

How Employment Services can best assist unemployed people further distanced from the labour market?



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Who are furthest from the labour market?

What do the statistics tell us?

- People who are educationally disadvantaged.
- Communities who experience generational unemployment
- People with disabilities
- Those with health issues, including, and this is a large group, those with addiction issues.
- Ex prisoners
- Travellers
- Migrants

Long Term Unemployed

Interesting to note!

Unemployment figures 1996 to 2016 in Dublin's Inner City

Absolutely Numbers 1996 12,309 (population was 95,694)

Absolutely Numbers 2016 12,097 (population 148,061)

Difference of 212 less people unemployed in 2016, which is a reduction of 1.7% over 20 years.

The population has increased by 55% in 20 years.

- Are these the same people?
- Is this the same communities?
- What do percentages mean in this situation?

Further distanced from the labour market: Why are they unemployed?

- Lack of skills?
- Lack of education?
- Lack of capacity?
- Lack of interest?
- Discrimination?
- Job readiness?
- Access to the labour market?
- Caring responsibilities?

Issues: External and Internal Factors

Not an exhaustive list.

- Disadvantage
- Discrimination
- Long term de-motivation
- Exclusion
- Apathy
- Cultural
- Access

Employment Services

What is the basis/context of the service?

- With Employment services is it usually activation. Which is valid for employment service.
- What are the persons issues? They are unemployed, but what else?
- Does the person see their lack of employment as their own, personal significant, burning issue?
- No, often they do not.

Employment Activation

- Dealing with a disadvantaged individual, based solely on job activation, and not examining or addressing the other issues will fail.
- Employment services have to be part of a wider package.

The Ethos of the Approach

Part of DSP's mission statement reads

“to promote active participation and inclusion in society through the provision of income supports, employment services and other services”,

one objective is to “put the client at the centre of services and policies”

- This needs to be at the core of good practice.
- Service must understand their target group and understand the importance of working with individuals holistically.
- Front line services must work with clients from where they are, not where they are supposed to be.
- First step, treat the individual as an individual!

A case study

Closure of front line services, such as Job's Club, who identify the holistic issues the clients present with.

From January to mid May 2017 one Job's Club worked with 154 clients,

- 41 of those were *Intreo* referrals and although they claimed they were “job ready”, the Job Club Manager wasn't in a position to put 23 (over half) of those referrals in front of an employer.
- Changing or amending rules for organisation such as Job Clubs,
 - Currently only able to count DSP referrals.
 - Clients who progress on to further education or employment programmes aren't considered progression. This may not affect the live register but it significantly affects that person's life and living circumstances.

How Employment Services can best assist unemployed people further distanced from the labour market?

From two recent research studies key factors have been identified to improve young people's access to the Labour market.

1. Career LEAP East Wall Youth, Swan Youth Service and Trinity College.
2. *Kickboxing, kindness and empathy*. Reaching young people through the SICAP programme. Good Practice for Working with NEETs under SICAP

The Learning

1. Social media does not work. Direct face to face outreach work with young people where they are is the only method to successfully reach them.
2. Programmes have to interest them or that they can see a direct benefit from it e.g. the chance of a good job. It had to be tailored for them. Need to avoid the revolving door of schemes and training.
3. Training needs to be short, sharp and relevant. Career LEAP was 2/3 weeks afternoons only training followed by work experience.
4. Even if the training is short a lot of preparation work must be done before during and after the training happens with the young person to prepare them.
5. A scaffolding approach is taken. This is resource intensive.

The Learning

6. Mentors and identification of appropriate business to work with are key. Many young people are two generations away from the workforce. They have few peers and adult mentors. You need good companies for this to happen
7. In Dublin transport is not a problem but nationwide it has been identified as a major problem as access to employment opportunities.
8. The programme needs to plan for failure and how to respond. Many young people are in chaotic situations and their resilience is low. Illness in a family can set them back. Have a lot of second chances!!

How Employment Services can best assist unemployed people further distanced from the labour market?

Address and examine the practical issues, such as;

- Transport
- Childcare
- Income
- Accommodation

Recognise that the unemployment is part of the wider needs of the individuals, where appropriate.

- Have a wrap around supports and referral
- Recognise progression does not always mean employment