

Equal Access to Employment in Glasgow

Employability Training Evaluation

NEHIN Network Meeting

6th March 2008



Equal Access to
Employment in Glasgow



GLASGO **WORKS**

Delivering the Glasgow Welfare to Work City Strategy

Methodology

- Training Evaluation forms
 - Over 400 potential respondents
 - 341 forms returned
 - Mostly open-ended questions
- Postal Questionnaires
 - Over 400 potential respondents
 - 73 online completions
- Electronic Attitudinal Survey
 - Part re-run of 2006 survey
 - 46 questionnaires sent out
 - 26 returns received



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

Evaluation Forms: Key Findings

- Addictions (N=203, 59%), Criminal Justice (N=111, 33%), Carers (N=27, 8%)
- All aspects of training rated between 8-10 (Content, organisation, style of delivery, meeting learning and individual objectives)
- Workers positive about opportunity to find out more about employability services
- Successful networking opportunity



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

Postal Questionnaire: Key Findings

• Trainers (N=10)

- All CHCPs represented in responses
- 24 sessions, training over 200 workers
- 70% said their staff are more confident
- 80% are more aware of services
- 80% are more likely to refer to employability services



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

Training met agreed aims and objectives

- Enhanced confidence among workers
- Raised awareness of services
- Clarified workers' employability roles
- Highlighted the skills shortage of workers
- Caused workers to revisit practice around employability
- Stimulated discussion/wider thinking



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

Heads/Managers/S. Officers (N=3)

- Felt fully/appropriately supported through planning, delivery and follow up stages
- Spoke of good communication among stakeholders
- Materials were described as being well catered for audience
- Clarified workers' roles
- Increased confidence
- Increased service awareness and likelihood of referring

Services (N=7)

- 50%+ say appropriateness of referrals improved
- Training led to drop-in surgeries/outreach but with limited success so far

Equal Access Managers (N=6)

- Content excellent and sufficient to challenge workers perceptions of clients potential
- Training staff to deliver locally worked well
- Allowed them to anticipate Qs and prepare responses



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

Electronic Survey: Key Findings

- Improvements in key attitudes towards employability
- *It's important for me to raise training and employment issues*
 - Agree/Strongly agree up from 57% to 89%
- *It should be my role to raise these issues with clients*
 - Up from 52% to 85%



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

- ***I know what supports are available to help clients***
 - Up from 52% to 90%
- ***I know how to access support to help clients***
 - Up from 57% to 96%
- ***There are opportunities and jobs available for clients***
 - Number disagreeing down from 33% to 18%
- ***I know what to do if a clients wishes to talk about training and employment options***
 - Number saying no down from 23% to 0%

Referral Frequency

- 22% rise in number who refer “often” to other organisations
- Number “Never” referring down from 22% to 3%
- A quarter of worker attribute their greater referrals to attendance at the training



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

Barriers to supporting clients

- Fewer workers feel they lack knowledge in the area (38% to 6%)
- Fewer workers see caseload pressures as a barrier to supporting clients (39% to 12%)
- Barriers by clients more of an issue (4% to 73%)
- Clients lifestyles an issue (14% to 42%)

Awareness/Confidence

- 62% feel “More” confident
- 69% clearer about their role
- 69% have more positive attitude to employability agenda
- 80% have greater awareness of employability services



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy

Conclusions

- Early stage of analysis
- Training very well received
- Some ongoing themes (good preparation, communication, increased awareness etc)
- Meeting objectives
- Affecting referrals (no' and approp'ness)
- Structural effects still to be realised



Equal Access to
Employment in Glasgow



Delivering the Glasgow Welfare to Work City Strategy