

## **REVIEW OF NON CORE ACTIVITY - HOME 2 WORK SCHEME**

Report of the Director of Housing and Customer Service

### **1. SUMMARY**

- 1.1 The Home 2 Work scheme was established in January 2009. The aim and objective of this scheme was to offer work placement opportunities to Derby Homes' residents in the pursuit of tackling worklessness.
- 1.2 The Home 2 Work Scheme offers an opportunity for a 4 week work placement at Derby Homes. It provides a range of experiences to help residents on the road to finding a permanent job. The Home to Work Scheme is designed to provide a structured placement which will introduce some basic principles of being in work and work experience in the field of customer service.

### **2. RECOMMENDATION**

It is recommended that

- 2.1 Derby Homes continues to offer work experience opportunities to residents to assist people into work.
- 2.2 Derby Homes continues to run the Home 2 Work scheme when demand is evident through applications. This can be run in conjunction with offering work experience through the Job Centre Plus initiative.
- 2.3 Fresh promotion of both schemes is required in conjunction with the Job Centre Plus enabling access to greater numbers of applicants.
- 2.4 Funding for this Home 2 Work scheme will continue to be sought through opportunities as and when they arise.

### **3. MATTER FOR CONSIDERATION**

- 3.1 Derby Homes has to cut its costs by £1.2m a year and reduce staff by about 40 by 2015. Executive Team have identified a list of 'add-on services' that could be reviewed to see if they are
  - cost effective
  - have opportunities or potential to help us achieve the £1.2m saving
  - value for money from the point of view of customer and/or the organisation.

The scope of this report is to explore these issues with relation to the Home 2 Work scheme.

- 3.2 The Home 2 Work scheme was established in January 2009. The aim and objective of this scheme was to offer work placement opportunities to Derby Homes' residents in the pursuit of tackling worklessness.
- 3.3 The Home 2 Work Scheme offers an opportunity for a 4 week work placement at Derby Homes. It provides a range of experiences to help residents on the road to finding a permanent job. The Home to Work Scheme is designed to provide a structured placement which will introduce some basic principles of being in work and work experience in the field of customer service.
- 3.4 During this placement candidates learn basic computer skills, complete Health and Safety training and undertake employment initiatives such as job search and interview techniques.
- 3.5 To date out of 25 customers who have started on the scheme 22 residents have successfully completed the Home 2 Work course.
- 3.6 The Home 2 Work scheme is unique to Derby Homes.
- 3.7 Various other housing organisations offer worklessness intervention in a variety of forms, however it has not been possible to identify a like for like comparator.
- 3.8 Various housing organisations have contacted Derby Homes for information on our Home 2 Work scheme as they wish to establish similar schemes for their residents.
- 3.9 The Job Centre Plus Department for Works and Pensions has launched a work experience scheme designed primarily for young people, which mirrors the Home 2 Work Scheme. The work experience scheme enables young unemployed people to volunteer for placements lasting between 2 and 8 weeks. The volunteers are placed with suitable employers and complete a light touch introduction to the specific organisation. The participants continue to receive their benefits along with childcare and travel costs. The Job Centre will also fund CRB checks if this is required. Derby Homes has signed up to offer opportunities through this Job Centre Plus work experience initiative.

What is the purpose of the service?

- 3.10 The Home 2 Work scheme was created as an initiative to tackle worklessness.
- 3.11 The purpose of the Home 2 Work Scheme is to offer residents who are unemployed the opportunity to participate in a structured four week work experience placement, mock interview experience, access to coaching and mentoring and a reference on successful completion of the course.

Do we need to continue to provide it and what would be the consequences of stopping it or providing it in another way?

- 3.12 Applications for the scheme have shown a steady decline over the last 9 months, reasons include
- Massive staffing changes in particular Employment Advisors at the JCP, the Home 2 Work scheme is just one of many initiatives they can offer to

- customers. Advisors are reminded of the scheme on a regular basis
- Remarketing of the scheme is required.

What is the level of complaints and compliments?

- 3.13 There have been zero complaints made from customers in relation to the scheme.
- 3.14 Training evaluation forms have been completed by 19 learners, they all said that they would recommend this scheme to others.

#### **4. CONSULTATION IMPLICATIONS**

- 4.1 At the end of each placement, candidates complete a training evaluation form and are asked to provide comments on the placement. The information provided is analysed and used to develop the scheme and make improvements on an ongoing basis.
- 4.2 Training evaluation forms have been completed by 19 learners. Analysis of these forms have told us that most useful element of the scheme are

Most useful element of the scheme	<ul style="list-style-type: none"> <li>• Increased confidence</li> <li>• Improved communication skills</li> <li>• Employability skills and interview techniques</li> <li>• Increased understanding of Derby Homes and social housing</li> </ul>
Key skills developed through the scheme	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Customer care</li> </ul>

#### **5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS**

The costs of running this scheme have been minimised over the last 12 months. The only costs now are in officer time. The Change Manager for Equalities estimates that over a 12 month period, 5 days of her time are used to plan and facilitate the course. On top of this time is spent with officers shadowing their roles whilst the learners are on placement.

#### **6. EQUALITIES IMPACT ASSESSMENT**

- 6.1 Residents in a worklessness situation are more likely to be economically disadvantaged and less able to participate fully in society. By offering work placement opportunities Derby Homes is helping residents remove barriers and achieve the skills required to help them secure employment.
- 6.2 The Home 2 Work placement scheme is open to all residents who have been unemployed for longer than 6 months and are between the ages of 18 – 65.
- 6.3 Places are limited and are allocated following a short interview.
- 6.4 See Equality Impact Assessment form attached.

## 7. HEALTH & SAFETY IMPLICATIONS

A generic risk assessment has been completed.

The areas listed below have no implications directly arising from this report:

Legal and Confidentiality

Council

Personnel

Environmental

Risk

Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

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Background Information: None.

Supporting Information: Item B2 Worklessness Initiatives Board Report 26 March 2009



## **Equality Impact Assessment form**

### **1) Name the Strategy, Policy, and Procedure or Function being assessed.**

Home 2 Work Scheme

### **2) What are the aims of the strategy, policy, procedure or function being assessed?**

Whose need is it designed to meet?

Are there any measurable elements such as time limits or age limits?

The aim of the Home 2 work scheme is to offer work placement opportunities to Derby Homes' residents in the pursuit of reducing residents who are tackling Worklessness.

The Home 2 Work Scheme offers an opportunity for a 4 week work placement at Derby Homes. It provides a range of experiences to help residents on the road to finding a permanent job. The Home to Work Scheme is designed to provide a structured placement which will introduce some basic principles of being in work and work experience in the field of Customer service.

### **3) Who has been consulted?**

The residents who have completed the course  
DACP members on the Value for Money panel

### **4) Identify potential impact on each of the of the diversity 'groups' by considering the following questions. There may be other questions you need to think about which are specific to the strategy, policy, procedure or function you are assessing.**

- Might some groups find it harder to access the service?

- Do some groups have particular needs that are not well met by the current service, policy, procedure or function?
- What evidence do you have for your judgement (e.g. monitoring data, information from consultation / research / feedback)?
- Have staff / residents raised concerns and or complaints?
- Is there any local or national research to suggest there could be a problem?

Please use the table below to record your findings / answers

<b>Strand</b>	<b>No Impact</b>	<b>Negative Impact</b>	<b>Positive Impact</b>	<b>Comments / Evidence</b>
Age		X		The scheme is only accessible for unemployed aged between 18 and 65
Disability			X	Individual adjustments where reasonable can be implemented to meet individual need. The scheme is flexible and can be adapted according to the individual.
Gender	X			
Race			X	The scheme is flexible and can be adapted according to the individual.
Religion & Belief			X	The scheme is flexible and can be adapted according to the individual.
Sexual Orientation	X			
Transgender	X			
Marital Status	X			

**5) Does the strategy, policy, practice or function promote equality of opportunity?**

- Does it link to Derby Homes Core objectives
- Can any positive impacts be promoted as best practice

Positive impacts of the scheme are promoted as best practice, for example the scheme was nominated for 'most innovative project' NFA award.

**6) If 'adverse Impacts' are identified is it?**

- Legal (i.e. not discriminatory)
- What is the level of impact? **HIGH / MEDIUM / LOW**

No adverse impacts or discrimination have been identified.

**7) Are there any changes you could introduce which make this strategy, policy, procedure or function, work better for this group of people? Detail the actions planned and any further research or consultation required and how the actions will be monitored.**

Market the scheme more widely to promote awareness and increase the numbers who benefit.

**8) If actions / suggestions for improvement have been identified, what should the positive outcome be for Derby Homes customers?**

The positive outcome for Derby Homes residents is the ability to access real work experience, gain new skills, build confidence in the pursuit of gaining employment.

**9) Do you consider a full Equality Impact Assessment is required or do the actions identified and planned meet the adverse impacts identified?**

No

## Monitoring

<b>Review / New EIA (date or Timeframe)</b>	3 years
<b>Name of person/s completing this form</b>	Annabelle Barwick
<b>Date assessment completed</b>	14.06.11
<b>Name (and signature) of manager approving EIA</b>	