delay of the attendance-reports provided by colleges and childcare providers. The project relies on these reports in order to determine whether to terminate the support (by paying childcare providers).

Issue - Service delivery
The way that the Inland Revenue deals with top-ups was mentioned by the WFF Co-ordinator as not representing good value for money for WFF (it means WFF has been paying 100% of some childcare costs as opposed to an anticipated 30% in 2004-06) Therefore WFF will not provide top-ups for the through the childcare element of the WTC due to Inland Revenue issues which impact its effectiveness (clients need to take responsibility).

Client Quotes

"I do voluntary work, I was out of pocket doing voluntary work, which they said I shouldn't be out of pocket doing voluntary work and I have, my child, my youngest one into a childminder and that was the reason why I accessed the fund, 'cos they said being a volunteer you shouldn't be out of pocket and then they offer me out of school care, so I could be in the voluntary work for longer (...), so I wasn't rushing away for children coming out of school as well".
*"It was set up very quickly. I phoned them, I think it was the Tuesday and they phoned me back on Thursday to say that the children were going into care on Friday. It was really quick getting it up and running and everything else was very good and I was not out of pocket doing that, which I thought I would have been. They actually paid that for me, and anything else I had paid I got it reimbursed." **(Carrie, 33, Living with Spouse/partner, Three children (two with disabilities))***

*"It sounds like easy to get the service (childcare), but it is actually very expensive. I used to get a letter saying how much I've spent, and it made me feel guilty, I thought 'why I am working, I should stay home and get the benefit' but if you turn the thing the other way around you say 'it is really seventy-five per cent of your life that you are holding'...I wanted to get back to work. It has helped me to do that very much." **(Charlie, 33, lone parent with one child)***

3.2 Ring-fencing childcare places

Ring-fenced childcare places are childcare places that have been paid for by Working from Families and can only be used by WFF Clients. The benefits of ring-fencing childcare places are that WFF clients can gain access to childcare in areas or for types of childcare where there are shortages.

Some WFF areas experienced problems with accessing certain types of childcare, often at short notice for parents entering employment, education or training quickly. Ring-fencing of childcare places was seen as a solution to this in some areas, whereby WFF would pay for a number of places with a childcare provider for exclusive use of WFF clients. Ring-fencing was used in some LAs but not in others. In the areas that ring-fencing was not used it was generally reported that the need had not arisen, i.e. there have not been difficulties finding childcare places for clients. Although there were some additional concerns (see below).

There was a variety of different kinds of childcare that where ring-fenced by those areas who are used this method. Childcare ring-fenced in order to specifically address shortages for WFF clients included: 0-2 year olds; out of school care and wraparound care. However, it was not uncommon to also ring-fence places with childminders who had become established through a WFF Childminding project in the area. In these cases, the benefits were considered to be two-fold in reserving places for WFF clients, but also helping to establish childminders in their new business. One area also ring-fenced childcare places with the local Sitter Service. In some cases, where ring-fenced childcare places were with social economy organisations, it was felt that this had the additional benefit of helping to sustain these organisations through guaranteeing income.

Areas that used ring-fencing were mindful that this was a potentially costly approach to meeting the childcare meets of WFF clients. Some areas had learned from experience (such as from a three month pilot project run in West Dunbartonshire) that ring-fencing is not cost effective unless the childcare places can be filled. As such, areas were careful to only use ring-fencing where there was an identified need.

Some areas were concerned that ring-fencing would restrict the choice of childcare for WFF clients and/or that the Council would be liable if there were any problems with the childcare provision they had recommended. However, other areas were not concerned about these issues since WFF clients did not have to use the ring-fenced places if they choose not to and liability was transferred to the provider (through appropriate Service Level Agreements).

Key Lessons
Ring-fencing childcare places can be a means of gaining access to childcare for WFF clients in areas where there are shortages of particular services.

There is the potential problem that while ring-fencing may help improve access to childcare for WFF clients in areas of shortages, it will restrict access further for parents who are not WFF

clients and do little to address the longer term issue of shortages.

However, as there is a cost-effectiveness question over ring-fencing, this should probably only be used after carefully considering the supply and demand for such services.

3.3 Developing the childcare infrastructure

The success of WFF relies on the availability of suitable childcare, available for parents in the right place at the right time. Following initial mapping exercises, and using experience of WFF implementation, most Phase 1 areas identified gaps in childcare services which were seen as crucial to the successful progression of clients. Some LAs identified a lack of provision within their area and attempted to address this through a series of projects. In most cases WFF worked closely with local Childcare Partnerships when developing new services.

3.3.1 Developing Childcare Workers

This theme examines projects that are aimed at developing childcare workers. Developing childminders is dealt with separately (see below).

Two areas operate part-WFF funded childcare Intermediate Labour Market (ILM) projects (Dumfries and Galloway and West Dunbartonshire). Two further areas operate projects that work with clients who are not yet ready to undertake vocational qualifications in childcare and prepare them to do so: East Ayrshire's Childcare Workers Orientation Training and Glasgow's pre-ILM Project.

These projects aimed to develop childcare workers by increasing the labour pool available in the local area. In most cases this was done by recruiting clients from the WFF target groups to train and develop a career in childcare. This was designed to have a two-fold effect: supporting WFF clients into employment; and increasing the availability of childcare provision within an area.

Some projects have experienced difficulties in finding work placements for clients (in areas with few childcare providers), and one area had limited the numbers of clients as a result. West Dunbartonshire's Special Needs ILM project had particular difficulties initially in finding placements with special needs facilities. However, this was solved by placements being offered in mainstream childcare but where some children had special needs.

The ILM projects were also slightly concerned about the employment prospects of clients upon completing the courses. This was a problem when there were limited childcare providers in an area (which is often the case). Clients may have to consider other options (such as childminding) or seek employment outside the area.

Projects reported that there were a number of vulnerable clients participating who lacked confidence and/or had other personal issues. However, clients were supported by the Project Workers for the duration of the project and none reported high drop-out rates.

Two other projects also operated to improve the provision of childcare by other means. Highland's Staffbank aimed to develop and expand a trained, skilled childcare staffbank which offered increased employment opportunities in early years and childcare related services and also retained and strengthened skills and work experiences within the sector.

North Lanarkshire's Social Economy Infrastructure project was unique among WFF projects in that it worked with social economy childcare providers in an attempt to develop the longer term sustainability of the sector. This did not directly develop childcare workers, but the childcare sector generally, although this would have an impact on childcare workers.

Key Lessons

There is a need for greater investment in the childcare workforce within Scotland, in terms of quantity as well as quality. This is not just in terms of training childcare workers, but in actually facilitating the provision of services (since actually finding employment could be a problem for some clients upon completion of courses). This investment needs to be carefully targeted into types of childcare that are in short supply (see above) and into specific areas with these shortages.

It was too early to evaluate the effectiveness of a WFF project developing the childcare infrastructure (North Lanarkshire's Social Economy Infrastructure), but progress should be monitored to see if this approach is worthwhile.

Having more than one specialist outcome of the training is useful. In one course, while all the clients study for the National Certificate module in Special Needs, they also gain a qualification in childcare and so can go on to work in this field.

Special Needs Intermediate Labour Market Project (West Dunbartonshire)

Delivery and Management
This project is delivered by One Plus and is based in Skypoint, Fairfley, Clydebank. The project employs a full-time Project Co-ordinator, two trainers and a Guidance Worker (part-time). In addition to Working for Families financial support the project receives additional funding from Training for Work (Scottish Enterprise), European Social Fund and the Childcare Partnership. Clients who fall under the Working for Families criteria are mostly funded through Working for Families and other clients are funded from other sources. However, additional funds for WFF clients, for instance, personal development, can be accessed from other budgets. The finance part of the project is managed by a Finance specialist based at the Head Office of One Plus in Glasgow.

What the project offers
The project offers clients a 52 week course working towards an SVQ Level 2 in Playwork and a National Certificate (NC) module in Special Needs. Clients complete at least four placements during the course which include time in a Childcare for Special Needs Facility as well as in mainstream childcare with special needs children. Clients are offered financial support with childcare as well as guidance in study and job search skills. Clients are also supported by the Project Co-ordinator and are in regular contact with their Access to Employment Key Worker.

This project is two-fold. Firstly, it provides an opportunity for clients to gain a qualification which enhances their employment opportunities. Secondly, it provides a pool of suitably qualified workers that will enable other WFF clients, principally those clients who fall within the other stresses category and have children with special needs, to access childcare, thereby allowing them to engage with the labour market.

Clients/Achievements
This project is designed to provide a service to clients who have registered with WFF through the key worker project. Of the 12 clients who originally accessed this project, 9 completed the course.

Success Factor – Flexibility
All the clients study for the SVQ II in Playwork and in addition to this also study for an NC module in Working with Children with Special Needs. This project gives clients the opportunity to gain a qualification that can be used to gain employment in the Out of School Care Sector as a play worker or to gain employment in this same sector but specializing in working with children with special needs'.

Success Factor – Work Placements
There is only one Special Needs Childcare Facility in the area which initially created problems in finding enough placements for all the clients. However, in order to resolve this problem, mainstream childcare providers who have some special needs children in their care were brought on board and now also offer placements to clients. This means that clients access a number of

placement opportunities and get experience of working with special needs children in mainstream and special facilities as well as working with other children without special needs.

Success Factors – Close Working with Other Working for Families Projects
Good working partnerships with Access to Employment Project have meant there have been a good understanding and working relationship. This helps to support parents on the ILM with childcare when required and with a range of other issues that they may experience, which may help account for the low drop out on the course.

Success Factors – Facilities
One Plus share the Skypoint Building with other service providers which means clients have easy access to the library services, including internet access and help from library staff. Skypoint is also easily accessible by public transport.

Success Factors – Client Selection Process
Many of the clients on the project have been long-term unemployed or out of the labour market for some time. They are therefore likely to lack self-confidence and may have other personal issues. In order to find clients who are committed to the course and are job-ready, the project operates a selection process, consisting of an application and interview. This process of selection appears to have contributed to the low level of drop on the course, by weeding out clients who are not ready for the demands required.

Issues – Start Dates
The programme recruited clients to start the programme at one point in time (June) creating a crunch point for staff. Previously programmes (non-WFF) have been run as rolling programmes, avoiding these crunch points. However, the Project Co-ordinator feels that a key lesson has been to plan more effectively for the starting point.

<u>Clients Quotes</u>

"For me it has given me an opportunity to change the direction of work I was in, I was always in administration, and it is giving me the opportunity to go into a different line."

"I've got three children and [WFF] pays for the childcare. My childcare expenses are more expensive than the money I actually earn doing this so I wouldn't, financially, been able to do it".

"I have had a lot of rubbish going on personally in the last few months and I found everybody really, really helpful… from the staff helping me out to make things as easy and straight forward as possible. So, from that point of view for me personally it has been brilliant." **(From focus group with all project participants, actual quotes are unattributable to specific clients.)**

3.3.2 Developing Childminders

These projects assisted clients to become registered childminders, thereby increasing the number of childminders in the area. As with the development of general childcare workers this had a two-fold benefit in helping clients to enter work and in increasing the labour pool available. These projects tended to be developed in rural areas or areas with significant rural features where the provision of other formal childcare was minimal (for instance, nurseries, crèches, family centres, etc.). While childminders can only care for a small number of children, they can operate out of small communities where low demand may make the provision of dedicated formal childcare unfeasible. As such, they were often perceived to be an essential means of helping to meet childcare needs in these areas.

Five areas currently operate projects to develop childminders. One further area (Dumfries and Galloway) operated a pilot project for a year, but this ceased when the delivery organisation (Scottish Childminding Association (SCMA)) decided not to continue. Dumfries and Galloway would like to pursue this project, but no alternative delivery organisations have become available.

These projects generally operate by providing information, support and assistance through a Project Worker to clients who wish to become registered childminders. Clients attend a short training course (usually delivered by another organisation, e.g. through the local council or SCMA). The Project Worker keeps in touch the with client throughout the process, including helping them access funding and childcare, assisting them with paperwork and gaining Care Commission approval, and generally supporting them with any issues (practical or personal) that they may have.

One issue faced by all projects has been the time taken for clients to gain Care Commission approval. Without this approval, childminders cannot begin operating and in occasional cases getting Care Commission approval had taken up to 12 months. Even where Care Commission approval was granted quicker, this still generally took between three and six months (although this depended on the area). Project Workers supported clients through this period. In addition, in order to help retention while clients while awaiting their registration approval, some areas (see East Ayrshire case study) have offered clients other courses (such as First Aid and Food Hygiene) in order to keep them engaged with WFF. Other areas have had problems with client drop out during this period.

For many clients, becoming a childminder was a significant step. Some may not have been in employment for some time and becoming a childminder could create anxieties because they are becoming self-employed. To this end, projects linked with other support, for instance, the Business Gateway, to provide clients with advice and training on the financial aspects of becoming self-employed. Project Workers provided support during and after a client had become registered, often providing help and support while they were establishing their business.

One concern raised was that some clients, once registered, might not be able to recruit enough children to make their new business sustainable. This might be because of the area they are operating out of or due to the difficulties in building up a client base. A couple of areas had taken the step of buying childcare places off these clients. For instance in North Ayrshire (see case study), new childminders were guanteed one child place through WFF. This not only allowed clients to get their business started, but gave them an opportunity to experience childminding as an occupation without it affecting their benefit (until more children were recruited). However, other areas avoided this strategy because they believed it limited the childcare choices for other WFF clients and where concerned about possible legal implications.

Key Lessons

Childminders are an important way of meeting childcare needs in small, particularly rural communities, where low demand makes dedicated formal childcare unfeasible. Shortages of childminders were noted in some areas and Childminding projects aimed to increase provision through providing information, support and assistance to clients going through the often complex process of becoming a registered Childminder. Sustained support for clients helped them to complete the process (through of training, registration, set up and running of a childminding business) and helped particularly vulnerable clients overcome issues along the way.

Childminding Start up (East Ayrshire)

Delivery and Management
This project is operated and managed by the Working for Families Co-ordinator in East Ayrshire Council. Effectively, this project operates as a pot of money that can be drawn down by Link Workers to assist clients to become childminders. Actual training and support with Care Commission Registration is provided by the Childminding Development Officer at East Ayrshire Council. Information on setting up their own business is provided through the Business Gateway.

What the project offers
When a Link Worker identifies a number of their clients who are interested and suitable for progression towards becoming a childminder they arrange for the client to undergo training through East Ayrshire Council Childminding Development Officer, who also supports the clients in completing the Care Commission Registration paperwork. Clients are also signposted to the Business Gateway which provides training in dealing with the financial aspects of self-employment. Throughout the process, Link Workers maintain contact with clients and support with any other issues that arise. Costs are covered for the client by WFF through the Childminding Start-up budget.

Achievements - Clients
In East Ayrshire the Key Workers project (Community Links) is the sole point of registration for clients. Up to the 31 March 2006, 67 clients were referred to the Business Start-up for Childcarers.

Success Factors – Community
Courses are run in individual communities depending on demand. This helps to reduce transport issues since parts of East Ayrshire are remote and poorly served by public transport.

Issue – Start-up difficulties for Childminders
Sometimes when clients have become registered childminders they have problems getting children, causing issues for the success of their business and raising expectations that may not be fulfilled. Unlike in North Ayrshire, East Ayrshire WFF has avoided ring-fencing a certain number of places with childminders due to (a) concerns this would impact on choice of childcare for parents, and (b) following legal advice.

Issues – Care Commission
The progress of registering with the Care Commission can take on average between three and six months for many clients. In order to keep clients motivated and involved with WFF, they are often offered other courses while they are awaiting registration to complete. Courses offered are generally relevant to their anticipated future role as Childminders and include, for instance, First Aid Training and Food Hygiene.

Client Quotes

"They helped me with all the things that have to be done, the care commission came up and said I needed smoke alarms, fire guard and the gates. For a start up I went to see Small Business Gateway. They are always there at the end of the phone. It is not as if I felt I cannot phone them, I wanted to do it, but I wasn't a hundred percent sure I was going to manage it… and if I had any problems I would just lift the phone, and there was never a grumpy side, they're always there."
*"They have done lots for me, and there is other people out there that maybe want to do something that think I cannot do this, I never thought I would have done it and I'm doing it. Hopefully it will last long term but no job is safe, at the moment I couldn't want to be happier." **(Sharon, 39, living with partner/spouse, one child, previously employed)***

Childminding Co-ordinator (North Ayrshire)

Delivery and Management
This project is operated by SCMA whose head offices are based in Stirling. One staff member, the Childminding Co-ordinator, operates the project and is based at a home office in North Ayrshire. The project covers clients in the whole of North Ayrshire. The Childminding Co-ordinator reports to both a line manager with in SCMA and the Working for Families North Ayrshire Co-ordinator.

What the project offers
The Childminding Co-ordinator receives referrals from three main sources: self-referrals (following a marketing campaign organised by the Childminding Co-ordinator), Link Advisors and JCP. Potential clients are offered information via telephone and through an Information Pack. Clients who meet the WFF criteria are offered a joint information session with further discussions on issues relating to the course. Those clients who then sign up are placed on a waiting list for the training (which is arranged and delivered by North Ayrshire Council). Following completion of flexible training (10 sessions over one week or 12 evenings over 3 months), clients are supported in their Care Commission application. Once this is completed clients are then able to operate as Childminders. Throughout this process, clients are supported by the Childminding Co-ordinator who can offer advice and support on a range of personal and practical issues that may arise. Costs are met by WFF, except for the Start-up grant which is currently available via North Ayrshire Council (although this is shortly to be withdrawn and is likely to be met by WFF in future).

Achievements - Clients
Up to the 31 March 2006, 15 clients have registered directly with the project. In addition to this, up to the 31 March 2006, 10 clients were referred from the Transitional Support project.

Success Factors – Guaranteeing one child place
New Childminders are guaranteed one child place for a period of 12 weeks through WFF in order to get their business started and provide a service to WFF. During this period of start-up, if a client only has one child, benefits are unaffected because of the income disregard. However, as the number of children increases, so does income and benefits are revised accordingly. This gives clients an opportunity to experience working as a childminder without impacting on their benefits. If their business becomes more successful, they will experience a gradual transfer off benefits. This is particularly important for clients since most of them will be starting their own business for the first time and this helps them make a smoother transition and provides a safety net. If clients decide that childminding is not appropriate for them, there are still opportunities to work in childcare through a Sitter Service or Crèche.

Issues – Training Organised through the Council
The Childminding training is organised and provided through North Ayrshire Council with the WFF Childminding Co-ordinator having limited control over when the training is offered. This

means that there will be a delay of up to several months for clients who sign up. Also, there is limited control over the dates when training is available which can cause problems for some clients. However, the Co-ordinator and clients were happy with the actual training given, although there was some concern that the current trainer will be leaving and uncertainty about quality in the future. The short intensive sessions over a period of one week have been successful in retaining client numbers, but the project reports higher drop-out rates among clients taking the course in the evenings over a period of three months.

Issues – Care Commission

Gaining Care Commission approval to operate as a Childminder can be a time-consuming and complex process for clients, in particular, the time to complete the Care Commission paperwork (up to two months) and, then, once the application is summated, the process of home visits and eventual award of Care Commission status. While some clients are awarded CC status within the three month period promised by the CC, other clients have found that this has taken far longer, up to a year in some cases. Clients are supported through this process by the Childminding Co-ordinator.

Client Quotes

"I'm on my own with my son and I struggled to find childcare…[Being a Childminder] I can spend time with him, plus earn a living and the school holidays as well, even if you find a job that is child-friendly you still have to go to work in the summer holidays"
"[You get] financial support also because…WFF buy a space from you, for the first three months. That then gives you, even if I don't get any children for the first three months, I'm still getting this wee bit of income to give me a wee help and a wee step up."
"Before I was absolutely terrified, I canne do this, I canne give up my job, But I think WFF is tailored to each individual, they really wanted to sit down and say what are your skills, what do you want to do, if you wanted to do this then how could we help." **(Diane, 25, Lone Parent, one child (M))**

"[The Childminding Co-ordinator] was on the phone constant if I needed her, you know, if I was like 'Oh, I don't know what this is about' and [the trainer] was the exact same, you'd phone her up and say 'Look I didn't quite get this bit or I didn't understand' and she was always there at the end of the phone to help you, so they were there constantly to give you the help and support that you needed." **(Fran, 29, one child (D))**

"I think they put the training course in place so it opens your eyes, cos…you think 'Oh right I want to stay at home and watch my wee boy, so this will all fall into place, I'll become a childminder'. It makes you realize all about your actions on other people's children plus play and your actual role as a childminder because I think people might think it's just like another mum, well not another mum, but someone that stays at home and watches the kids, its not really a proper job, but it shows you all the skills and the key roles and breaks it down for you and it also shows you the business side of it...because actually you're self-employed." **(Esther, 41, lone parent, two children (C))**

3.3.3 Flexible Childcare

This theme deals with projects that attempt to expand flexible childcare. In particular, this section deals with Sitter Services, although other types of flexible childcare will be briefly reviewed. Sitter Services provide flexible childcare, including extended hours (early mornings, evenings and weekends) which can include providing care in the parents own home and dropping off/picking up children from school/other childcare.

Six areas were running Sitter Service projects, although some had adopted different titles, such as Childcare @ Home (three areas) or Steps and Stages (one area). Names were generally changed from Sitter Service because of the connotations with babysitters. These projects either attempted to establish from scratch or expand current sitter services in the area. Some were partly WFF funded, while others (at present) were wholly WFF funded. Sitter services were usually accessed by families seeking 'wraparound' care, i.e. to take children to childcare or school in the mornings, pick them up afterwards in the afternoons, or to cover evening childcare where no other childcare services were available. As such, sitter services were used to fill gaps in existing childcare provision. These services can benefit clients by being able to access childcare at times when it would not otherwise be available.

Some areas, however, operated a longer term service to clients (for instance, North Ayrshire and Highlands), seeking to match a number of sitters to a family in order to provide continuity of care over the longer term.

Other areas already had existing sitter services, and tended to only use these occasionally when no other childcare could be accessed.

Some areas had experienced difficulties in recruiting suitable staff. Project Workers reported that this was because of the working patterns – staff to work only when required, at short notice, sometimes unsocial hours and without a set number of hours guaranteed. However, one area (North Ayrshire) reported no recruitment difficulties, in fact they had a relatively large number of applications. The Project Worker on this project attributed this to a number of factors: relatively good pay and conditions; good reputation of the delivery organisation, high unemployment rate in the area, a focus on staff development, a rota system that avoided split shifts where possible, and, guaranteed hours. This is probably related to the type of sitter service being provided in the area, i.e. longer term support to individual families.

Sitter Services need to be Care Commission approved, as do the Sitters themselves (if care is carried out without their own homes). Services starting from scratch were delayed while waiting for approval – up to 8 months in one instance, although experiences varied between different areas.

All areas reported that sustainability of these services was a key issue. While many clients received subsidies through WFF (paid directly to the provider), sitter services changed around

£15 per hour and it was felt that this was not sustainable for parents on low incomes or in training (even with WFTC since only up to 70% of the costs can be met). This is why some areas took the approach of only using the services for childcare emergencies or when no other services where available, while in the meantime developing the existing childcare infrastructure, through, for instance, developing childminders or other services.

There is also the issue of sustainability for the Sitter Service provider. A number where looking at how they might develop in the future and were considering a mixture of other funding sources and/or opening the service to other clients who could afford it more easily.

A number of other areas had established or were establishing projects to fill existing gaps in childcare. For instance, some of these included: A Teen Activity Club and Rural After School Care project in East Ayrshire. Early Years Childcare, a Playgroup and Out of School Care Project in North Lanarkshire. Extension of Pre-5 Childcare in Renfrewshire. Flexible childcare support in West Dunbartonshire.

Different forms of childcare may be appropriate in different circumstances. Sitter services may only be the most appropriate solution for parents in certain circumstances e.g. parents required short term support, parents with disabled children, parents with a number of children, where they may be cost effective in allowing the parent to go to work etc.

Key Lessons

Sitter services can provide a valuable childcare service where no other childcare is available. However, they may only be the most appropriate solution for parents in certain circumstances e.g. parents required short term support, parents with disabled children, parents with a number of children – often in this case Sitters can prove more cost effective and can make the difference between a parent being able to work or not.
However, it may be wise for areas to consider the longer term development of other services in the area, since Sitter Services may not represent the best value for money.

It is generally too early to evaluate the success of the Sitter Services working more closely with families in the longer term. Some of these services were only established relatively recently prior to the case studies being carried out. However, these services need to be monitored further in order to assess their future funding by WFF.

Childcare @ Home – Sitter Service (Renfrewshire)

Background
The Childcare @ Home project which is a Sitter Service started at the end of November 2005 and covers the whole of Renfrewshire.

Delivery and Management
This project is operated by One Parent Families Scotland (OPFS), a charitable organisation involved in, amongst other activities, lone parent advocacy. One full-time Project Manager, one full-time Assistant Manager, one PT/FT Administrator, two part-time workers (which are in the process of being recruited) and 10 seasonal workers deliver the project.

The project is solely funded by Working for Families (WFF). OPFS invoices WFF on a monthly basis for the core-cost/overheads (or fixed expenditure, e.g. property and staff) and for the operational cost (which varies with service demand) of the project. In some instances, the project also gets money from the WFF Childcare Access Fund to subsidise (up to £3) some clients. This is necessary because clients—depending on their income and circumstances—are charged different rates for the service.
The project covers clients throughout the whole of Renfrewshire.

What the project offers
Clients are provided with sitter services when other types of childcare are not an option. Clients are relieved from the stress of arranging additional childcare when their other childcare providers (e.g. nurseries) close, as the sitter is able to pick up the child. The project also provides continuity of care. Childcare @ Home staff can also take notice of clients' circumstances (e.g. emotional state, etc) and refer clients to the Buddies (WFF Key Workers) with clients' agreement.

Achievements
In Renfrewshire the Key Workers project (Buddies for Childcare) is the sole point of registration for clients. Up to the 31 March 2006, 1 client was referred to the Childcare @ Home project.

Successes

The Project Manager mentioned that feedback from parents using the service has been very positive.

Issues - Staff recruitment
The project has suffered from staff recruitment problems. The Project Manager mentions the difficulty of getting the right kind of people with the right skills and experience. Staff retention is another issue, perhaps explained by the nature of the job—staff have to work when required, usually at short notice and without a guaranteed number of hours.

The recruitment of childcare staff has been revised to include more robust recruitment tools to

get better qualify staff. Due to staff recruitment and retention difficulties, different measures are being considered: a number of full-time and part-time contracts have been created in order to retain some of the current staff; the creation of a staff bank is being contemplated; and the option of a provider providing more than one service could also diminish the staffing problem. Having one provider delivering multiple services may also make the delivery easier, perhaps more cost-effective and it could offer continuity for clients.

Issues - Finance management
The Project Manager notes that due to cost-effectiveness, WFF will find it difficult to be the sole sponsor of the project in the future. The project is looking for other non-WFF sources of income and at present, an attempt is being made to raise its profile amongst a range of different organisations.

Client Quotes

"The girls [Childcare @ Home] are brilliant….The [Assistant Manager] brought the girls [sitters] first out to the house so I could meet them. [My daughter] got on brilliant with them. I was a bit nervous to start with, but the fact that [the Assistant Manager] came out to the house with the girls that would be looking after her, I got to meet them first and the fact that they do come that we bit early and I go over everything with them, that settles me down."

"The girls come a bit early so I can go over whatever needs to be done with her [my daughter]… because I don't really want them coming in and me leaving, so I explained to them if they could come maybe about ten to fifteen minutes early. [My daughter] is still with me and I can see how she is reacting with the girls. She has got on great with everyone…The first thing they say when they come in is: 'do you want us to do anything, do you want us to feed her?' If you are trying to walk out of the door, with her crying they calm her down, they bring her to the window… they've been absolutely brilliant. I am really pleased with them." **(Kay, 26, lone parent, 1 child)**

3.3.4 Crèches

Mobile or Community Crèches provide childcare at premises within the community where an event or training course is taking place.

Six areas had projects to develop mobile crèche facilities. A further area (North Ayrshire) attempted to establish a work-based crèche with limited success (see Working with Employers). The same area also operated a project to develop crèche workers (see Developing Childcare Workers).

The aim of mobile crèches was to provide quality childcare at the premises where an event or training course was taking place. This enabled parents to participate in such events while also knowing their child(ren) were on site and cared for.

Areas without mobile crèche projects tended to find alternative ways to provide childcare to cover for training course or events, for instance, carrying these out where childcare is already available (e.g. family centres).

These projects could be joint funded by WFF, or WFF could buy into an existing service through funding staff or a designated number of hours to be used by WFF clients.

One problem that has been encountered by a number of mobile crèche projects was the recruitment of staff. The nature of much of the work operating a mobile crèche was sessional which was reported as less attractive to potential workers. The Roving Creche service in Dumfries and Galloway attempted to use existing childcare workers to work additional hours, but this was not popular.

Mobile crèche projects also need to work closely with Key Worker projects, since most of their referrals are likely to come through this source. However, a number of projects also reported problems in this area. Until a Key Worker project is established then mobile crèches are unlikely to get many clients. Even when the Key Worker project is established many of the mobile crèches services have reported that numbers of clients referred has not been at the level expected.

In areas where crèche facilities are limited, some WFF projects have been crucial in allowing certain activities to go ahead, but the evidence is very limited on this.

Key Lessons

The aim of mobile crèches is to provide quality childcare at the premises where an event or training course is taking place. This enables parents to participate in such events while also knowing their child(ren) are on site and cared for.

In areas where crèches are available, WFF is advised to normally buy in services as opposed to developing their own. However, in areas where crèche facilities are limited, some WFF projects have been crucial in allowing certain activities to go ahead.

The viability and effectiveness of mobile crèches needs to be considered carefully, before developing such services.

Mobile Crèche (Highlands)

Background
The Mobile Crèche project has been in place since August 2004.

Delivery and Management
The project is operated by Direct Childcare which also delivers a number of other WFF projects (Staff Bank, Sitter Service and Forward with Families). Direct Childcare voluntary board of directors is a partnership of companies (Highland Pre-School Services, Out Of School Care Federation and NCH) working together. Direct Childcare was set up in 2004. The project employs six people, including a manager, none of them are dedicated full time to the project. The project covers clients in the whole of the Highlands. The Direct Childcare Development Manager oversees the delivery of the Mobile Crèche and reports to the company's board of directors.

What the project offers
The project receives requests to provide WFF with a mobile crèche from WFF Central Office or from the Parent Champions. Clients are provided with childcare at the premises where an event or a training course is taking place. Direct Childcare operates 5 vehicles and delivers childcare to WFF and to other clients (organisations) who request it. Direct Childcare carries out a risk assessment, of the venue hired by the WFF team, prior to childcare delivery. 27.12% of the project costs have been met by WFF. From April 2006 this system of funding will stop and charges for Mobile Crèche services delivered will be met by local WFF childcare budgets.

Achievements - Clients
In Highlands the Key Workers project (Parent Champions) is the solely point of registration for clients. Unfortunately there is no information on referrals to this project.

Success Factor
The Direct Childcare Development Manager mentioned that WFF funding has helped to advance the Mobile Crèche development and infrastructure needs. The different funding streams that the project has was mentioned as an advantage in the rural circumstances in which the service has to deliver. Due to population numbers (or low client numbers) and travel distances, delivering for just one organisation will make the service unsustainable. This variety of funding allows the service to meet different needs and to be more flexible.

Issues - Rurality
The Direct Childcare Development Manager stated that rurality has to be built in as a cost factor in every equation, as the driving force of any initiative. Rurality, she explained, means that –due to the low numbers of clients and staff, the big distances for services delivery and the amount of resources that organisations have— a service would not be cost effective if based in just one organisation. To make a project succeed it has to be set up as a partnership or collaboration between different organisations.

Issues - Service delivery
The low numbers of WFF requests for crèches was pointed out by the Direct Childcare Development Manager which, she said, could be the result of a timing mismatch: Parent Champions and the Mobile Crèche started simultaneously but before the need for crèches arise there needs to be a sizeable client group referred by the Parent Champions.

The nature of the WFF client group (i.e. vulnerable parents) has emphasised the need of experience and qualifications for childcare staff according to the Direct Childcare Development Manager, who mentioned working with the Childcare Partnership to identify training needs for project staff.

Issues - Communication
The Mobile Crèche project proposal was submitted together with the Parent Champion project proposal. These projects envisaged clients in different ways (the Parent Champion proposal considered as WFF clients those registered with a Parent Champion, the Mobile Crèche proposal instead assumed that clients will count towards their target as long as they were post code bound to WFF areas, independently if they were WFF registered clients or not), thus the targets that the Mobile Crèche set up were overestimated outwith their client conceptualisation. This issue links with '*the monitoring of outcomes issues*' (section below) and therefore, in the opinion of the Direct Childcare Development Manager, it has an impact on the level of service (underestimation) that the Mobile Crèche seems to provide to WFF.

In addition, various funding streams that the Mobile Creche relies upon means that communication is essential to clarify responsibilities and targets.

Issues - Monitoring of outcomes
The Direct Childcare Development Manager mentioned that the level of service that the project has provided to WFF has not been very big, but she said that there are also 'hidden benefits' which are not being measured: such as clients who access non-WFF Mobile Crèches but, the project team believes, are WFF clients.

Client Quotes

"With WFF I did the 'Options and Choices' course which was very, very good. And it had a mobile crèche. My wee girl was in it all day. They were brilliant. The course lasted six weeks, one day a week from 9.30 to 2.30. For me, it would have been impossible to do it if I had to find childcare myself. The crèche was brilliant. I was quite lucky." (Amanda, 36, lone parent, 3 children)

SUMMARY OF KEY LEARNINGS

- The combination of childcare, Key Worker, employability and other support for disadvantaged parents appears to have assisted many to improve their employability and to enter work, training and education.

- Key Worker approaches appear to have been successful as they have been able to provide: continuity and a single contact and support point for clients during their whole time with WFF; a supportive, individually tailored and relatively holistic service (including accessing other projects and services where necessary) in order to meet a wide range of client needs; and resources to access appropriate childcare and some relevant employability services.

- There was an issue as to the extent that some distinct projects were required to be set up through WFF, in addition to the Key Worker programmes. Key Workers in themselves were able to deal with a wide range of clients and those that needed particular support could often be referred to specialist services in the local area. Questions emerged as to the necessity of some types of projects, e.g. volunteering projects where there were existing services and demand among WFF clients appeared to be low. However, the flexibility of WFF funding meant that other projects could be developed in response to emerging needs being identified, e.g. money advice projects. Some projects might be relevant in some areas but not in others, for instance it might not be necessary or practical to operate specialist Key Workers in some areas but in others, the demand and geography made these worthwhile. Generally, early mapping of existing services (as outlined above) was valuable in helping to determine the need for separate projects.

- A further recurring question was the extent to which WFF should be solely responsible for funding specific projects that had a broader impact beyond WFF clients: for instance, community engagement outreach projects that signposted clients to a range of services, working with employers to develop work-life balance or childcare services and some childcare infrastructure projects. (It should be said that some of these projects were jointly funded). Developing close partnerships with other local services to develop funding packages is particularly valuable here. However, as WFF develops, there are questions as to the range of projects that it is appropriate to be funded via WFF, what could be developed in partnership and what is out with the remit of WFF, and greater clarity is required.

APPENDIX A

WFF PROJECT CASE STUDIES

TELEPHONE INTERVIEW TEMPLATE

Introduction

As part of the WFF Evaluation we are carrying out short telephone interviews with a selection of projects in order to learn key lessons from the experience of current projects. The interview should last no longer than 20 minutes. Thank you for your cooperation.

QUESTIONNAIRE

Project Name & LA Area

Geographical areas covered

1. Development of Project

1.1 Start Date of project

1.2 What type of organisation is the delivery organisation? E.g. social economy.

1.3 What issues where there in the development of the project? E.g. staff recruitment, recruiting clients, partners, Care Commission etc, premises etc.

2. How does the project work with clients? What does it aim to do?

3. Operation of the Project

3.1 Which agencies refer clients to you?

3.2 To which agencies do you refer clients to, including training?

3.3 Have there been any other issues in implementing the project, e.g. CTC, CC, DS etc?

4. Clients

4.1 Numbers of clients (can check on database).

4.2 What types of clients have you targeted? What types of clients are actually recruited? Rural issues.

4.3 Are there other client groups that should be targeted that are not already? Who are they?

4.4 Have there been any issues with recruitment/types of clients etc.

4.5 How does the project benefit WFF clients? How does the project benefit clients above and beyond what would otherwise be available? Does this meet a need that is not met elsewhere?

5. Key Issues

5.1 What things are working well?

5.2 What problems issues have you encountered? Have these been overcome? How?

5.3 How do you expect the project to develop in the future?

5.4 What are the key lessons that have been learnt from the project?

5.5 Would you say this project is an example of good practice? If so, how?

5.6 Are there any other key issues you would like to mention in relation to WFF generally?

5.7 Any other comments?

APPENDIX B

Table B1: Projects taking part in Telephone Interviews and Case Studies

Area	Project Name	Case Study (CS) or Telephone Interview (TL)
Dumfries & Galloway	Access to Work – Rhins	CS
Dumfries & Galloway	Childcare ILM – Upper Nithsdale	TL
Dumfries & Galloway	Glasgow University Community Learning and Development Certificate	TL
Dundee	Apex Employment	TL
Dundee	Money Advice Workers	TL
Dundee	Volunteer Support Project	CS
Dundee	Lone Parent Link Worker	CS
East Ayrshire	Clients into Work (before called Women into Work)	CS
East Ayrshire	Childminding Start Up (before called: Business Start Up for Childcarer Project)	CS
East Ayrshire	Teen Activity Club (before called: Under 16 Teen Care Project)	TL
East Ayrshire	Rural After School Projects	TL
Glasgow	Money Advice	TL
Glasgow	Pre-ILM Project	TL
Glasgow	Young Parents Project	CS
Glasgow	Health/disability Guidance and Mentoring	CS
Glasgow	HNC Pilot, Rosemount Lifelong Learning	CS
Glasgow	Rosemount Transitions	CS
Glasgow	Guidance and Mentoring Workers Glasgow South	CS
Highlands	Mobile Crèche (Play Direct)	CS
Highlands	Direct Childcare Infra-structure - Staff Bank	TL
Highlands	Forward with Families (FWF)	TL
Highlands	Mobile Creche (Play Direct)	CS
Highlands	Parent Champions (Easter Ross)	CS
Inverclyde	Community Listening	CS
Inverclyde	Money Advice	CS
Inverclyde	Family Strone/Maukinuhill	TL
North Ayrshire	Community Employment Initiative	TL
North Ayrshire	Mobile Crèche	TL

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North Ayrshire	Quarriers Steps and Stages - Sitter Service	TL
North Ayrshire	Childminding Co-ordinator	CS
North Ayrshire	Transitional Support Project	CS
North Lanarkshire	Positive Options for Parents (POP)	TL
North Lanarkshire	Employment Links	CS
North Lanarkshire	Childcare Mentor Project	CS
North Lanarkshire	Job Shuttle Project	CS
Renfrewshire	Childcare at Home - Sitter Service	CS
Renfrewshire	Pre-vocational Training - First Steps	TL
Renfrewshire	Assisting Teenage Parents	TL
Renfrewshire	Mobile Crèche	TL
Renfrewshire	Childcare Access Fund	CS
West Dunbartonshire	Special Needs ILM	CS
West Dunbartonshire	Access to Employment	CS

**WORKING FOR FAMILIES
EVALUATION
(PHASE ONE)**

TECHNICAL ANNEX T8C

**WFF
PROJECT DESCRIPTIONS
For Phase One (2004-2006)**

TECHNICAL ANNEX T8C

WFF
PROJECT DESCRIPTIONS
For Phase One (2004-2006)

Professor Ronald McQuaid, Sue Bond and Vanesa Fuertes
Working for Families Evaluation Team
Employment Research Institute
Napier University

CONTENTS

DUMFRIES AND GALLOWAY

PROJECT NAME	LOCAL AUTHORITY
Access to Work (operating in 5 separate locations across D & G)	Dumfries and Galloway

SUMMARY
Identifies mentors and supports parents from the target group to develop a personal development plan with a specific focus on the attainment of a driving licence. Associated support costs are funded and the emphasis is not simply on a driving licence but also includes signposting to training and educational opportunities as part of an ongoing process.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Transport

DATE PROJECT OPERATIONAL: Various from 01/08/04

PROJECT ADDRESS
Access to Work Machars/Rhins South Machars Community Centre Castlehill Whithorn DG8 8PN Access to Work Stewartry Dalbeattie Town Hall High Street Dalbeattie Access to Work Upper Nithsdale/North West Dumfries Holywood Building Old Assembly Close Irish Street Dumfries Access to Work Annandale & Eskdale 16 High Street Lochmaben Dumfries

PROJECT NAME	LOCAL AUTHORITY
Apex	Dumfries and Galloway

SUMMARY

Structured day programme to be developed for parents from WfF client group that currently have substance misuse issues. Programme runs over a 10 week period to provide some confidence building skills and also some more structured learning with parents being encouraged to progress onto other opportunities after the course is completed

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Young parents	Guidance & mentoring Support with childcare Money advice

DATE PROJECT OPERATIONAL: Jan 2006

PROJECT ADDRESS

Apex Scotland
160-164 High Street
Dumfries

PROJECT NAME	LOCAL AUTHORITY
Befrienders into Employment	Dumfries and Galloway

SUMMARY

This project works with parents across Dumfries and Galloway and will support, give advice and guidance in their roles as volunteer befrienders within the befriending service of alcohol and drugs support southwest Scotland. The project will recruit, train and give ongoing support in their volunteer role in order to build confidence and self esteem and enable individuals to find paid employment in the social care field.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Childcare development & provision Transport

DATE PROJECT OPERATIONAL: 01/04/06

PROJECT ADDRESS

29 – 31 Academy Street
Castle Douglas
DG7 1EB

PROJECT NAME	LOCAL AUTHORITY
Building Healthy Communities – Project	Dumfries and Galloway

SUMMARY

Works with parents from most vulnerable circumstances to identify personal development needs with a focus on improved health through volunteering.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Money advice Volunteering

DATE PROJECT OPERATIONAL: 1 April 2005 to 1 April 2006

PROJECT ADDRESS

Ryan South
Crichton Hall
Bankend Road
Dumfries

PROJECT NAME	LOCAL AUTHORITY
Childcare ILM – Upper Nithsdale	Dumfries and Galloway

SUMMARY
An Intermediate Labour Market delivered through One Plus in the Upper Nithsdale area to identify 20 parents over 2 years and provide them with training and placement opportunities that will allow their progression towards working in the childcare sector.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes	Guidance & mentoring Support with childcare Childcare development & provision

DATE PROJECT OPERATIONAL: August 2005

PROJECT ADDRESS
Upper Nithsdale Childcare ILM 100 High Street Sanquhar

PROJECT NAME	LOCAL AUTHORITY
Community Agents	Dumfries and Galloway

SUMMARY

The project recruits and employ's Community Agents to act as frontline contacts for hard to reach and disengaged families. These agents will be recruited directly from Upper Nithsdale and will help to raise awareness of how targeted parents can access lifelong learning, training and services to help them towards eventual employment. They will be operating alongside a designated WfF key worker who will provide direct support to parents.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Childcare development & provision Transport

DATE PROJECT OPERATIONAL: 01/04/06

PROJECT ADDRESS

Kirkconnel Resource Base
37 Main Street
Kirkconnel

PROJECT NAME	LOCAL AUTHORITY
Community Transport / Transport to Childcare	Dumfries and Galloway

SUMMARY

A supporting provision based in the South Machars area of D & G that has been developed to provide a much needed transport link for parents accessing training opportunities and their children accessing childcare

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Multiple stresses	Guidance & mentoring Support with childcare Transport Money advice

DATE PROJECT OPERATIONAL: Both Started on 31 May 2004 ended April 2006

PROJECT ADDRESS

Community Transport
South Machars Community Transport
South Machars Community Centre
Castlehill
Whithorn
DG8 8PN

Transport to Childcare
Galloway Childcare Company
Whithorn Childcare Centre
Castlehill
Whithorn
Newton Stewart
DG8 8PN

PROJECT NAME	LOCAL AUTHORITY
Glasgow University Community Learning and Development Certificate	Dumfries and Galloway

SUMMARY

Provides associated support costs to allow 15 parents to progress towards their Certificate / Diploma in Community Learning and Development (2 onto year 2 – 13 onto year one) Support costs are available to students who are supported through the WfF fund with associated costs.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Multiple stresses Hard to reach clients Parents in education	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: June 2005 to June 2006

PROJECT ADDRESS

University Of Glasgow
Crichton Campus
Bankend Road
Dumfries
DG1 4ZL

PROJECT NAME Grow Your Own	LOCAL AUTHORITY Dumfries and Galloway

SUMMARY

An Intermediate Labour Market project delivered in the North West Dumfries area to identify and progress 8 parents through training in Community Learning and Development by providing training alongside a work placement. An additional 7 parents will be limited contact parents that will be signposted to other opportunities.

KEY CLIENT GROUPS Lone parents Parents in two-parent households Low incomes Multiple stresses Hard to reach clients Limited contact clients	KEY THEMES Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: 09/2005 to 01April 2006

PROJECT ADDRESS

55 Renfrew Street
Glasgow
G2 3BD

PROJECT NAME	LOCAL AUTHORITY
Jill of All Trades	15 Dumfries and Galloway

SUMMARY

Using the training course on D I Y as a lead in to other training opportunities at the resource centre in N W Dumfries – 5 additional parents are expected to engage with the project as a result of this provision being in place.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: *Never started*

PROJECT ADDRESS

North West Resource Centre
College Drive
Lincluden
Dumfries
DG2 0BX

PROJECT NAME	LOCAL AUTHORITY
Kick Start Your Career	Dumfries and Galloway

SUMMARY

A mentoring and support project for parents in the Machars area of the region to work with them over a 12 week period utilising existing training opportunities as well as identifying additional personal goals.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Money advice

DATE PROJECT OPERATIONAL: 08/2004

PROJECT ADDRESS

South Machars Community Centre
Castlehill
Whithorn
Newton Stewart
DG8 8PN

PROJECT NAME	LOCAL AUTHORITY
Mobile Childcare	Dumfries and Galloway

SUMMARY

This is a supporting provision designed to provide a crèche provision to WfF projects across the region.

KEY CLIENT GROUPS	KEY THEMES
This is a supporting provision to all the WfF projects	Childcare development & provision

DATE PROJECT OPERATIONAL: 01/2005

PROJECT ADDRESS

Carmont House
Bankend Road
Dumfries
DG1 4ZJ

PROJECT NAME	LOCAL AUTHORITY
Monitoring and Mentoring	Dumfries and Galloway

SUMMARY
Provides a consistent support and mentoring provision for both agencies and individuals working with Working for Families across the region. Adds capacity to projects by providing a signposting and networking opportunity to other agencies locally

KEY CLIENT GROUPS	KEY THEMES
A supporting mechanism to projects for monitoring and evaluating progress	Monitoring, evaluating and networking

DATE PROJECT OPERATIONAL: Jan 2005

PROJECT ADDRESS
Carmont House Bankend Road Dumfries DG1 4ZJ

PROJECT NAME	LOCAL AUTHORITY
Network West	Dumfries and Galloway

SUMMARY

Working in the east of the region with women from the client group to identify personal goals and be supported in those goals through the provision of childcare, transport costs etc.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients	Guidance & mentoring Support with childcare Money advice Volunteering Other – This project works specifically with women

DATE PROJECT OPERATIONAL: 26/10/04

PROJECT ADDRESS

Network West
Thomas Telford Road
Langholm

PROJECT NAME	LOCAL AUTHORITY
North West Resource Centre	Dumfries and Galloway

SUMMARY

Based within the North West Resource Centre, this project identifies, mentors and supports parents in a wide range of activities towards employability goals. The project is hoping work with a new business development locally so will explore the opportunity to work with employers also. It benefits from having a childcare resource on site and is the centre of community activity in this deprived area.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Multiple stresses Hard to reach clients Limited contact clients	Guidance & mentoring Support with childcare Money advice Working with employers

DATE PROJECT OPERATIONAL: 08/2004

PROJECT ADDRESS

North west Resource Centre
College Drive
Lincluden
Dumfries

PROJECT NAME	LOCAL AUTHORITY
SHARE Men and their children Programme	Dumfries and Galloway

SUMMARY
The share programme is designed to help parents better engage with their children's learning and simultaneously extending or "kick starting" their own learning.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Childcare development & provision Transport

DATE PROJECT OPERATIONAL: 01/04/06

PROJECT ADDRESS
Kirkconnel Resource Base 37 Main Street Kirkconnel

PROJECT NAME	LOCAL AUTHORITY
Sparklers Project	Dumfries and Galloway

SUMMARY

The sparklers project is based in Annandale and Eskdale area and provides a safe and friendly environment for parents and children. The co-ordinator for this project provides advice and support to individuals to build their confidence and help them make the transition back to employment or voluntary work.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Childcare development & provision Transport

DATE PROJECT OPERATIONAL: 01/04/06

PROJECT ADDRESS

The Rectory
Annan Road
Gretna
DG16 5DH

PROJECT NAME	LOCAL AUTHORITY
Upper Nithsdale Childcare service (Sitter Service)	Dumfries and Galloway

SUMMARY
A dual service that takes referrals to the service from the WfF target group and then provides the childcare support for the parents to enable their progression according to self-identified goals.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Childcare development & provision Transport

DATE PROJECT OPERATIONAL: 08/04

PROJECT ADDRESS
Quarriers 55 High Street Sanquhar DG4 6DJ

PROJECT NAME	LOCAL AUTHORITY
Volunteer Action	Dumfries and Galloway

SUMMARY

The project aims to enable greater involvement and empowerment of local parents in Wigtownshire by challenging and tackling barriers which prevent them from fulfilling their potential, and supporting them into active citizenship. The project focuses on providing training and support to potential volunteers who need to build their self-confidence, identifying strengths and skills and team work.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Guidance & mentoring Support with childcare Childcare development & provision Transport

DATE PROJECT OPERATIONAL: 01/04/06

PROJECT ADDRESS

23 Lewis Street
Stranraer
DG9 7AB

DUNDEE

PROJECT NAME	LOCAL AUTHORITY 25
Apex Employment Liaison Officer	Dundee City Council

SUMMARY
Apex Scotland employ a WFF Employment Liaison Officer. The key roles of this officer are to work with employers to provide information on best practice in recruitment of people with criminal convictions or previous drug/alcohol problems; liaise with employers to identify taster/employment opportunities for WFF clients; support WFF clients keen to return to work; to potentially provide an aftercare service to WFF clients entering work etc.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education Other, please specify	Guidance & mentoring Working with employers

DATE PROJECT OPERATIONAL:
PROJECT ADDRESS Apex Scotland National Training Centre Ground Floor Stewart House Kingsway East Dundee DD4 7RE

PROJECT NAME	LOCAL AUTHORITY
Childcare @ Home - Childminding and Community Crèches	Dundee City Council

SUMMARY

Childcare @ Home provide registered, out of hours childcare across Dundee, with over 50 childminders on their books. Their service is available to Working for Families in Dundee through 2000 pre-paid hours of care which is split between childminding and crèche provision as necessary.

The community crèches provide childcare to enable clients to have local access to a range of WFF and other employment support services. Currently there are 2 regular crèches running; Wednesdays in Whitfield Activity Complex and Fridays in Douglas Neighbourhood Centre. A Working for Families Link Worker, Volunteer Support Worker and Money Advice Worker are in attendance while these crèches are running. Other services available include access to Action Team for Jobs Staff, Dundee North Law Centre etc.

There is scope to develop this regular service further and also to use our crèche workers to provide other ad hoc crèche services to local organisations supporting our client group e.g. for crèches during short courses.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low income Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education or training	Guidance & mentoring Support with childcare Childcare development & provision Money advice Volunteering

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Childcare @ Home
101 Whitfield Drive
Dundee
DD4 0DX

PROJECT NAME	LOCAL AUTHORITY
Childminder Mentor Scheme	Dundee City Council

SUMMARY

This project aims to assist individuals from the WfF target areas/groups who wish to become childminders. The objective will be to increase the number of childminders in the target areas (the 15 priority wards identified in the 2004 Index of Multiple Deprivation) where there are currently low numbers, or none.

By raising awareness of childminding as a viable employment option as well as a viable childcare option, the numbers of self-employed childminders created will increase. Economic activity would be enhanced by the start up and retention of self employed childminding businesses, whilst at the same time providing quality childcare services to enable people to return / enter employment or training for work.

The successful applicants will benefit from pre-vocational training, followed by a six-week pre-registration programme, which is funded by the Dundee Childcare Partnership. In addition a start-up funding programme will be established which will provide grant aid funding for prospective childminders to meet registration requirements. Start-up costs vary depending on the circumstances of each individual.

An after-care programme will also be provided to ensure that clients are offered support through transition periods and to ensure that any difficulties they may face through self-employment will be addressed.

KEY CLIENT GROUPS	KEY THEMES
Parents in two-parent households Low incomes	Childcare development & provision Personal Development Skills

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

SCMA
Head Office
Suite 3
7 Melville Terrace
Stirling
FK8 2ND

PROJECT NAME	LOCAL AUTHORITY
Community Crèches	Dundee City Council

SUMMARY

The aim of this project is to provide local access to a range of WFF and other employment support services, whilst providing childcare for clients. Currently there are 3 services running, Tuesdays in Kirkton Neighbourhood Centre, Wednesdays in Whitfield Activity Complex and Fridays in Douglas Neighbourhood Centre. A Link Worker, Volunteer Support Worker and Money Advice Worker are in attendance. Other services include access to Action Team for Jobs Staff, North Law Centre etc. There is scope to develop this service further or to use our crèche workers to provide other ad hoc crèche services to local organisations supporting our client group.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education Other, please specify	Guidance & mentoring Support with childcare Childcare development & provision Money advice Volunteering

DATE PROJECT OPERATIONAL: *Discontinue from April 2006*

PROJECT ADDRESS

Economic Development Department
Dundee City Council
3 City Square
Dundee
DD1 3BA

PROJECT NAME	LOCAL AUTHORITY
Confidence Building / Job Skills Development with an Introduction to the Retail / Hospitality Sector	Dundee City Council

SUMMARY

Many Working for Families Clients will be seeking support in the development of their confidence and job seeking skills and this proposal will provide that focus intertwined with some "real" employability skills by using the retail/hospitality sector as a model for supporting the development of a client's confidence and core skills. These will be delivered by Dundee College on behalf of our WFF clients, through 3 day courses with associated pre and post support. Childcare support will also be available. Between 6 and 14 clients can access each course - there will be 4 courses in the current academic year.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Young parents	Guidance & mentoring Personal Development Skills

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Dundee City Council
Economic Development Department
3 City Square
Dundee
DD1 3BA

PROJECT NAME	LOCAL AUTHORITY
Confidence Building / Short Courses / Tasters	Dundee City Council

SUMMARY

Many Working for Families Clients will be seeking support in the development of their confidence, social and learning skills and this proposal will provide that focus through a series of short courses available to Working for Families them. These will be delivered by Dundee College on behalf of our WFF clients, through short courses with associated pre and post support. Childcare support will also be available. Between 6 and 14 clients can access each course - courses in the current academic year include; Preparing for Studying Childcare, Working in Care, Stress Reduction & Relaxation Techniques, Hair & Beauty, Fitness, Cooking up a Storm, History & Heritage (various topics), and taster sessions in French and Spanish.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Young parents	Guidance & mentoring Personal Development Skills

DATE PROJECT OPERATIONAL: September 2006-

PROJECT ADDRESS

Dundee City Council
Economic Development Department
3 City Square
Dundee
DD1 3BA

PROJECT NAME	LOCAL AUTHORITY
Fintry Family Learning House	Dundee City Council

SUMMARY

The Family Learning House is run by Craigowl Communities (a charitable organisation) that works in partnership with a wide range of organisations in order to help people in the east end of Dundee to take control of there lives and look forward to a more positive future.

Family Learning House has a free crèche for Working for Families eligible clients that operates for five 3 hour sessions per week. This is also being funded through Working for Families.

Family Learning House are currently operating the following courses:-
- Reading, writing and number workshops;
- Basic computer/Internet Skills;
- Lifestyle plus courses focusing on confidence building/raising self esteem;
- Personal and core skills development;
- Homework for grown ups;
- Introduction to Forensic Sciences;
- Welcome Host classes.

Family Learning House also have good links with JobCentre Plus as Action Team for Jobs advisors were recently based at the Learning House.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Childcare development & provision Personal Development Skills

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Fintry Family Learning House
Craigowl Communities
20 Grampian Gardens
Dundee
DD4 9QZ

PROJECT NAME	LOCAL AUTHORITY
ICT Link Workers	Dundee City Council

SUMMARY

The need for ICT skills in employment is becoming more and more prevalent and this project aims to provide these skills for Working for Families clients. The project is run in an accredited ECDL test centre and most clients accessing the project work towards this award. Other clients are able to accessing training in particular aspects of ICT depending on their needs e.g. use of individual ICT packages, digital photography, etc.

At present, the majority of clients using this project belong to various ethnic minorities perhaps indicating a particular lack of these skills for this client group.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Young parents Ethnic Minorities	ICT Skills Employability

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Central Library
Wellgate Centre
Dundee

PROJECT NAME	LOCAL AUTHORITY
Link Workers	Dundee City Council

SUMMARY

This is our Key Worker project that seeks to recruit clients to the initiative who are furthest from the labour market and support them through steps towards employment, linking and liaising with other services to support them.

There are currently 6 Link Workers in post employed through various agencies and each deals mostly with a particular client group as well as general clients and geographically based activity;
- Dundee City Council Leisure & Communities Department (2)
  - Developing links with the Social Work Department
  - Ethnic Minorities
- APEX (1)
  - Drug / Alcohol and / or Criminal Conviction issues
- One Parent Families Scotland (2)
  - Single parents
  - Young parents
- DCC Employment Disability Unit (1)
  - Parents with disabilities or health / mental health issues

All Link Workers are encouraged to develop knowledge of and links with all the local groups / organisations working with their target client group. This enables Working for Families clients to take steps into volunteering, training, education or employment as needed.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education Ethnic Minorities Disabilities / Health / Mental Health	Guidance & mentoring Personal Development

DATE PROJECT OPERATIONAL:

PROJECT ADDRESSES

Dundee City Council, Leisure & Communities Department

Apex Scotland, Friarfield House
One Parent Families Scotland, 101 Whitfield Drive
Employment Disability Unit, Dunsinane Avenue

PROJECT NAME	LOCAL AUTHORITY
Money Advice Workers	Dundee City Council

SUMMARY

Financial worries and constraints are key barriers to many parents seeking to return to work. Ensuring that all Working for Families clients had access to money advice led to the recruitment of 2 dedicated Money Advice Workers for the project. The workers will provide better off calculations, income maximisation, access Barrier Free Funding, complex debt consultations, loans recalculations, debt refocusing etc. Clients are accessed through referrals, self-referrals, local neighbourhood surgeries (supported by free crèche provision), helpline calls etc.

There are plans to recruit a third Money Advice worker in order to enable all three workers to deliver a programme of financial education sessions to Working for Families clients across Dundee.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Support with childcare Money advice Access to Barrier Free Fund Financial Education

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Welfare Rights Team
Dundee City Council
Market Mews
Dundee

PROJECT NAME	LOCAL AUTHORITY
Volunteer Support Worker	Dundee City Council

SUMMARY

Most Working for Families clients will not be job ready when they register with the initiative, but want to develop the necessary skills to take up employment. One route for this is through volunteering and the Volunteer Support Worker assists clients in finding a volunteering opportunity that suits them and their lifestyle.

In order to do this the worker has built up a good range of links that can provide volunteering opportunities across Dundee and these are then matched with Working for Families clients who wish to volunteer.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients	Volunteering Guidance & mentoring Personal Development Skills

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Volunteer Centre Dundee
Number Ten
10 Constitution Road

EAST AYRSHIRE

PROJECT NAME	LOCAL AUTHORITY
Child minding start up project	East Ayrshire Council

SUMMARY
This project assists potential childminders with the associated costs of starting up a child minding business Link workers identify people in the community who are interested in becoming childminders and assist them through the registration process They work closely with the councils Child minding Development Officer

KEY CLIENT GROUPS	KEY THEMES
	Childcare development & provision

DATE PROJECT OPERATIONAL: November 2004

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
Client into work	East Ayrshire Council

SUMMARY

This project offers a first step course for people who wish to return to the Labour Market It is tailored to the needs of the group and offers things such as confidence building ,interview skills CV writing These courses have been very useful in assisting individuals to take the next step into work or FE These clients are our hard to reach clients who are very far away from the Labour market and we anticipate them being involved in more than one course These courses are run in the local community and have crèche provision

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Drug & alcohol issues Hard to reach clients	Guidance & mentoring Childcare development & provision Volunteering

DATE PROJECT OPERATIONAL: May 2005

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
Link worker Project	East Ayrshire Council

SUMMARY

This project is our Main project where all our clients come through We have 4 link workers and 4 part time support workers who are based in the communities they serve They visit clients in there homes as well as operating local surgeries Clients are assisted In putting together a personal development plan which the link worker then facilitates the individual to achieve these targets Within this project we have a budget which allows us to resource any items of training ,childcare ,etc which will assist the individual to meet their targets within the plan

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Support with childcare Childcare development & provision Transport Money advice Working with employers Volunteering

DATE PROJECT OPERATIONAL: November 2004

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
Rural after school projects	East Ayrshire Council

SUMMARY

This project will deliver after school care in small rural communities where no such service exists The project will be delivered by Local Voluntary providers and will assist with the running costs of these services

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Drug & alcohol issues Young parents Parents in education	Childcare development & provision

DATE PROJECT OPERATIONAL: November 2005

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
SVQ	East Ayrshire Council

SUMMARY

This Project is being Piloted is 2 areas across the authority allowing individuals who have expressed a desire to work in the childcare field an opportunity to gain their SVQ level 2 childcare and early years/ Play work The project is delivered both by a social economy company and in house by the councils early years team

KEY CLIENT GROUPS	KEY THEMES
	Childcare Development & Provision

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
Teen activity club	East Ayrshire Council

SUMMARY

We have 3 Clubs operating in different parts of the authority The acts activity clubs for teenagers after school and allow parents to work attend college or volunteer They are provided by the local youth centres who have a service Level agreement with us

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Parents in education	Childcare development & provision

DATE PROJECT OPERATIONAL: August 2004

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
Transport Project	East Ayrshire Council

SUMMARY

This Project became operational in January 2006 and transports children to an from places of childcare (After school, Team care, Before school groups) It allows Parents a wider choice of childcare and allows children to attend groups which would otherwise be beyond there reach

KEY CLIENT GROUPS	KEY THEMES
	Childcare Development & Provision

DATE PROJECT OPERATIONAL: January 2006

PROJECT ADDRESS

GLASGOW

PROJECT NAME	LOCAL AUTHORITY
Childcare Works Voluntary Option	Glasgow

SUMMARY
This project is designed to add a Working for Families voluntary dimension to Childcare Works which would offer very early intervention support with part-time places and work/volunteering experience. It will also provide an access route to qualifications on a unit basis building to SVQ over a longer period of time than currently allowed. This route is not available on a planned individual basis at present. Parents who wish to pursue a career in childcare through this route will be able to participate in most of the mainstream activities of the Childcare Works projects while remaining on benefit. Through the Working for Families funding they will receive on-site guidance and support to address career aspirations and other issues/barriers they face, receive childcare support and other out of pocket expenses. Training costs will be met by the Training Challenge fund through Education Services/Childcare Partnership.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Hard to reach clients Young parents	Guidance & mentoring Support with childcare Childcare development & provision Money advice intro to childcare qualification route

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS
Childcare Works CEiS Unit 7 Victoria Court Holybrook Place Glasgow G42 7HB

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PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring project – East Area	Glasgow

SUMMARY

A community based team of two staff members.
The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Mental Health Issues Disability	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: April 2005

PROJECT ADDRESS

East End Partnership Ltd
78 – 80 Tollcross Road
Glasgow   G31 4XA

Website; www.eastend.org.uk

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring project – GPollok Area	Glasgow

SUMMARY

A community based team of two staff members.

The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Multiple stresses Hard to reach clients Mental Health Issues	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: April 2005

PROJECT ADDRESS

6 Haughburn Road
Glasgow G53 6AE

391- 393 Nitshill Road
Glasgow G53 7BN

Website; www.gpdc.org.uk

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring project – North Area	Glasgow

SUMMARY

A community based team of two staff members.
The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Multiple stresses Hard to reach clients Parents requiring to upskill	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: April 2005

PROJECT ADDRESS

Glasgow North Ltd
St Rollox House
130 Springburn Road
Glasgow G21 1YL

Website; www.glasgownorth.org

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring project – North East Area	Glasgow

SUMMARY

A community based team of two staff members.
The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Multiple stresses Hard to reach clients Mental Health	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: Oct 2003

PROJECT ADDRESS

Childcare Greater Easterhouse
Westwood Business Centre
69 Aberdalgie Road
G34 9HJ

Opportunities Into Work
Shandwick Square
Easterhouse Glasgow G34

Website; www.gedc.org.uk
www.childcaregreatereasterhouse.co.uk

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring projects – North west area	Glasgow

SUMMARY

A community based team of two staff members.
The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Multiple stresses Hard to reach clients Parents requiring to upskill	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: March 2005

PROJECT ADDRESS

21 Dunbeith Place
Wynford
Glasgow   G20 8HS

214 – 216 Kent Road
Glasgow G3 7HE

Website; www.northwesteconomicnetwork.org

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring project – South Area	Glasgow

SUMMARY

A community based team of two staff members.

The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Multiple stresses Hard to reach clients Parents requiring to upskill Drug & Alcohol abuse	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: March 2005

PROJECT ADDRESS

The Initiative
Adelphi Centre
12 Commercial Road
Glasgow G5 0PQ

Website; www.gorbals-init.org.uk

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring project – South East Area	Glasgow

SUMMARY

A community based team of two staff members.
The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Mental Health issues Disabilities	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: Oct 2003

PROJECT ADDRESS

CEDA
Westwood Business Centre
21 Westwood drive
Castlemilk
Glasgow

Website;   www.ceda.org.uk

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring projects – South west area	Glasgow

SUMMARY

A community based team of two staff members.
The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Young parents Mental Health Issues	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL:　　　March 2005

PROJECT ADDRESS

Govan Initiative
Fairfield House
Ibrox Business Park
1 Broomloan Place
Glasgow
G51 2JR

Website; www.govan-initiative.co.uk

PROJECT NAME	LOCAL AUTHORITY
Guidance & Mentoring projects – West area	Glasgow

SUMMARY

A community based team of two staff members.

The first provides a locally targeted holistic guidance service. This bridges the gap in the local provision of guidance services, allowing the targeted group to progress towards employment. Many of the activities are pre vocational and will be used to develop the life skills needed before vocational training can begin.

The second staff member supports clients wishing to resolve complex childcare issues. This allows them to continue or complete an education, training or employment based activity. A childcare subsidy is available to top up the package of childcare funding secured from other sources.

KEY CLIENT GROUPS	KEY THEMES
Low incomes Multiple stresses Hard to reach clients Young parents Disability issues Mental Health Issues	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: Jan 2005

PROJECT ADDRESS

Drumchapel Opportunities
4 Hecla Square
Drumchapel
Glasgow
G15 8NH

Website; www.drum-opps.org.uk

PROJECT NAME	LOCAL AUTHORITY
Money Advice Project	Glasgow

SUMMARY

The availability and quality of money advice services varies significantly across the city. Evidence from the pilot projects suggests that families will receive different answers to the same question depending on which agency is approached. This has led to difficulties in making financial assessments on the level of subsidy a family may obtain through both tax credits and Working for Families funds.

The service operates as part of the Money Advice Project in Social Work Services, Glasgow City Council. There are three money advice workers dedicated to providing the service to clients referred from any of the WFF projects in the city. The service is available during normal office hours and also operates evening and Saturday morning appointments. It is delivered at a place convenient to the client e.g. WFF project base, childcare establishment, city centre, own home. The workers cover the whole range of money advice services from welfare rights to debt management.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Money advice

DATE PROJECT OPERATIONAL: August 2005

PROJECT ADDRESS

Money Advice Team
Social Work Services
Nye Bevan House
India Street
Glasgow

PROJECT NAME	LOCAL AUTHORITY
Pre-ILM Project	Glasgow

SUMMARY

This project is designed to add a Working for Families pre -ILM dimension to Childcare Works which would offer very early intervention support with part-time places and work/volunteering experience. It will also provide an access route to qualifications on a unit basis building to SVQ over a longer period of time than currently allowed. This route is not available on a planned individual basis at present. Parents who wish to pursue a career in childcare through this route will be able to participate in most of the mainstream activities of the Childcare Works projects while remaining on benefit. Through the Working for Families funding they will receive on-site guidance and support to address career aspirations and other issues/barriers they face, receive childcare support and other out of pocket expenses. Training costs will be met by the Training Challenge fund through Education Services/Childcare Partnership.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Hard to reach clients Young parents	Guidance & mentoring Support with childcare Childcare development & provision Money advice intro to childcare qualification route

DATE PROJECT OPERATIONAL: *Discontinue from April 2006*

PROJECT ADDRESS

Childcare Works
CEiS
Legal House
101 Gorbals Street
Glasgow G5 9DW

PROJECT NAME	LOCAL AUTHORITY
Rosemount Lifelong Learning - Transitions	Glasgow

SUMMARY

This project offers lifelong learning opportunities in a supportive community setting, including pre-five childcare, pre-school education, after-school care, literacy, pre-vocational courses, volunteering, and support and guidance in a holistic way from emotional to job search, interview skills to employment rights. The project aims to offer the individual the specialist guidance and overall support as required.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Support with childcare Childcare development & provision Money advice Working with employers Volunteering

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Rosemount Lifelong Learning
200 Millburn Street
Glasgow
G21 2HL

www.rosemount.ac.uk

0141 552 3090

PROJECT NAME	LOCAL AUTHORITY
Rosemount Lifelong Learning - HNC Pilot	Glasgow

SUMMARY

This pilot if for 1 year in partnership with Jobcentre Plus and Glasgow City Council. The course offers students the opportunity to access a HNC while remaining on benefits and the course provides free childcare throughout the course, a travel allowance is paid, a computer for the duration of the course, guaranteed job interview on gaining the HNC, support and guidance mentors, supported study groups as appropriate.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Parents in education	Guidance & mentoring Support with childcare Working with employers

DATE PROJECT OPERATIONAL: *Discontinue from April 2006*

PROJECT ADDRESS

Rosemount Lifelong Learning
200 Millburn Street
Glasgow
G21 2HL

www.rosemount.ac.uk

PROJECT NAME	LOCAL AUTHORITY
Sitter Service	Glasgow

SUMMARY

There is a large workforce in Glasgow already working atypical hours particularly in the retail, social care and hospitality sectors. This is also a likely employment destination for many of the people who will engage with the Working for Families projects. The Sitter Service has been developed to meet the childcare needs of this workforce at a subsidised price which is affordable to the lowest paid.

Referrals to the sitter service are made through the area based Childcare Mentors to ensure that the overall childcare needs of the family are being met and ensuring a more joined up service.

The service is operated by three childcare agencies in Glasgow and covers the entire city. It operates, subject to risk assessment, from 6am - 12 midnight.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Multiple stresses Young parents Parents in education	Support with childcare

DATE PROJECT OPERATIONAL: April 2005

PROJECT ADDRESS

Development and Regeneration Services
Glasgow City Council
229 George Street
Glasgow G1 1QU
Tel - 0141 287 9906

PROJECT NAME	LOCAL AUTHORITY
Young Parents Project	Glasgow

SUMMARY

This project provides specialist support to young parents aged 15-19 or 24 for care leavers from 13 weeks into the pregnancy or, if they already have children, to remove childcare barriers which are preventing them from accessing training and/or employment. The aim of engaging with this group is to provide support and access to childcare, which will enable and encourage them to continue with or commence education, training and employment.

The project targets hard to reach young parents primarily in the NEET group, of which Care Leavers are a significant group and encourage engagement with employability programmes designed to meet the needs of young people e.g. Get Ready for Work , Skillseekers. By doing this it will highlight barriers and policy gaps for young parents and use WFF resources in the short term to overcome these. In the longer term it is hoped the learning from the project will influence policy change and barrier removal.

KEY CLIENT GROUPS	KEY THEMES
Multiple stresses Hard to reach clients Young parents	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: December 2005

PROJECT ADDRESS

Careers Scotland (Inclusion)
The Adelphi Centre
12 Commercial Road
Glasgow G5 0PQ

HIGHLANDS

PROJECT NAME	LOCAL AUTHORITY
Area Based Childcare Project	Highland

SUMMARY
We will provide each of the four designated geographical zones with a "purse" of £20,000 per annum to ensure that appropriate childcare can be provided and purchased to suit the needs of clients and client groups. The funds will be managed by the Local Steering Groups, accountable to the Core Steering Group . It is anticipated that the funds will be matched to a range of childcare services suitable to individual parents, groups, trainers etc. These may include out of school care, nurseries and crèches.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Support with childcare

DATE PROJECT OPERATIONAL: Autumn 2004

PROJECT ADDRESS
67a Castle Street INVERNESS IV2 3DU

PROJECT NAME	LOCAL AUTHORITY
Community Childminding Project	Highland

SUMMARY

The project aims to provide flexible, accessible support to parents under the Working for Families initiative to increase their access to employment and/or further education, training or volunteering opportunities.24 (6 in each geographical zone) experienced childminders are being recruited and provided with additional training to support more effectively the families accessing services. The project also aims to further develop the childminding infrastructure, particularly in areas identified as having no childminding provision. A unique top-up scheme has been agreed, which removes the barrier of financial uncertainty from clients aiming for self-employment, by guaranteeing income for the start-up period.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Support with childcare Childcare development & provision

DATE PROJECT OPERATIONAL: Autumn 2004

PROJECT ADDRESS

SCMA
3 Gordon Terrace
INVERNESS
IV2 3HD

www.childminding.org

PROJECT NAME	LOCAL AUTHORITY
Direct Childcare	Highland

SUMMARY

Through the development of an infrastructure called Direct Childcare we will continue to develop and expand a range of integrated additional childcare services designed to meet gaps in existing service provision. project has three main elements:

1. Sitter Service

We will further develop this service to meet identified gaps in existing childcare services offering a home-based service to those requiring childcare during early mornings, evenings or when local childcare is unable to meet demand.

2. Mobile Crèche (to be known as "Play Direct")

To be provided at places where training, further education and parent support services are being offered.

3. Childcare Staffbank

The development and expansion of a trained, skilled childcare staffbank will offer increased employment opportunities in early years and childcare related services and also retain and strengthen valuable skills and work experiences within the sector.

Although the funding sought from the Working for Families fund amounts to only 27.12% of the amount required to deliver this project in 2004/05, priority access to all these services will be matched against the "Working for Families" targeted areas and projects.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Support with childcare Childcare development & provision

DATE PROJECT OPERATIONAL: Autumn 2004

PROJECT ADDRESS

Direct Childcare
Dochfour Drive
INVERNESS
IV3 5EB   www.directchildcare.co.uk

PROJECT NAME	LOCAL AUTHORITY
Forward with Families	Highland

SUMMARY

To provide tailored support work which will help parents with personal issues which include: low self esteem, health and hygiene, coping with the impact of family members with substance dependency, debt and abusive relationships and other issues which are real barriers to training and employment and need to be tackled before parents are ready to consider the next step to employment and training

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Money advice Volunteering

DATE PROJECT OPERATIONAL: September 2005

PROJECT ADDRESS

Forward with Families
The Gateway
1A Millburn Road
INVERNESS
IV2 3PX

01463 717468

PROJECT NAME	LOCAL AUTHORITY
Working For Families/Parent Champions	Highland

SUMMARY

Through a network referral system, appropriate clients are helped to identify goals the Project can assist with, achievable within a realistic time scale. These have included training ranging from personal development to HGV driver certificate; college students helped with travel, childcare, IT equipment, text books and those entering self employment have had funding for gardening tools to start a business, repairs to kiln to re-establish production, and making gardens safe for childminders.

Parent champions have a personal, mentoring, befriending relationship with clients whom they encourage to help themselves. They are supported by partner agencies at local steering group meetings, and by a central coordinator. They use a private forum on the WfF website for discussion and peer mentoring and guidance, and meet regularly face to face. They are encouraged to seek personal development, with access to training included in the budget.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Support with childcare Childcare development & provision Transport Money advice Working with employers Volunteering Education & Training

DATE PROJECT OPERATIONAL: August 2004

PROJECT ADDRESS

67a Castle Street
INVERNESS
IV2 3DU

www.wff-highland.org.uk
01463 728762

INVERCLYDE

PROJECT NAME	LOCAL AUTHORITY
Building Bridges	Inverclyde

SUMMARY
Central core team of key workers who will facilitate the progress and removal of barriers for individuals throughout their participation on Inverclyde Interventions, ensuring a smooth transition process. Key workers build on assessment, signpost and arrange appropriate training or employment opportunities. The registration and monitoring paperwork for all clients is completed through this project and from there clients are referred to other WFF and non-WFF projects as appropriate.   This project also manages the flexible childcare budget and the discretionary interventions fund

KEY CLIENT GROUPS	KEY THEMES
All Clients	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: December 2004

PROJECT ADDRESS
2nd Floor Jobcentre plus   Dalrymple Street   Greenock

PROJECT NAME	LOCAL AUTHORITY
Community Listening	Inverclyde

SUMMARY

The purpose is to promote WFF by going door-to-door around Inverclyde meeting local residents and representing it at public functions. The team engage with people in their own communities and homes, making referrals to WFF when appropriate or to other sources if the person does not meet WFF criteria.

The team complete a leaflet drop prior to visiting an area to allow clients to familiarise themselves with the project and routinely return to areas previously targeted, to ensure they engage with all potential clients. Currently the team have visited all houses in three of Greenocks most deprived areas with a number of positive results.

KEY CLIENT GROUPS	KEY THEMES
Hard to reach clients	Community engagement

DATE PROJECT OPERATIONAL: March 2005

PROJECT ADDRESS

2nd Floor Jobcentre Plus
Dalrymple Street
Greenock

PROJECT NAME	LOCAL AUTHORITY
Development of Childminding Capacity	Inverclyde

SUMMARY
Support for 12 WFF clients to move into self-employment as childminders with subsequent additional childcare places being for the use of WFF clients.

KEY CLIENT GROUPS	KEY THEMES
WFF Client Group	Support for potential self-employed childminders

DATE PROJECT OPERATIONAL: May 2005

PROJECT ADDRESS
Westburn Centre 175 Dalrymple Street Greenock PA15 1JZ

PROJECT NAME	LOCAL AUTHORITY
Family Learning Inverclyde	Inverclyde

SUMMARY

Directly links personal development with childcare in various learning centres though out Inverclyde. Project workers link directly with Building Bridges key workers in implementing an action plan for clients' personal development, basic work skills and core skills. Participants access support tailored to their individual needs. Includes provision of childcare, allowing them to access training.

KEY CLIENT GROUPS	KEY THEMES
Hard to reach clients	Guidance & mentoring

DATE PROJECT OPERATIONAL: March 2005

PROJECT ADDRESS

Craigend Resource Centre
McLeod Street
Greenock
PA15 2HD

(Project Delivery Address)

PROJECT NAME	LOCAL AUTHORITY
Family Port Glasgow	Inverclyde

SUMMARY

Directly links personal development with childcare in various learning centres though out Inverclyde. Project workers link directly with Building Bridges key workers in implementing an action plan for clients personal development, basic work skills and core skills. Participants access support tailored to their individual needs, including the provision of childcare, allowing them to access training. Family Learning programmes are delivered in way best suited to the clients needs i.e. one-to-one tuition if this is most appropriate or more formal learning in a group setting.

KEY CLIENT GROUPS	KEY THEMES
Hard to reach clients	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: January 2005 - *Discontinue from April 2006*

PROJECT ADDRESS

Riverview Resource Centre
3-5 Mansion Avenue
Port Glasgow
PA14 6QP

PROJECT NAME	LOCAL AUTHORITY
Family Strone/Maukinuhill	Inverclyde

SUMMARY

Directly links personal development with childcare in various learning centres though out Inverclyde. Project workers link directly with Building Bridges key workers in implementing an action plan for clients personal development, basic work skills and core skills. Participants access support tailored to their individual needs. Includes provision of childcare, allowing them to access training.

KEY CLIENT GROUPS	KEY THEMES
Hard to reach clients	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: March 2005

PROJECT ADDRESS

Branchton Community Centre
Branchton Road
Greenock
PA16 0XT

PROJECT NAME	LOCAL AUTHORITY
Integrated Family Service	Inverclyde

SUMMARY
Additional childcare provision. Eight places in family centre providing baby places which were previously unavailable, including wrap-around provision between the hours of 8am-6pm.

KEY CLIENT GROUPS	KEY THEMES
Parents of babies in general but also younger parents.	Wraparound childcare. Baby places.

DATE PROJECT OPERATIONAL: August 2005

PROJECT ADDRESS
Larkfield Family Centre Angus Road Greenock

PROJECT NAME	LOCAL AUTHORITY
Money Advice	Inverclyde

SUMMARY

Money advice service is provided by one welfare rights officer and one debt counsellor. The workers aim to meet with every client that registers with Working For Families. As well as support with money advice and benefits checks, the project provides more intensive support with issues such as debt management, liaising with companies on clients' behalf, completions of paperwork and appearances at tribunals. Staff also work with clients to generate long term plans for the management of income and budgeting.

KEY CLIENT GROUPS	KEY THEMES
All Clients	Money advice

DATE PROJECT OPERATIONAL: December 2004

PROJECT ADDRESS

2nd Floor
Jobcentre Plus
99 Dalrymple Street
Greenock
PA15 1QJ

NORTH AYRSHIRE

PROJECT NAME	LOCAL AUTHORITY
Bright Futures	North Ayrshire

SUMMARY
Volunteer Centre North Ayrshire will target parents from the local community in North Ayrshire towards accessing Volunteering Opportunities to lead to employment long term.

KEY CLIENT GROUPS	KEY THEMES
Lone Parents Parents on Low Income Parents with Stresses in the Home	Developing Confidence Exploring & Accessing Opportunities Supporting Childcare

DATE PROJECT OPERATIONAL: Sept 2006

PROJECT ADDRESS
Volunteer Centre North Ayrshire Michael Lynch Centre for Enterprise 71 Princes Street Ardrossan Tel: 01294 471876

PROJECT NAME	LOCAL AUTHORITY
Childminding Co-ordinator	North Ayrshire

SUMMARY

This project aims to increase the number of childminders in areas where presently numbers are low. Raise the awareness of childminding as a viable option and as a viable childcare option.

- Subsidies for parents of low income and for children with special needs
- Removing childcare barriers to parents entering training or employment
- Provide placements to allow parents to seek training/work
- Providing accessible childcare
- Providing a stepping stone for the transition from benefit dependency to employment
- Allowing the target group to improve their earning capacity by providing affordable childcare

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Support with childcare Transport

DATE PROJECT OPERATIONAL: 9th May 2005

PROJECT ADDRESS

PO Box 26138
KILMARNOCK
KA1 9AD

www.childminding.org

PROJECT NAME	LOCAL AUTHORITY
Community Employment Initiative	North Ayrshire

SUMMARY

- Cei engages and supports disadvantaged and economically inactive groups in North Ayrshire. Cei is based on the FEA approach (Full Employment Areas Initiative) also managed by CEiS, the components of these approaches are:
- Engaging the jobless population in these communities by outreach approaches delivered by animators in each area through door knocking and meeting people in the streets.
- Helping clients with information on job and training opportunities and supporting with continued aftercare.
- Building a partnership between the various agencies providing employment and training services to unemployed people locally.
- Linking effectively to other support organisations operating in these localities to source the range of housing, health and other social services.

KEY CLIENT GROUPS	KEY THEMES
All Residents within the CPP Datazones	Sign Post Clients

DATE PROJECT OPERATIONAL: Oct 2004

PROJECT ADDRESS

Sovereign House, Irvine
&
Head Office CEiS Legal House, 101 Gorbals Street Glasgow G5 9 dw

PROJECT NAME	LOCAL AUTHORITY
Crèche Work Training Project	North Ayrshire

SUMMARY

The project provides a 26 week training programme for up to 32 WFF clients leading to the Progression Award in Early Years which will equip participants to work within a mobile crèche setting. On completion of the training course a mobile crèche facility will be established in North Ayrshire, providing childcare support to WFF clients undertaking a range of activities designed to enable them move into the labour market.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Multiple stresses Hard to reach clients Limited contact clients Young parents	Support with childcare Childcare development & provision

DATE PROJECT OPERATIONAL: Sep 2005 – *Discontinue after April 2006*

PROJECT ADDRESS

James Moffat Child & Family Centre,
187 Glasgow Street,
Ardrossan,
Ayrshire KA22 8JY

PROJECT NAME	LOCAL AUTHORITY
First Steps in Childcare	North Ayrshire

SUMMARY

To support 3 client groups

Homeless Families
Clients with access to Regeneration Project
Tenents of the Association

Our aim is to support these clients with access to opportunities and provide childcare support in order the these opportunities can be undertaken.

KEY CLIENT GROUPS	KEY THEMES
Homeless Parents Lone Parents Parents on Low Income Parents with Stresses in the Home	Closer access to support services Childcare support

DATE PROJECT OPERATIONAL: Apr 2005 – Mar 2007

PROJECT ADDRESS

Cunninghame Housing Association
The Michael Lynch Centre for Enterprise
71 Princes Street
Ardrossan
KA22 8DG

Tel; 01294 606033

PROJECT NAME	LOCAL AUTHORITY
Generations Working	North Ayrshire

SUMMARY
This programme focuses on providing skills and confidence building to individuals to obtain employment or to go on to further education.

KEY CLIENT GROUPS	KEY THEMES
Lone Parents Parents on Low Income Parents with Stresses in the Home	Build Confidence and Skill Levels Support Childcare

DATE PROJECT OPERATIONAL: Apr 2005 – Mar 2007

PROJECT ADDRESS

Fullarton Community Health House
10 Sanderson Avenue
IRVINE
Ayrshire
KA12 8DX

PROJECT NAME	LOCAL AUTHORITY
In-Work Welfare Rights and Debt Advisor	North Ayrshire

SUMMARY

It has proved difficult to guarantee access to appropriate advice services for WFF service users - who may need special consideration due to caring, employment or other issues. This gap in service provision has been met by the funding of a new post of " In-Work Welfare Rights and Debt Advisor".

The specialist adviser would be seconded to the Welfare Rights and Debt Advice Team, based in Social Services. This would allow the adviser to be supported within a specialist team and work beside a range of qualified staff with a wealth of experience in Welfare Rights and Debt Advice

Access to specialist advice on these important financial matters would enhance current provision to parents. It would ensure that parents have ready access to in-work benefits, assistance with complex claims, advice on payment arrangements, help to open bank account, to budget for childcare contribution, rent, fares to work and avoid financial pitfalls. It would enable link advisors to concentrate on their key task of providing affordable childcare and supporting parents into sustainable employment.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Low incomes Multiple stresses Hard to reach clients Young parents	Money advice Welfare rights advice, budgeting and money management advice e.g. savings and loans, payment options, etc

DATE PROJECT OPERATIONAL: September 2005

PROJECT ADDRESS

North Ayrshire Council
Bridgate House
Irvine
Tel: 01294 324942
&
North Ayrshire Council,
Welfare Rights and Debt Advice Service,
Elliott House,
Kilwinning Road,
Irvine, KA12 8TB
Tel 01294 317777

PROJECT NAME	LOCAL AUTHORITY
Job Rotation	North Ayrshire

SUMMARY

Job Rotationis an established model which seeks to work with companies to move unemployed people into work through training; provide training to employees of participating companies and contribute to the stability of those companies through their staff development. The JobRotation model allows companies to access substantial vocational training for existing employees by recruiting an extra worker as a JobRotation Trainee (JRT). The company provides a work placement for the JRT for a 26-week period at the rate for the job. The JRT substitutes for and releases four or more staff to undertake training agreed with the company, tailored for the company and paid through JobRotation

KEY CLIENT GROUPS	KEY THEMES
Clients eligible within ESF regulations and datazones	Support with Childcare Work Experience

DATE PROJECT OPERATIONAL: Jan 2006 – Mar 2007

PROJECT ADDRESS

JobRotation
John Pollock Centre
Mainholm Road
Ayr
KA8 0QD

Tel: 01292 294320
Fax:01292 294312

PROJECT NAME	LOCAL AUTHORITY
Non Certificated Training	North Ayrshire

SUMMARY
The aim is to focus our clients furthest from the labour market and provide them with the skills and confidence in their abilities towards setting and achieving goals.

KEY CLIENT GROUPS	KEY THEMES
Lone Parents Parents on Low Income Parents with Stresses in the Home	Confidence Building and Motivation Childcare Support

DATE PROJECT OPERATIONAL: Feb 2006 – Mar 2007

PROJECT ADDRESS
DP Associates 21 Bodesbeck Court Bourtreehill North Irvine KA11 1LG Tel: 01294 215139 Mob: 07703192540

PROJECT NAME	LOCAL AUTHORITY
PSD – First Steps	North Ayrshire

SUMMARY

The First Steps project is designed to add a non-vocational option for WfF Target groups which will focus on personal development, enhancing and developing the "Life skills" of participants.

For clients who are furthest from the labour market lack of opportunities for personal development can present major barriers in both accessing and sustaining training/employment possibilities.

KEY CLIENT GROUPS	KEY THEMES
Lone Parents Parents on Low Income Parents with Stresses in the Home	Enhancing and developing "life skills" Childcare support

DATE PROJECT OPERATIONAL: July 2006 – Mar 2007

PROJECT ADDRESS

One Plus
55 Renfrew Street
Glasgow
G2 3BD

Tel: 0141 333 1450

PROJECT NAME	LOCAL AUTHORITY
Quarriers Steps & Stages	North Ayrshire

SUMMARY

The project will offer a childcare at home service, allowing parents to take up education and employment opportunities. As a service we will increase childcare provision within North Ayrshire. The service will run seven days a week, from 7am – 10:30 pm.

Families using our service will register with us, and then a full family assessment will be completed, with particular emphasis on family routines, and individual children's needs. Following this an agreed package of childcare will be put in place, and regularly reviewed.

Staff will look after children in the family home and will provide a range of stimulating activities according to their age and stage of development. They will also undertake a range of tasks including early morning and bedtime routines, dropping off and picking up children from school, nurseries etc, and preparing light snacks and meals.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Young parents Parents in education	Support with childcare Childcare development & provision Volunteering

DATE PROJECT OPERATIONAL: Currently awaiting registration. Projected registration date September 05

PROJECT ADDRESS

Temporary address
Quarriers Steps& Stages
87 Dockhead Street
Saltcoats.

Te: 01294 605740

PROJECT NAME	LOCAL AUTHORITY
Throughcare	North Ayrshire

SUMMARY

Throughcare is the support offered to older teenagrs to help prepare them for the time they are no longer "looked after". Aftercare describes the support services available to young people as they move out of the residental care system. This project would offer childcare support to our clients to allow them to work towards securing employment.

KEY CLIENT GROUPS	KEY THEMES
Parents leaving "Looked After & Accommodated" Care	Support with Accessing Opportunities Support with Childare

DATE PROJECT OPERATIONAL: Sept 2006

PROJECT ADDRESS

Throughcare
Social Sevices
North Ayrshire Council
41-43 Kinnier Road
Saltcoats
KA21 5EY

Tel: 01294 602527
Fex: 01294 472048

PROJECT NAME	LOCAL AUTHORITY
Young Parents Support Project	North Ayrshire

SUMMARY

Young Parents Health Co-ordinator will manage and develop a Working for Families health programme which will support young parents across North Ayrshire. He/She will be required to liaise with health professionals working with young families and improve access to health services and to the parenting support services which they provide. Support will particularly be provided to young parents through implementation of childcare support programmes which are integrated and responsive to identified need in young parents.

Ultimately the post holder will maximise the opportunity for young parents across North Ayrshire to return to work or full time education.

KEY CLIENT GROUPS	KEY THEMES
Hard to reach clients Young parents Teenage Pregnancy	Support with childcare Health Issues

DATE PROJECT OPERATIONAL: Feb 2006

PROJECT ADDRESS

Stevenston Health Centre
Main Street
Stevenston
Tel: 01294 466894 x380
Mob: 07738988869

North Ayrshire Community Health Partnership
Pavilion 8
Ayrshire Central Hospital
Kilwinning Road
IRVINE KA12 8SS
Tele 01294 323516
Fax 01294 323513

NORTH LANARKSHIRE

Project Name	LOCAL AUTHORITY
Bright Young Futures	North Lanarkshire

Summary of Project

The aim of this project is to support a specific group of WfFF clients to feel confident as parents, with a view to allow them to have confidence to be able to find or retain work without damaging their home life and work as a parent.

The focus of the programme is on young parents between the ages of 16-24 and in particular, young single parents or young parents who have been homeless

Key Themes:	Target Area:
Guidance & mentoring Support with childcare	Multiple stresses Young Parents

Project start date: November 2005

Project Address:

Dalziel Workspace
Motherwell
ML1 1YE

Tel: 01698 332775

Project Name	LOCAL AUTHORITY
Childcare @ Home	North Lanarkshire

Summary of Project

Childcare@Home provides childcare within clients home environment. The service targets shift workers and other parents who work irregular hours as well as lone parents and parents on a low income.

The funding will allow for 45 families per annum (15 from the WfFF client group) to be supported into, or sustained in, employment or training by diminishing the barriers created by lack of suitable childcare. 9600 hours of childcare will be provided.

Key Themes:	Target Area:
Lone Parents Parents in two-parent households Low incomes Shift workers Irregular hours workers	Childcare development & provision

Project start date: November 2004

Project Address:

Room 2.24
Dalziel Workspace
Mason Street
Motherwell
ML1 1YE
www.opfs.org
opfs3@gn.apc.org

Tel: 01698 261188

Project Name	LOCAL AUTHORITY
Childcare Mentoring Programme and Childcare Subsidy	North Lanarkshire

Summary of Project

The childcare mentoring programme supports WfFF eligible parents to access

childcare to enable them to take up employment and or training opportunities. The

Childcare Subsidy Scheme is available for the childcare mentors to provide direct

financial support for childcare for client groups.

Key Themes:	Target Area:
Lone Parents Parents in two-parent households Low incomes Drug & Alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education Other, please specify	Guidance & mentoring Support with childcare Childcare development & provision

Project start date: 1st April 2006

Project Address:

106 Main Street
Coatbridge
ML53EL

Tel: 01236638951

PROJECT NAME	LOCAL AUTHORITY
Coatbridge College	North Lanarkshire Council

SUMMARY

Coatbridge College are in the process of a capital build for a new on-campus nursery.

WfFF has ring fenced places in the nursery, specifically for the WfFF client group.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Young parents Parents in education	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: November 2005 – *Discontinue after April 2006*

PROJECT ADDRESS

North Lanarkshire Council
Policy & Economic Development Service
4th Floor Fleming House
Cumbernauld
G67 1JW

PROJECT NAME	LOCAL AUTHORITY
Community Centre Investment & Mobile Crèche	North Lanarkshire Council

SUMMARY

Community Centres within the designated areas were allocated capital funding for various developments to provide a family friendly environment in locations where the Key Workers engage with clients.

In addition, the funding also supports mobile crèche facilities in these designated centres.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Young parents	Capital funding

DATE PROJECT OPERATIONAL: November 2004 – *Discontinue after April 2006*

PROJECT ADDRESS

North Lanarkshire Council
Policy & Economic Development
4th Floor Fleming House
Cumbernauld
G67 1JW

Project Name	LOCAL AUTHORITY
Crèche Support for Families	North Lanarkshire

Summary of Project
Community Learning and Development provides creche facilities to allow parents/carers of young children to participate in community based learning programmes including Sure Start Parenting and Adult Literacty provision. Funding from WfFF would allow CLD to increase the existing part time workforce from 34 to 44 creating 10 part-time employment opportunities for people who meet the WfFF criteria.

Creche work is often a positive transition route for disaffected families to return to the labour market due to the informal, flexible and part-time nature of this strand of childcare employment.

In addition to the 10 WfFF clients into employment the creche facilities will allow 60 Working for Families clients to access community based learning opportunities including adult literacy as a first step back into trainig and employment opportunities.

Key Themes:	Target Area:
Unemployed Low income Lone parents keen to access childcare employment	**Regeneration Output Areas**

Project start date: 1st April 2006

Project Address:
Community Learning and Development
Community Services Dept
North Lanarkshire Council
1st Floor Buchanan Tower
Buchanan Business Park
Stepps
G33 6HR
Tel: 0141 304 1820

Project Name	LOCAL AUTHORITY
Debt and Money Advice	North Lanarkshire

Summary of Project

The aim of the project is to provide free, impartial confidential and professional debt counselling and money advice service. The service will maximise income for clients via the benefit and taxation systems, whilst minimising expenditure via community education.

Debt Counsellors will represent clients in their dealings with creditors, solicitors and debt recovery agents, as well as representation and advocacy in court matters.

Two Debt Counsellors will be appointed, who will operate in a peripatetic manner with the Key Workers and the Childcare Mentors.

Key Themes:	Target Area:
Money Advice	Lone Parents
	Parents in two-parent households
	Low incomes
	Drug & alcohol issues
	Multiple stresses
	Hard to reach clients
	Limited contact clients
	Young parents
	Parents in education

Project start date: January 2006

Project Address:

Trading Standards
Consumer and Money Advice Centre
10 Motherwell Road
Bellshill

Tel: 01698 346810

Project Name	LOCAL AUTHORITY
Development of Childminding Sector	North Lanarkshire

Summary of Project

The Development of Childminding Sector project will assist individuals from the WfFF client group and others who wish to become childminders. The objective will be to increase the number of childminders, particularly in key target areas.

By raising awareness of childminding as a viable employment option as well as a viable childcare option, the numbers of self-employed childminders created will increase. Economic activity would be enhanced by the start up and retention of self employed childminding businesses, whilst at the same time providing quality childcare services to enable people to return to / enter employment or training for work.

The project will add value to the existing activities carried out by the Local Childcare Partnership by providing additional training to increase the number of childminders. Support will be provided prior to, and after, the training delivered by the LCP and SCMA.

Key Themes:	Target Area:
Guidance & mentoring Childcare development & provision Business Start up Advice	Lone parents Parents in two-parent households Low incomes Multiple Stresses Hard to reach clients Young Parents

Project start date: November 2004

Project Address:

215 Hazel Road
Cumbernauld
North Lanarkshire
G67 3BP
Tel: 01236 733559
denise.shepherd@childminding.org

Project Name	LOCAL AUTHORITY
Development of the Out of School Care Sector: Lanarkshire Childcare Services	North Lanarkshire

Summary of Project

The project aims to increase childcare provision and ensure that there are quality, affordable and accessible places for WfFF clients.
Research has found that the supply of childcare places in North Lanarkshire is lacking across all sectors and the existing provision needs to be extended if we are to increase the proportion of parents participating in employment, training or education.

Two childcare places have been ringfenced within Lanarkshire Childcare Services, 1 place at Motherwell, Park Street, and 1 place at Coatbridge Central.

Key Themes:	Target Area:
Support with childcare Childcare development & provision	Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education Support to all WfFF client groups

Project start date: 1st July 2006

Project Address:

 Lanarkshire Childcare Services
Braidhurst Business Centre

Davaar Drive
Motherwell

Project Name	LOCAL AUTHORITY
Development of the Out of School Care Sector: Utheo Ltd	North Lanarkshire

Summary of Project

The project aims to increase childcare provision and ensure that there are quality, affordable and accessible places for WfFF clients.
Research has found that the supply of childcare places in North Lanarkshire is lacking across all sectors and the existing provision needs to be extended if we are to increase the proportion of parents participating in employment, training or education.

Two childcare places have been ringfenced within Utheo Ltd, based within Orbiston Neighbourhood Centre.

Key Themes:	Target Area:
Support with childcare Childcare development & provision	Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education Support to all WfFF client groups

Project start date: 1st April 2006

Project Address:

Utheo Ltd
Orbiston Neighbourhood Centre
Busby Road
Bellshill
ML42BW

Project Name	LOCAL AUTHORITY
Employability Programme	North Lanarkshire

Summary of Project

The Employability Programme employs four Key Workers through a Community Intermediary Organisation. The objective of the project is to engage with clients within local communities from across North Lanarkshire.

The Key Workers meet with the clients on a one-to-one basis and deliver vocational guidance to suit the needs of the client. They will also refer clients to other strands of the WfFF project to assist with individual requirements, such as childcare subsidy scheme and transport.

Key Themes:	Target Area:
Guidance & mentoring	Lone parents Parents in two-parent house households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education

Project start date: November 2004

Project Address:

Routes to Work
Main Street
Bellshill

Freephone: 0800 073 0226

Tel: 01698 346838

Project Name	LOCAL AUTHORITY
Employment Links	North Lanarkshire

Summary of Project

Employment Links is an innovative project linking WfFF clients seeking employment with major employers in the North Lanarkshire are who are currently experiencing recruitment and retention difficulties. The aim of the project links individuals to existing employment opportunities by providing a comprehensive package of support which addresses a series of issues, including employability, transport and skills but crucially to address childcare barriers. At the same point the project works with employers to identify the extent to which improved childcare provision would help solve recruitment difficulties. Thus the programme has a two-pronged approached, dealing with both the challenges and issues from employer perspective as well as from viewpoint of employees and potential employees.

Key Themes:	Target Area:
Support with childcare Childcare development & provision Working with employers	Lone parents Low incomes Multiple stresses

Project start date: November 2004

Project Address:

Routes to Work
Main Street
Coatbridge

Tel: 01698 346836

Project Name	LOCAL AUTHORITY
Employment Links Extension	North Lanarkshire

Summary of Project

This project Links with a major employer in North Lanarkshire, Kwik Fit Insurance Services.

Kwik Fit have undertaken a significant capital project for a worked-based nursery, with ring-fenced places being purchased specifically for WfFF clients.

These places will be linked to interview guarantee schemes, as well as the recruitment and retention of WfFF clients.

Key Themes:	Target Area:
Lone parents Parents in two-parent households Low incomes Multiple stresses	Guidance and mentoring Support with childcare

Project start date: November 2005

Project Address:

Routes to Work
Main Street
Bellshill

Tel: 01698 346836

PROJECT NAME	LOCAL AUTHORITY
Expansion of Early Years Service	North Lanarkshire Council

SUMMARY

An additional 40 Full Time Equivalent places were established within five local authority nursery classes to allow childcare provision for parents attending courses with the area. One additional Early Years Worker and one Lunchtime Assistant have been employed in each nursery to allow childcare cover to extend from 8.30 a.m. - 4.00 p.m. Places are specifically reserved for parents attending WfFF projects.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues	Support with childcare

DATE PROJECT OPERATIONAL: January 2005 – *Discontinue after April 2006*

PROJECT ADDRESS

North Lanarkshire Council
Early Years
Kildonan Street
Coatbridge

Project Name	LOCAL AUTHORITY
Full Employment Area Initiative	North Lanarkshire

Summary of Project

The FEAI project engages with as many people in the neighbourhood of Whinhall in Airdrie , North Lanarkshire through a process of "listening surveys" by door knocking as well as meeting in the street and other venues. The idea is to take the "people first" approach to help deal with a range of issues and gain trust. This process results in a mushroom growth of engagement, often with people who have been divorced with mainstream agencies and activity for many years. As the project becomes increasingly known people refer.

The project aims to ensure the co-operation and day to day involvement of relevant agencies e.g Routes to Work, Job Centre Plus, Local Voluntary Sector Bodies as well as Health, Social Services, Education, Community Groups and the Police.

Key Themes:	Target Area:
Guidance & mentoring	Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Young parents Parents in education

Project start date: August 2004

Project Address:

85 – 91 Park Street
Whinhall
Airdrie
ML6 0JP

Tel: 01236 771956

Project Name	LOCAL AUTHORITY
Job Shuttle	North Lanarkshire

Summary of Project

The aim of this project is to support travel to and from work, childcare, education and or training.

The initiative provides its service by using both existing travel infrastructure and by directly providing transport services, importantly Jobshuttle does not replicate any existing routes and is working with SPT on travel planning, utilising the JESS public travel system which provides information on routes, bus times and stops/timetables

Key Themes:	Target Area:
Transport	Lone parents Parents in two-parent households Low incomes Multiple stresses Limited contact clients Young parents Parents in education

Project start date: October 2004

Project Address:

Business Gateway
North Caldeen Road
Coatbridge

Tel: 01236 702020

Project Name	LOCAL AUTHORITY
Kirkshaws Tiny Tots Playgroup	North Lanarkshire

Summary of Project

The Kirkshaws Tiny Tots Playgroup provides childcare facilities in the Kirkshaws Neighbourhood Centre. The extension of the childcare provision allows WfFF clients to access community based learning and training opportunities as a first step towards employability.
The project provides 16 morning and afternoon places, with access to an additional 30 training places. Training places are linked with local FE colleges.

Key Themes:	Target Area:
Guidance & mentoring Support with childcare Childcare development & provision Access training	Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education Support to all WfF client groups

Project start date: November 2005

Project Address:

Kirkshaws Neighbourhood Centre
25 Haddington Way
Coatbridge
ML5 5BF

Tel: 01236 426200

PROJECT NAME	LOCAL AUTHORITY
Out of School Care Project	North Lanarkshire Council

SUMMARY

The project has involved ring-fencing 40 out of school care places across 5 North Lanarkshire out of school care providers, for access by Working for Families Fund clients.

The project aims to increase childcare provision and ensure that there are quality, affordable and accessible places for WfFF clients.
Research has found that the supply of childcare places in North Lanarkshire is lacking across all sectors and that existing provision needs to be extended if we are to increase the proportion of parents participating in employment, training or education.

The five OSC providers are spread across North Lanarkshire and serve a large number of North Lanarkshire's schools.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education support to all WfFF client groups	Support with childcare Childcare development & provision

DATE PROJECT OPERATIONAL: January 2005 – *Discontinue after April 2006*

PROJECT ADDRESS

Working for Families Fund Officer
Policy and Economic Development
Fleming House
Tryst Road
Cumbernauld
G67 1JW

Project Name	LOCAL AUTHORITY
Partners in Play	North Lanarkshire

Summary of Project

The Partners in Play Employability Project addresses barriers to carers with disabled children to entering and sustaining employment, education or training. The project is delivered in two parts and addresses barriers to carers with disabled childcare to entering and sustaining education or training.

The project identifies and works with parents/carers to develop creative local approaches to address their additional needs and costs of returning to work. This includes looking for personal barriers, e.g confidence building, pre-access courses and vocational guidance and signposting to existing local agencies.

The second part of the project involves delivering and designing with and for parents the childcare that meets their individual needs to enable them to maintain all year employment and training opportunities. This provision will be used to maintain employment to the client group and to build confidence in childcare provision. The project also develops staff to provide childminding and sitter services – linked to the existing service and North Lanarkshire to develop their capacity for childcare provision.

Key Themes:	Target Area:
Guidance & mentoring Support with childcare Childcare development & provision Other, please specify: access to training	Limited contact clients Parents of childcare with a disability

Project start date: November 2005

Project Address:

Dalziel Workspace
Mason Street
Motherwell

Tel: 01698 230130
Partnersinplay@hotmail.com

Project Name	LOCAL AUTHORITY
Positive Options for Parents	North Lanarkshire

Summary of Project

The aim of the programme is to help parents take the first step to a more positive future for themselves and their families.

Through the nine-week Personal Development Programme participants will get the opportunity to work on – confidence building; assertiveness; raising self-esteem; developing communication skills; setting goals; recognising and building on strengths and addressing barriers.

As part of the course participants are assessed for the Institute of Leadership and Management, Positive Leadership Award.

During the last two weeks of the course participants will get the opportunity to find out more about the world of work or further training through visits to employers, training establishments and work tasters.

Key Themes:	Target Area:
Guidance & mentoring Working with employers Personal development and guidance	Lone parents Parents in two-parent households Low income Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents

Project start date: November 2004

Project Address:

North Lanarkshire Council
Policy and Economic Development
Fleming House
2 Tryst Road
Cumbernauld
G67 1JW

Tel: 01236 616567
Fax: 01236 616272

Project Name	LOCAL AUTHORITY
Social Economy in the Childcare Sector	North Lanarkshire

Summary of Project

In the childcare sector there are a wide range of organisations that currently survive on a very precarious mix of public sector funding support but which have the capacity to be developed into community businesses.

This project will provide support to local out-of-school-care and other childcare projects, which have the capacity to develop into social economy organisations. The aim of the project is to help strengthen the sustainability of projects, which provide a valuable local childcare service in some of the most deprived areas of North Lanarkshire and help these projects to ultimately expand their provision.

The project will also seek to create 5 new childcare businesses through start-up assistance and establish a Childminding Social Enterprise.

Key Themes:	Target Area:
Childcare development & provision Working with employers	Childcare Social Enterprise

Project start date: April 2005

Project Address:

North Lanarkshire Council
Policy & Economic Development
4th Floor
Fleming House
2 Tryst Road
Cumbernauld
G67 1JW

Project Name	LOCAL AUTHORITY
Womens Placement Programme	North Lanarkshire

Summary of Project

WPP aims to deliver four intensive client focused work experience programmes for 96 women returners in disadvantage communities in North Lanarkshire who meet the WfFF criteria.

The client group will have spent time away from the labour market due to family commitments and care responsibilities.

Most of the participants will experience low levels of self-esteem, a lack of confidence, feelings of isolation and will have lost their networking capacity and support mechanisms, having spent some time away from a working and learning environment.

The Womens Placement Programme addresses these issues.

Key Themes:	Target Area:
Guidance & mentoring Support with childcare Working with employers	Lone parents Parents in two-parent households Low incomes Drug 7 alcohol issues Multiple stresses Hard to reach clients

Project start date: November 2005

Project Address:

North Lanarkshire Council
Policy & Economic Development
4th Floor
Fleming House
Cumbernauld
G67 1JW

Tel: 01236 616567

RENFREWSHIRE

PROJECT NAME	LOCAL AUTHORITY
Assisting Teenage Parents	Renfrewshire
SUMMARY	
The project will target young parents aged between the ages of 13-19 in order to support them sustain or access work, education or training, by ensuring that availability of childcare is not a barrier.	

KEY CLIENT GROUPS	KEY THEMES
Young parents	Guidance & mentoring

DATE PROJECT OPERATIONAL:
PROJECT ADDRESS Barnardo's (Paisley Threads) 43 Canal Street Paisley

PROJECT NAME	LOCAL AUTHORITY
Buddies For Childcare	Renfrewshire

SUMMARY

This is a team of trained advisers who work with individuals who are seeking to enter education, training, volunteering or employment and have childcare issues to address. The Buddies provide information, advice and guidance on the availability and cost of childcare as well as a support service which could if necessary negotiate provision on behalf of clients and also help them to complete applications for Working Tax Credit where appropriate.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: MARCH 2005

PROJECT ADDRESS

One Plus
Anchor House
Blackhall Lane
Loanend
Paisly
PA1 1TA

PROJECT NAME	LOCAL AUTHORITY
Childcare Access Fund	Renfrewshire

SUMMARY

The Childcare Access Fund is designed to meet a range of different demands. The fund is a key tool in opening up childcare for the WFF client group. The fund is used by the Buddies for Childcare Team to pay for childcare for those wishing to take part in Learning and Work related activity.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Support with childcare

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Renfrewshire Council
Headquarters South Building
Cotton Street
Paisley
PA1 1LL

PROJECT NAME	LOCAL AUTHORITY
Childcare @ Home	Renfrewshire

SUMMARY

This service is for parents who wish to improve their employability and for whom other forms of childcare are either not appropriate or unable to be tailored to their requirements.

The project will provide care in the home of the participant.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Childcare development & provision

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

One Plus
Anchor House
Blackhall Lane
Loanend
Paisly
PA1 1TA

PROJECT NAME	LOCAL AUTHORITY
Employer Links	Renfrewshire

SUMMARY

The project will directly link WFF clients seeking employment within the major employment clusters within the Renfrewshire area, Braehead, Hillington, Inchinnan, Glasgow Airport and Paisley Town Centre.

 The aim of the project will be to link individuals to existing employment opportunities by providing a comprehensive package of support which will address a series of issues, employability, transport and skills but crucially to address childcare barriers. At the same time the project will work with employers to identify the extent to which improved childcare provision would help recruitment of the WFF core client group.

KEY CLIENT GROUPS	KEY THEMES
	Guidance & mentoring Working with employers

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Kids Club Direct Limited

1 Langlands Gate
East Kilbride
Glasgow
G75 0ZY

PROJECT NAME	LOCAL AUTHORITY
Into College Club	Renfrewshire

SUMMARY

KEY CLIENT GROUPS	KEY THEMES

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Reid Kerr College
Renfrew Road
Paisley

PROJECT NAME	LOCAL AUTHORITY
Mobile Crèche	Renfrewshire

SUMMARY

The Creche will enable access to learning and training opportunities especially in the community learning centres and at the college and university. Learning is often an essential pre-requisite of re-entering the labour market and many parents may not yet feel ready to access work and will seek an initial step back into learning. Equally many of these parents may find that learning through a college is too daunting as a first step and will want to access a learning centre based in their community, this can be facilitated for them by the mobile crèche.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Support with childcare Childcare development & provision

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

Kid Care
55 Renfrew Street
Glasgow

PROJECT NAME	LOCAL AUTHORITY
Pre-Vocational Training (First Steps)	Renfrewshire

SUMMARY

The First Steps project is designed to add a non-vocational option for Working for Families target groups which will focus on personal development and enhancing/ developing the "life skills" of participants.

The Project will focus upon providing support in several key areas, Improving self-confidence/esteem, Positive thinking, Personal Stocktaking and Skills Assessment, Confidence and Motivation Building, Assertiveness, Goal Setting, Problem Solving and Work Skills.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents	Guidance & mentoring

DATE PROJECT OPERATIONAL:

PROJECT ADDRESS

One Plus
Anchor House
Blackhall Lane
Paisley
PA1 1TA

WEST DUNBARTON

PROJECT NAME	LOCAL AUTHORITY
Access to Employment	West Dunbartonshire Council

SUMMARY

A one to one client referral service where individual childcare needs and barriers to employment and training can be assessed and addressed. A guidance and mentoring service where two key workers will assist and support parents to access training and employment. These key workers will help with job search and with arranging childcare. They will also refer onto appropriate agencies to ensure that the parents are fully helped and supported.

Provision of a "fighting fund" that can be used to expedite the transition from unemployment to work where there is a gap in existing provision.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Guidance & mentoring Support with childcare Money advice Working with employers Volunteering

DATE PROJECT OPERATIONAL: July 2004

PROJECT ADDRESS

The Lennox Partnership
Erskine House
Clydebank Business Park
Clydebank
G81 2DR

PROJECT NAME	LOCAL AUTHORITY

Community Training ILM	**West Dunbartonshire Council**

SUMMARY

The project supports 12 trainee Intermediate Labour Market (ILM) workers. It provides one academic year of college-based study (2 days per week) plus 2 days per week work experience placement in a Community Development based organisation, and 1 day per week personal development/job search. The students will achieve the HNC in Working with Communities at the end of the year.

This project supports Working for families' eligible clients living in the SIMD areas. Individuals who wish to increase their skills, especially those who wish to pursue working in a community work setting.

KEY CLIENT GROUPS	**KEY THEMES**
Lone parents Drug & alcohol issues Parents in two-parent households Low incomes Multiple stresses Young parents	Guidance & mentoring Support with childcare Working with employers

DATE PROJECT OPERATIONAL: August 2006

PROJECT ADDRESS

Community Training ILM
Dumbarton Campus
Castlehill
Dumbarton

PROJECT NAME	LOCAL AUTHORITY
Employment Support	West Dunbartonshire Council

SUMMARY

Help to intervene in the employment process and to help remove barriers that parents and employers may see as preventing sustainable employment. Recognising the particular financial difficulties that parents coming into work – usually on minimum wage and from a period of unemployment – will face, it would seek to provide a financial cushion.

The main financial focus would be subsidising a proportion of childcare costs for up to 12 weeks before applying for Working Tax Credits.

Assist clients throughout their transition to new employment and support them in and towards sustainable work.

Raising employer awareness of the support available to them through Working for Families.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Young parents	Guidance & mentoring Support with childcare Working with employers Volunteering

DATE PROJECT OPERATIONAL: July 2004

PROJECT ADDRESS

The Lennox Partnership
Erskine House
Clydebank Business Park
Clydebank
G82 2DR

PROJECT NAME	LOCAL AUTHORITY
Full employment Area	**West Dunbartonshire Council**

SUMMARY

This project will serve the communities contained within the Clydebank South URBAN II area. The Full Employment Area (FEA) project will provide outreach and engagement on a neighbourhood basis in specific areas of low employment to identify families who can be supported into economic activity. The engagement process includes door to door work and community work. The FEA will co-ordinate support services from other agencies. In addition, the FEA will provide a health support service for those with health related issues to support them into work or training.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Drug & alcohol issues Parents in two-parent households Low incomes Multiple stresses Young parents	Guidance & mentoring Support with childcare Health Support Service

DATE PROJECT OPERATIONAL: April 2006

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
Health & Other Stresses	West Dunbartonshire Council

SUMMARY

This Project will employ one full time member of staff and provide a service to parents who are recovering from addiction problems. Primarily to help parents move into training and/or employment by assisting with childcare / transport whilst improving employability skills such as communication and interpersonal skills. This group of parents are a significant distance from the labour market and therefore require a substantial level of support to enable them to move closer to the labour market.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Drug & alcohol issues Parents in two-parent households Low incomes Multiple stresses Young parents	Guidance & mentoring Support with childcare Working with employers Volunteering

DATE PROJECT OPERATIONAL: June 2006

PROJECT ADDRESS

WDC Social Work
Bruce Street,
Dumbarton

PROJECT NAME	LOCAL AUTHORITY
Money Advice and Welfare Support	West Dunbartonshire Council

SUMMARY

The purpose of this project is to ensure that all clients of the Working for Families Fund will:
- Have direct and specific access to the Council's Welfare Rights Team
- Be properly and consistently advised on their personal financial situation as far as benefits are concerned.
- Be assisted with dedicated support aimed at maximising client's access to appropriate benefits, minimising their exposure to debt and offer any required ongoing support through appeals.

All Working for Families Clients will be referred to the Welfare Rights Unit no matter which route they access the programme.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Limited contact clients Young parents Parents in education	Money advice

DATE PROJECT OPERATIONAL: May 2005

PROJECT ADDRESS

West Dunbartonshire Council
Welfare Rights Representation Unit
6-14 Bridge Street
Dumbarton
G82 3PU

PROJECT NAME	LOCAL AUTHORITY
Registered Childminding Project	West Dunbartonshire Council

SUMMARY

This project aims to assist individuals from the WfFF client group who wish to become self employed registered childminders and to increase the number of registered childcare places available to WfFF clients. The project is a partnership between West Dunbartonshire Council, Working For Families and Scottish Enterprise Dunbartonshire.

A part – time project worker will be employed as part of the Early Years Team within West Dunbartonshire Council this person will have responsibility to organise pre registration training courses, offer pre and post registration support and dependant upon registration with the care commission, offer access to the new business toolkit, which is a start up costs grant.

As more parents enter or maintain employment, training or education, there will be an increased need for registered childcare places. This project seeks to address this by increasing the number of places available.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Drug & alcohol issues Multiple stresses Young parents Parents in education	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: April 2006

PROJECT ADDRESS

PROJECT NAME	LOCAL AUTHORITY
Ring Fenced Places	West Dunbartonshire Council

SUMMARY

West Dunbartonshire's Key Workers have identified difficulty securing childcare places across the authority for children aged 0-3 years, and for out of school care places in the Clydebank area. This situation is proving problematic for Working for Families clients.

Working for Families agree to fund a place for a specific age group and the childcare provider would ring fence a place for the sole use of Working for Families clients. Working for Families offer families ring fenced places with the childcare providers involved in the scheme.

The childcare providers signed up to the scheme for an initial trial period until end of March 06. This project has proved successful and has been extended until March 2008.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Low incomes Drug & alcohol issues Multiple stresses Young parents	Guidance & mentoring Support with childcare Working with employers Volunteering

DATE PROJECT OPERATIONAL: March 2006

PROJECT ADDRESS

West Dunbartonshire Council
Economic Development
Garshake
Dumbarton
G82 3PU

PROJECT NAME	LOCAL AUTHORITY

Special Needs ILM	West Dunbartonshire Council

SUMMARY

This project will enable 24 individuals currently not engaged in the labour market, to return to work, via an Intermediate Labour market project. This will result in individuals taking part being suitably trained childcare workers, in one year and gaining a SVQ in Playwork Level 2 qualification.

A lack of suitable, affordable childcare has been identified in West Dunbartonshire, especially in the area of children with Special Needs.

The creation of a pool of additional qualified childcare workers will result in an increase in available provision, lessening of benefit dependency, increase in skills, and increased sustainability of the wider childcare economy in West Dunbartonshire

KEY CLIENT GROUPS	**KEY THEMES**
Lone parents Low incomes Drug & alcohol issues Multiple stresses Hard to reach clients Young parents	Guidance & mentoring Support with childcare Childcare development & provision Money advice Working with employers

DATE PROJECT OPERATIONAL: April 2005

PROJECT ADDRESS

'One Plus'
Skypoint
Faifley
Clydebank
G81 SAL
e-mail westdunbartonilm@oneplus.org

PROJECT NAME	**LOCAL AUTHORITY**

The Work Drive Project	**West Dunbartonshire Council**

SUMMARY

This project will be delivered by West Dunbartonshire the Council for Volunteer Services in partnership with other Working for Families projects in West Dunbartonshire. The proposed project seeks to reduce the transport barriers faced by parents who are re-entering or maintaining training, education or employment.   This will be achieved by supporting 50 clients per annum to access driving lessons, driving theory course and additional related skill areas (car maintenance and road safety) which will improve their ability to gain or maintain training, education or employment.

KEY CLIENT GROUPS	**KEY THEMES**
Lone parents Drug & alcohol issues Parents in two-parent households Low incomes Multiple stresses Young parents	Guidance & mentoring Support with childcare Working with employers Volunteering

DATE PROJECT OPERATIONAL: April 2006

PROJECT ADDRESS

West Dunbartonshire CVS
Arcadia Business Centre
Millar Lane
Clydebank
G81 1UJ

PROJECT NAME	LOCAL AUTHORITY
Towards Inclusion	**West Dunbartonshire Council**

SUMMARY

The aim of the project is to identify and engage with the most socially excluded individuals in West Dunbartonshire who are furthest from the labour market and provide intensive, targeted support towards education, training and employment. Three workers provide a service for the most vulnerable and excluded on a client centred, one-to-one basis. The clients are ex-offenders, people with a stabilised drink or drug problem, the homeless, people with chaotic lifestyles, lone parents and a small number of people from ethnic minorities.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents in two-parent households Drug & alcohol issues Multiple stresses Young parents Parents in education Ex-offender Homeless	Guidance & mentoring Support with childcare

DATE PROJECT OPERATIONAL: July 2006

PROJECT ADDRESS

Whitecrook Centre
12 Fleming Avenue
Whitecook
Clydebank
0141 562 2417

PROJECT NAME	LOCAL AUTHORITY
Training Support	**West Dunbartonshire Council**

SUMMARY

This project will help client's access appropriate training and progress further in their training. It would also help remove barriers and enable parents to focus on gaining training without the distraction of concerns over childcare costs and provision.

Where a training provider has identified that childcare costs are a barrier to further training achievement, they would work with the parent and the guidance worker to clarify and resolve the issues. The project would seek to fund any gap in the costs of childcare between the support that is currently available and the actual costs of the childcare. Help to find suitable childcare.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Parents on Low income Drug & alcohol issues Multiple stresses Young parents Parents in education	Guidance & mentoring Support with childcare Money Advice

DATE PROJECT OPERATIONAL: July 2004

PROJECT ADDRESS

The Lennox Partnership
Erskine House
Clydebank Business Park
Clydebank
G82 2DR

PROJECT NAME	LOCAL AUTHORITY
11+ Holiday Care Project	**West Dunbartonshire Council**

SUMMARY

This is a pilot project to provide School holiday cover between ten and sixteen young people aged 11+ years who reside in the designated West Dunbartonshire area over the summer and

October week holidays. Young people will be picked up from satellite points within West Dunbartonshire and dropped off at the end of the day to the satellite points.

The young people will be cared for by One Plus staff in the Centre each day. One Plus provides a programme of activities which the young people will have input into make the most of their own ideas and needs. Activities include Arts and Crafts, Games, Physical activities, quiet activities and other realistic activities suggested by the young people themselves.

KEY CLIENT GROUPS	KEY THEMES
Lone parents Multiple stresses Young parents Parents in education	Support with childcare

DATE PROJECT OPERATIONAL: July 2006

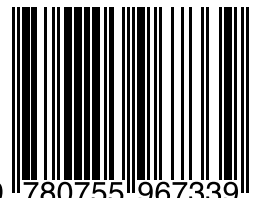**PROJECT ADDRESS**