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| To: SOCIAL WORK COMMITTEE | | Subject: SUPPORTED EMPLOYMENT SERVICE | |
| From: DIRECTOR OF SOCIAL WORK | | | |
| Date: 10 MARCH 2005 | Ref: JD/GMcl | | |

1. Purpose of Report/Introduction

The purpose of this report is to seek approval to establish two additional Job Coach posts to meet service demands.

2. Background

- 2.1. The Supported Employment Service was launched in January 1999, with the objective of providing employment opportunities for people with learning disabilities. From the outset, the Department has operated to a set of demanding principles. Employment had to be full time, paying the rate for the job and the work has to be in an integrated setting.
- 2.2. Over the period of operation, the North Lanarkshire Service has earned the reputation as a leader in the field of supported employment. Apart from the successful outcomes obtained on behalf of service users, the service achieved Charter Mark status in December 2002, and in 2003 obtained the COSLA Quality Award for Customer Care.
- 2.3. To date the service has linked with 191 individuals and has assisted 91 people into employment. The components of the actual operation include, vocational profiling, job identification, job search, job coaching and job monitoring. Considerable emphasis is placed on job monitoring, this ensures that any problem which the service user or employer encounters in the workplace can be quickly rectified. By adopting this practice, the service has ensured that there is a high level of sustainability of employment and considerable comfort and satisfaction on the part of the employing company.
- 2.4. Since the launch of the service, its terms of reference has expanded to include service users with brain injuries and those with mental health problems.
- 2.5. Currently, the staffing within the service consists of a Service Co-ordinator, a Senior Supported Employment Officer and 16 Job Coaches.
- 2.6. The requirement to constantly monitor service users in a work situation means, in effect, that everyone referred to supported employment remains with the service, thereby creating an issue of staff capacity

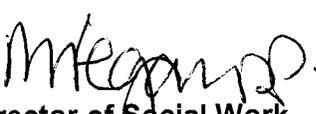
- 2.7. In recognition of the service reaching capacity level, negotiations have taken place with the Department of Works and Pensions to obtain additional places on a Workstep contract which operates primarily in respect of Beltane, the Councils Sheltered Workshop. These negotiations have resulted in the Council being granted eighteen Workstep places, which are being utilised within supported employment. The contract value of each place is worth on an annual basis £4,800. This has therefore produced a total receipt of £86,400. Income from this source can therefore be used to fund additional staff resources to deal with the issue of capacity. It is proposed as a first step, two additional Job Coach posts, SCP 22-27, plus 7.5% irregular hours allowance, be created to ease current workload pressures.
- 2.8. Currently the management and supervision of the Supported Employment Service is undertaken by the Service Co-ordinator and a Senior Supported Employment Officer. The management structure of the service will, of necessity, require to be reviewed and this will be the subject of a future report to Committee.

3. **Financial/Personnel/Legal/Policy Implications**

- 3.1. The costs associated with the establishment of two additional Job Coach posts can be met from the revenue generated through the Workstep contract.

4. **Recommendation**

- 4.1. Committee is requested to approve the following recommendations:
- 4.2. The Supported Employment establishment be increased by the creation of two Job Coach posts, SCP 22-27, plus 7.5% irregular hours allowance.
- 4.3. A future report on the management structure of the service be submitted for consideration.
- 4.4. Remit this report to Policy and Resources (Personnel) Sub Committee for consideration.
- 4.5. To otherwise note the report.


Director of Social Work
4 February 2005

For further information on this report please contact George McNally, Manager Social Work Strategy on telephone 01698 332555