



TOMORROW'S PEOPLE - DEVON OPERATIONS

BACKGROUND

Founded in 1984 and operating in Plymouth since 1996, the Tomorrow's People Trust (TPT) is a registered specialist organisation set up to help people and communities overcome long-term unemployment. It acts as an expert intermediary between government, businesses and individuals.

It shows unemployed people how to get the skills and qualifications that local employers are looking for. Then it matches these trained and motivated job seekers with local employers, for whom recruitment and retention of staff can be frustrating and expensive.

In the process, TPT can change the lives of people resigned to a hopeless future of never having a job and never contributing to the communities they live in. Not only can this significantly improve the quality of life for those we help and their families, it also makes sound financial sense. The estimated annual cost in government benefits of an individual remaining unemployed is £10,650 each year¹.

TPT also dispels the preconceived notions of many employers about taking long-term unemployed people into their staff. We strive to offer well-prepared, suitably trained and job-ready candidates for local jobs. Furthermore, we stay on call by providing aftercare mentoring support for as long as it takes the new employer/employee relationship to become established.

Since its inception, TPT has helped in excess of 400,000 unemployed people. Most importantly, we have a strong record of getting people into sustainable jobs, with 90% of the people we work with still in their job after three months and 76% still in employment twelve months on.

Quality and value are fundamental to all the services we deliver and underlie all aspects of our operations. Consequently, TPT works to provide clients and employers with the highest quality service at all times.

TPT has achieved a successful Adult Learning Inspectorate examination, achieving Grade 1 for our work under the heading of the criteria for Matrix, the Guidance Accreditation Board's national quality standard for Information,

¹ Centre for Economic and Social Inclusion.

Advice and Guidance (IAG). Staff members also hold individual NVQs or equivalent in Employment IAG.

TPT was one of the first training providers in the country to achieve the Investor in People award in 1994 and has twice since been commended by the National Training Awards. Furthermore, we also promote quality with our own annual 'Awards for Achievement', giving recognition to outstanding beneficiaries and employers. *(Devon clients and sponsors received 37% of all prizes given at the November 2005 National Awards ceremony attended by our Patron, HRH The Countess of Wessex, and had nominees accepted for this years Awards).*

TPT is an Approved Provider for Jobcentre Plus and with the Learning and Skills Council. Our Mission Statement is:

'To help people to work by becoming the leading independent business-led organisation acting as an expert intermediary between government, business and individuals'.

Our values are:

- honesty
- commitment
- common sense
- the desire to get it right
- compassion for people

PLYMOUTH OPERATIONS

All TPT Devon operations are supervised by the Local Operations Manager (LOM – David Sayer) and his Administrator from our local HQ in the basement of No. 5 The Crescent, Plymouth PL1 3AB.

TPT is a member of all the key organisations in Plymouth *(which include Working Links, the Chamber of Commerce, JobCentrePlus, Learning & Work Partnership, Devonport Regeneration Community Partnership, Community Network, the Next Step Partnership, Advice UK, Business in the Community/Business Action on Homelessness etc).*

We also work in association with the majority of others active in this field *(who include, the Shekinah Mission, Connexions, the Programme Centre, Princes Trust, Plymouth 20/20 partnership, Guild of Voluntary Services, Employers Network on Disability, Youth Building Service, Routeways, Plymouth Returners, Common Purpose, Government Office of the South West, Wolseley Trust, various Community Partnerships, COPTE, Youth Offending Team, Youth Employment Service, Heath Authorities, Devon & Cornwall Probation Service, Plymouth College of Further Education, Business Link,*

Social Services, Schools, the LSC, Westcountry Training Ltd, the Industrial Services Group and the Salvation Army (Devonport).

Working on the ground on a one-to-one basis with employers and potential employees, TPT staff offer their clients a range of effective confidence building, coaching and mentoring techniques along with practical help to give individuals the best possible chance of securing a 'sustainable job outcome'; whatever their background. These services are independent of Government initiatives and are delivered free at the point of delivery.

Our Patron in Plymouth is Baroness Janet Fookes DBE DL. She is supported by a strong group of Vice Patrons, who have considerable current experience in local organisations and regional affairs.

At present, three major TPT initiatives operate in Plymouth. These are 'Workroute', 'Moneywise' and a JobCentre Plus contract, known as 'Homeless to Work' (since completed). The fourth operation, known as 'Working it Out' marks our return to youth training in Plymouth and is a 16-week training programme – the first course started in January 2007, and the second will commence next month.

WORKROUTE

This initiative offers a free, exclusive one-on-one outreach service to unemployed people of all ages conducted in the hassle-free, honest and relaxed atmosphere of Tomorrow's People.

Operating here since 1996, Workroute has developed services to meet the needs of the changing employment market in Plymouth.

Its purpose is to assist the hardest to reach, economically inactive people in the City to gain sustained employment (> 6 months).

Some of these people may have already been cycled through existing initiatives, perhaps with mixed success.

This work is presently all the more challenging as the unemployment rate is relatively high in Plymouth.

An extensive outreach system is run from our 2 Plymouth offices, which target in particular the deprived areas of Devonport, Stonehouse, Keyham, North Prospect, Barne Barton, St Budeaux and Sutton.

Once enrolled on the project, each individual is assigned to a Workroute Advisor (WRA).

Having first identified the client's personal barriers to employment and improved their level of self-esteem, the WRA will develop a personal action plan with the client.

The next step is normally to then brigade their talents, interests and abilities into a draft CV, identify individual training needs and to organise the necessary support (*skills improvement/update sign-posting, interview techniques, application form-filling, etc*).

Parallel work includes identification of potential employers and a personal approach to ensure that the Workroute client will be a fully job-ready candidate.

In some cases, the Workroute Employment Co-ordinator is informed of local job vacancies before wider promulgation; this is excellent and allows TPT a 'first bite at the cherry' to provide suitable candidates.

Although particularly time intensive on TPT staff, successful outcomes are most rewarding, with the client achieving the prime aim of getting back to work and the employer meeting his needs without attracting agency fees or, in some cases, advertising costs.

Some 50% of Workroute registrations are currently sourced from Working Links and JobCentre Plus, and word of mouth recommendations account for a large percentage of the balance.

This underscores the added value provided by the Workroute scheme and avoidance of duplication of effort with the matrix of other service providers.

An aftercare service to both the employee and employer is normally available for a 3-month period, or longer if necessary.

Since 1996, some 6,000 people have registered with Workroute in Plymouth and some 3,700 have gone on to employment or further training.

All clients are tracked from leaving the programme and sustainability figures are impressive - after 12 months over 50% of clients remain in employment.

The Workroute project is currently supported by European Social Funding, the Wolseley Trust and the Devonport Regeneration Community Partnership.

USPs – Workroute

- *WRA not time-limited; take whatever time is necessary to achieve an outcome (within reason).*
- *Staff experienced with hardest to help + excellent track record.*
- *Successful referrals can count as 'positive outcomes' for both TPT and referring source.*
- *Useful Vice Patron network and personal relationships with local employers are particularly advantageous.*

MONEYWISE

This is a free 'one-to-one' confidential debt counselling service to help local people get their finances into a manageable condition.

It is estimated that at least 30% of the people helped by TPT in Plymouth are prevented from seeking/taking work due to debt-related issues.

The specialist TPT Moneywise advisor provides advice, guidance and advocacy with the ultimate aim of helping people to secure employment via Workroute in order to pay off their debts and break away from the benefit system.

Based in our City Centre office, the Moneywise Advisor is also operating an outreach service to clients at the Devonport Regeneration Community Partnership and the North Prospect Partnership.

The Moneywise project is currently supported by European Social Funding and the Devonport Regeneration Community Partnership.

USP – Moneywise

- *Free service (others charge or do not provide this one-to-one counselling service).*
- *No direct links to Government benefits etc.*
- *Proven and effective results.*
- *Direct advocacy 'hands on' service provided to engage with creditors and debt collection agencies, including banks.*
- *[Registrations 'count' towards JC+ ESF Contract].*

WORKING IT OUT

TPT Plymouth has developed a unique 16-week personal development programme targeting unemployed young people aged 16-25 who are not in full time education or training. These young people are formed into Task Forces of about 12 and work together, under supervision, to develop life skills. A major part of this course is the 'challenge', a valuable element of the character-building and teamwork phases of the programme that is enjoyed by all participants and much appreciated in the local Plymouth communities.

The course and challenges vastly improve the self worth, confidence, motivation and employability of young people who may start disaffected and have previously been excluded from society.

Course activity is designed to widen their horizons, overcome personal/social/economic barriers, develop a greater sense of commitment, responsibility and self-discipline, to promote teamwork and to realise an individuals' potential. Basic skills are improved whilst on course and each trainee is provided with a

Personal Learning Journal and an individual 'Exit Plan' detailing SMART target objectives to be achieved within 3-12 months of course completion.

An allowance and travel expenses are paid whilst on course and a personal portfolio of achievements is built up to support their next step – which may be further training, education or a job interview. One Task Force is run at any one time from the WIO classrooms, and a Tomorrow's People Task Force Leader and Co-ordinator is assigned to the course.

Former course challenges have included renovation and 'groundforce' action at the Ernesettle Community Centre, a tree-planting ceremony on Plymouth Hoe to commemorate the life of Anne Frank and various schemes to raise money to present Plymouth Age concern with two wheelchairs. Earlier activities also included a fund-raising effort to purchase a guide dog for the blind in Plymouth and a 'changing rooms' style renovation of the local Salvation Army Cafe.

The first Plymouth WIO course commenced in January 2007.

INCLUDE PROJECT

One TPT Senior Adviser has been seconded to this Devon and Cornwall Probation service initiative for a 6-month period, commencing in April 07. The contract is to work with employers and ex-offenders to help the latter secure employment.

OTHER TPT OPERATIONS IN DEVON

In addition to Plymouth-based operations, TPT is presently active throughout Torbay and in Newton Abbot and Exeter.

CORPORATE WORKROUTE (BRIXHAM)

AstraZenica's (AZ) Brixham-based environmental laboratory has been working with TPT since 1998 and has provided continuous generous sponsorship for the Corporate Workroute programme. The arrangement enables us to place one Workroute Adviser in serviced AZ office space at Freshwater Quarry to provide employment IAG to unemployed residents in the Brixham travel-to-work area.

The service offers one-to-one motivational career guidance, help with CVs and application forms, identification of the right training/courses and job interview techniques. Trained and motivated job seekers are then introduced to local employers and an aftercare service is available to both parties.

The Company's commitment to improving the employment prospects of local people via TPT has greatly benefited the local community – some of whom have found work in the AZ laboratory.

Since the year 1998, the Adviser has registered some 1600 clients onto the Corporate Workroute programme, of whom about half have found work and 185 gone on to training.

AZ has kindly agreed to release the WRA to service clients in the Pain Clinic in Torbay Hospital for a half day per week under the hospital's 'Return to Work' initiative (currently unfunded). A subsequent agreement has released the WRA for 50% of his time to work with unemployed residents outside of Brixham to support the Department of Health 'Section 64' contract (see below).

HELPING PATIENTS TO WORK (BRIXHAM, PAIGNTON, TORQUAY, NEWTON ABBOT)

This 'Section 64' Department of Health contract enables TPT to provide employment IAG to medical patients in two of its operating areas; the Camden area of London (the 'city' arm of the contract) and in South Devon (the 'rural' arm). Operating from GPs surgeries, the service engages priority target groups and facilitates their safe journey back towards employment.

Target beneficiaries include those recovering from direct mental health problems (such as depression or stress), or indirect mental health problems as a secondary result of accident or injury.

TPT Devon is managing the GP surgery IAG operations in Torbay and Newton Abbot.

HOMELESS TO WORK – PLYMOUTH, EXETER (AND BRISTOL)

This 19-month JobCentre Plus ESF Objective 3 contract completed on 31 March 2007. It was designed to assist unemployed people with a homeless background now resident in one of the three South West Homeless Priority Areas of Plymouth, Exeter and Bristol. TPT stationed one Senior Adviser in each of these Cities and after a short period of market research, set about engaging with this very fragile client group. By the contract end date, the registration target of 150 had been exceeded and some 42 jobs secured.