

Dundee Partnership Employability Service Year One Action Plan April 2016 – April 2017

Action	Scale, timescales	Resource implications	Lead (accountable for implementation)
Consolidated Action Points 1 LMI and Demand Led			
WG1 Deliver an employer conference to sense check and discuss LMI data	By 30.09.16	Funding for conference	Dundee and Angus Chamber of Commerce
	By 30.06.16	Partner time	
WG1 Establish how LMI can be used to assist partners involved in delivering services, to support sustainable and more aligned and integrated delivery	October 2016	Requires cross-organisational working Investment in new tracking system perhaps linked to CRM system below	Skills Development Scotland
WG2 Recommendations on demand led approaches to be implemented across city.	October 2016	Existing resources	D&AC, DCC
WG2 Create a way of ensuring that funders, partners and providers are working together to ensure a coherent demand led approach	October 2016	Existing resources	D&AC, DCC
WG2 . Identify costs, funding sources and appropriate contracting procedures	October 2016	Existing resources	D&AC, DCC

<p>WG1 Explore how LMI could inform the development/delivery of a potential future CRM system (to track agency contact with employers to join up services and improve outcomes)</p> <p>WG 5. Review intelligence from other work groups to inform the commissioning needs of the Partnership</p>	<p>Identify who works with LMI in the organisation</p> <p>Explore how a CRM system can use LMI to proactively promote employment opportunities 30.09.16</p> <p>30/10/16</p>	<p>Analysis of required LMI input CRM system system with strong link to outcomes from work group 6</p> <p>DCC/TSI</p>	<p>Lead – DWP</p> <p>DCC/TSI</p>
<p>Consolidated Action Points 2</p> <p>Governance Arrangements</p> <p>WG7 Agree agenda and membership for the proposed group to oversee the design and implementation of the Dundee Employability Service</p> <p>WG7 Agree the agenda and membership for the proposed Performance Management and Improvement Group</p> <p>WG4 Agree elements of world class employability service</p> <ul style="list-style-type: none"> Use characteristics and 	<p>June 2016</p> <p>June 2016</p> <p>April</p>	<p>Staff time</p> <p>Staff time</p> <p>Partner time</p>	<p>DCC, All</p> <p>DCC, All</p> <p>DCC Allan Millar</p>

template provided by RS to inform Oversight Board			
Consolidated Action Points 3 reframing the “pipeline” and awareness raising			
WG5 Create a pipeline ‘map’	30/04/16	DCC/ TSI staffing resources . Ongoing resource implication for all partners to update the map as and when provision changes	DCC Lead
WG2 Map all employability provision at close to market stages over a 3 year window (with WG5)	October	Existing resources	D&A College/DCC
WG 4 Building on existing work to create two on-line Directories	Live by October	Partner time, Development costs	DCC Allan Millar
Consolidated Action Points 4 Developing a world class workforce			
WG 4 Create agreed set of values & ethics to underpin service	November	Partner Time	DCC Frances Greig
WG 3. 6. Identify locality staff training needs and develop a joint approach with Work Group 4	Summer 2016	Within existing resources	Lucy Rennie, Dundee Health & Social Care Partnership Gordon MacDougall, SDS
Consolidated Action Point 5 More intelligent commissioning			
WG 5. Review intelligence from other	30/10/16	DCC/TSI	DCC, TSL

work groups to inform the commissioning needs of the Partnership WG7. Co ordinated approach to future surveys and development of a system to gain regular insights from employers on their experience of the service to be developed	August 2016	Staff time	DCC,
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Remaining actions agreed by Work Groups that will contribute to the Dundee Employability Service Design

Action	Scale, timescales	Resource implications	Lead (accountable for implementation)
Work Group 1			
Tailor LMI to needs of specific stakeholder/end user needs	30.09.16	Time to tailor/standardise LMI & identify needs of end users agree cost/budgets	Skills Development Scotland
Explore establishment of shared Labour Market Intelligence platform	30.09.16	Need to agree budgets, data inputs and outputs, data collection, evaluation	Lead – TBC
Work Group 2			
Create academy approach descriptor and good practice guide	April 2016	Staff time	NHS/DWP

Create Draft Guide and delivery model for Microbusinesses Academy	April 2016	Staff time	DACC/ RS
Confirm Demand from Microbusinesses	May 2016	Staff time	DACC FSB
Work up Good Practice Guide and model for the finishing school	April 2016	Staff time	TSI/DCC/ERSA
Create draft Cost Benefit Analysis Tool to determine VFM of demand led interventions	April 2016	Staff time	D&AC
Identify and investigate other demand led models being delivered across Scotland	April 2016	Staff time	SDS/ D&AC
Identify a progression pathway from pre-academies provision into demand led provision with WG3	October 2016	Staff time	D&AC, DCC
Work Group 3			
Implement an integrated multi-agency employability pilot in the North East and East End	Establish pilot by Summer 2016	Within existing resources	Dundee Health & Social Care Partnership
Briefing relevant staff and communities	Summer 2016	Mostly within existing resources Funding may be required for community events	Lucy Rennie, IJB
Link with work being taken forward by DCC Welfare Reform Group	April 2016		Lucy Rennie, IJB
Identify and contact people in North East and East End who are in receipt of Housing Benefit, ESA and JSA	End April 2016	Resource may need to be identified to contact individuals	DCC Jacqui Kopel

Adopt existing model for engaging with young people and adapt for use with adults	Ongoing	Within existing resources	Lucy Rennie, IJB
Identify with partners agreement to support a locality based model	Summer 2016	Within existing resources	Lucy Rennie, IJB
Brief the Third Sector Interface Employability Forum	Ongoing	Within existing resources	Mary Hamilton TSI/DEAP
Identify scale and scope of volunteer engagement with those furthest from work	End May 2016	Within existing resources	Lucy Rennie, IJB
Identify the scale of current volunteering opportunities available to clients as part of their progress to work	End May 2016	Within existing resources	Lucy Rennie, IJB
Identify learning from the pilot	End 2016	Possible additional resources required.	Lucy Rennie IJB, Allan Millar DCC
Roll out pilot to other parts of Dundee	2017	Possible additional resources required	Lucy Rennie IJB, Allan Millar DCC
Work Group 4			
Identify numbers of Front line delivery staff, Second level referrers/neighbourhood staff, Managers	May	Partner time	SDS Gordon MacDougall
Identify what assets exist within the partnership individuals who can contribute to development work/programme delivery Establish a pool of people willing to support the wider training and	May June	Partners time	DCC Frances Greig

development agenda			
Develop Customer insight/co-design of service •	Aug	Partner time	DCC Allan Millar
Create an employability standard for practitioners	March 17	Partner time Development costs	NHS Pat Millar
Work Group 5			
Create an Innovation Fund	Oversight Board has recommended an “authorising environment”	Cultural shift to encouraging innovative approaches.	Dispersed leadership to encourage innovation (everybody’s job)
Partnership Commissioning plans to be set out.	31/12/16	Staff resources	DCC
Create a framework that all partners agree to work within. .	31/12/16	Staff resources	DCC
Work Group 6			
SDS to include questions around specific barriers in planned focus groups	End of April	Within existing resources	SDS
Identify scope for Community Benefits to contribute	May 2016	Within existing resources	Aileen Smyth DCC
Definition of In Work Support to be	April	Within existing resources	Allan Millar/DCC

agreed			
Influence agenda for proposed DCC meeting with 35 largest employers	Once meeting has been arranged	No resource implication	Allan Millar/DCC
Introduce for a minimum standard for the induction process	End of June	Production and ongoing maintenance costs	DCCI/DWP Alison Henderson Kirsty Craig
Initiative aimed specifically at long term unemployed over age 50 years to be piloted			DWP
On line (signposting) support tool – for people in work		Development costs	
Introduce a Career Advancement Service in Dundee		TBC	
Work Group 7			
Client feedback:			
Investigation into the capacity of “Qualtrix” and “limeware” software to be used to gather and analyse client feedback to be completed	June 2016	Staff time, financial costs for software development	DCC
System to gather feedback and client perspectives on the effectiveness of the employability system to be developed and agreed	August 2016		DCC, JCP, SDS, D&AC, Third Sector
Employer Feedback:			
Baseline on current employer survey activity to be established	April 2016	Staff time	DCC,

Coordinated approach to future surveys and development of a system to gain regular insights from employers	August 2016	Staff time	
Dashboard:			
Finalise the performance information and KPIs	May 2016	Staff time	SDS,
Develop the “covalent” system	July 2016	Staff time	DCC