

NORTH LANARKSHIRE COUNCIL  
**AGENDA ITEM NO. .... 13 .....**      **REPORT**

To: ECONOMIC DEVELOPMENT COMMITTEE		Subject : TRAINING ASSISTANCE GRANT- PROGRAMME MONITORING 1999/2000
From: DIRECTOR OF PLANNING & ENVIRONMENT		
Date: 24 August 2000	Ref: DD/REP/721	

**1. Purpose of Report**

- 1.1 The purpose of this report is to update the Committee on the operation of the Training Assistance Grant Programme (T.A.G.) for the year 1999/2000. This report details results of an evaluation questionnaire, which was issued to all applicants who had completed their training by 5 June 2000. It also details results of a monitoring exercise between North Lanarkshire Council and Employment Service outlining the current situation of beneficiaries at 30 June 2000.

**2. Sustainability**

- 2.1 This programme meets the sustainable development policy adopted by the Council through Local Agenda 21 by addressing elements of Section 3 "Economy and Work" and Section 8 "Social Needs". In particular the scheme addresses the following areas:

- reducing poverty and low pay
- increasing employment opportunities for local people
- helping local and community based business to set up and grow

**3. Introduction**

- 3.1 The TAG Fund is designed to be a flexible and reactive training grant fund providing assistance for unemployed residents of North Lanarkshire to undertake employment related training where such training is unavailable or inaccessible elsewhere. The TAG programme is directed toward unemployed individuals who have been out of work for at least three months or part of a mass redundancy. The maximum grant award is £650. Payment is made directly to the training provider.

**4. 1999/2000 Programme**

- 4.1 In total the budgetary provision for 1999-2000 financial year was £54,000. The programme was funded solely by North Lanarkshire Council.
- 4.2 Details of all applications received during the last financial year are contained in Table 1 below.

TABLE 1 - APRIL 1999 TO MARCH 2000

AREA	APPROVED		REJECTED		TOTAL APPLICATIONS	
	Male	Female	Male	Female	Male	Female
North	17	32	6	1	23	33
Central	33	16	9	-	42	16
South	43	4	10	4	53	8
Total	93	52	25	5	118	57

4.3 As can be seen from Table 1 the total number of applications approved in the last financial year was 145 comprising of 93 male and 52 female. The average cost of training was £372.41 with a total spend on the programme of £54,000 (100%).

## 5. Monitoring Exercise

5.1 A monitoring and evaluation exercise was recently carried out by the Economic Development Unit to determine how successful the scheme had been and analyse the programme outputs.

5.2 A total of 92 evaluation questionnaires were sent out to recipients of the Training Assistance Grant who had completed their training by 5 June 2000. This questionnaire (Appendix 1) asked various questions of recipients ranging from quality of training to employment status and was issued with a reply paid envelope to encourage a return. In total 39 (42%) questionnaires were returned and an analysis of these returns is attached (Appendix 2).

5.3 In addition to the above, a mandate signed by the applicants was sent to the various Job Centres throughout North Lanarkshire. This mandate allows the release of information concerning employment status of recipients to be passed to the Economic Development Unit and complies with the Data Protection Act. A total of 78 mandates were sent to the various Job Centres covering those applicants who had completed training. The remaining 14 applicants status could not be determined at this stage as they are in receipt of benefit from the Benefits Agency who cannot, for any reason, give out information regarding their clients to an outside body. Analysis of this monitoring exercise is contained in Appendix 3.

## 6. Conclusion

6.1 This is the second detailed annual monitoring and evaluation exercise to be conducted for the Training Assistance Grant.

6.2 Results indicate that the programme continues to be highly successful in relation to:

- Customer satisfaction – 87% of applicants indicated satisfaction
- Fast route to employment – 75% of applicants employed within one month of training
- Overall employment results – 54% of questionnaire replies employed / 71% of applicants no longer on the unemployed register
- Customer expectations on quality, customer care and health & safety aspects of the training provider.

## 7. Recommendation

7.1 It is the recommendation of this report that the Committee note the contents of this report.



**David M Porch**  
**Director of Planning & Environment**

Appendix 1

**TRAINING ASSISTANCE GRANT  
MONITORING QUESTIONNAIRE**

**PLEASE TICK APPROPRIATE BOX**

1) Overall were you satisfied with the training provided?

YES     NO

Comment .....

2) Did the training provider meet your expectations in relation to:

**Quality**  
 YES     NO

**Customer Care**  
 YES     NO

**Health & Safety**  
 YES     NO

Comment.....

3) Did the training enable you to gain employment?

YES     NO

Comment .....

**If yes how soon after completion of training:**

0-1  
Month

1-3  
Months

3-6  
Months

6+  
Months

4) Are you currently in employment with the same employer?

YES     NO

5) If not the same employer, who are you employed with? .....

6) Is this employment related to your original training?

YES     NO

7) If not what are you employed as? .....

8) If you are not in employment are you?

Unemployed       In Training       In Education

9) How do you rate the service provided by North Lanarkshire Council?

Poor       Good       Very Good       Excellent

10) Please print your name in the space below

Statement – North Lanarkshire Council will only use this information to evaluate the overall performance of TAG and will not release this to a third party without your consent.

Appendix 2**Evaluation of TAG Questionnaire Returns**

1. How many were posted out? 92
2. How many were returned? 39 (42%)
3. Analysis of each section as follows:

**Question 1****Overall were you satisfied with the training provided?**

<b>YES</b>	<b>NO</b>	<b>NO RESPONSE</b>
34 – (87%)	4 – (10%)	1 – (3%)

**Question 2****Did the training provider meet your expectations in relation to:**

	<b>YES</b>	<b>NO</b>	<b>NO RESPONSE</b>
Quality	36 – (92%)	3 – (8%)	
Customer Care	34 – (87%)	-	5 – (13%)
Health & Safety	35 – (90%)	-	4 – (10%)

**Question 3****Did the training enable you to gain employment?**

<b>YES</b>	<b>NO</b>	<b>NO RESPONSE</b>
21 – (54%)	14 – (36%)	4 – (10%)

**If yes, how soon after completion of training:**

<b>0-1 MONTH</b>	<b>1-3 MONTHS</b>	<b>3-6 MONTHS</b>	<b>6+ MONTHS</b>
18 – (75%)	3 – (12.5%)	1 – (4.2%)	2 – (8.3%)

**Question 4****Are you currently in employment with the same employer?**

<b>YES</b>	<b>NO</b>	<b>NO RESPONSE</b>
11 – (28%)	22 – (56%)	6 – (15%)

**Question 5****If not the same employer, who are you employed with?**

Listed below are the names of some of the employers who have employed TAG recipients.

- J.B. BENNETT, KILSYTH
- COAKLEY BUS COMPANY
- SELF EMPLOYED
- HAD COACHES LTD (SHOTTIS)
- SWEENEY PLANT

- LAFFERTY COACHES
- SELF EMPLOYED
- AMCOL
- INITIAL PERSONNEL SERVICES
- SCOTTISH PRIDE
- RILLION ALL TRADES
- TROLHURST
- MORGAN STANLEY
- TEREX

Not Applicable / No Response - 25

### Question 6

**Is the employment related to your training?**

<b>YES</b>	<b>NO</b>	<b>Not Applicable</b>
22 – (56%)	9 – (23%)	8 – (21%)

### Question 7

**If not, what are you employed as?**

Listed below is a range of employment gained by participants of the Programme not related to their original training programme.

- Customer services Advisor
- Welder
- Student at Motherwell College

Not applicable – 32 – (82%)

### Question 8

**If you are not in employment are you:-**

Unemployed	10	26%
In Training	4	10%
In education	-	-
Unemployed & training	1	2.5%
N/A	24	61.5%

### Question 9

**How do you rate the service provided by North Lanarkshire Council?**

Fair	1	2.5%
Poor	-	-
Good	2	5%
Very Good	15	38%
Excellent	21	54%

Appendix 3**TRAINING ASSISTANCE GRANT  
JOB CENTRE MONITORING ANALYSIS**

Listed below are the results of a monitoring exercise carried out with Employment Service offices.

Job Centre	No. of applicants	Still Signing	Signed Off	Success rate (%)
Airdrie	19	4	15	79
Bellshill	8	1	7	87
Cumbernauld	11	7	4	36
Coatbridge	10	4	6	60
Kilsyth	2	-	2	100
Motherwell	12	2	10	83
Shotts	2	1	1	50
Uddingston	1	1	0	0
Wishaw	13	3	10	77
<b>TOTAL</b>	<b>78</b>	<b>23</b>	<b>55</b>	<b>71%</b>

The above table shows that, in total, 55 applicants have signed off the Unemployment register, which equates to 71% of the number of applicants monitored. A future monitoring and evaluation exercise will provide further information on these applicants who are still in training at time of report. These statistics will be reported to Committee when available.