
Report to Clackmannanshire Council

Date of Meeting: 12 December 2024

Subject: Economic Development Update

Report by: Strategic Director (Place)

1. Purpose

1.1. The purpose of the report is to provide an update to Elected Members on the range of work being undertaken within the Economic Development team and to highlight the collaborative and partnership working across both internal and external services, demonstrating how these activities align with Council priorities and contribute to strategic outcomes. (Team structure, Case studies, employability data (including feedback on Clackmannanshire Works service), UK Shared Prosperity Fund information and an Employability System map are provided in Appendices 1 – 5).

2. Recommendations

2.1. It is recommended that Council notes the content of the report and has the opportunity to comment and provide feedback on activity, outcomes and the work being undertaken.

3. Background

3.1. The Economic Development team are involved in a wide range of activity, encompassing employability programmes, business support, City Region Deal (CRD) projects, policy and strategy, compliance and reporting, administration and management of UK Shared Prosperity funding (UKSPF), engagement with Family Wellbeing Partnership (FWP) and wider partnership initiatives and collaboration.

3.2. Our aim is to work collectively across services and external partners to design and deliver person centred employability support, encourage business start up and growth, link employability with employer engagement activity, support regeneration and growth projects (including CRD) and maximise community benefit activity – all supporting and delivering outcomes directly

related to the strategic priorities for Clackmannanshire which are listed in Section 9 (1) of this report. Our work, particularly around Parental Employability, supporting childcare projects with FWP, WeAll (employability) action planning, and business support programmes is aimed at supporting tackling child poverty and fair and flexible working practices.

3.3. The team is composed of three elements (Team Structure shown in diagram at Appendix 1):

- Clackmannanshire Works (Employability team)
- Compliance Team
- Economic Development Strategy and Policy

3.4. The team is managed by a Team leader and is located in Kilncraigs, but with elements (primarily the Clackmannanshire Works team) also operating remotely from several locations including a town centre Employability Hub in Primrose Street, the Speirs Centre and at community venues across the County

3.5. Economic Development Team Lead chairs and facilitates both the Business Support Partnership and the Local Employability Partnership, which feed into the wider Clackmannanshire Alliance structure. Economic Development also facilitates the Clackmannanshire Anchor Partnership and has been an integral part of the short life working group working to develop the refreshed Wellbeing Economy Local Outcome Improvement Plan.

4. Areas of Work

4.1. Family Wellbeing Partnership

4.2. The Economic Development team is now engaged extensively with the Family Wellbeing Partnership (FWP). ED Team Leader sits on the FWP Strategic Group, leading on the Employability strand, and reporting into the Group on employability activity aligned with FWP activity, including progress on the Action Plan developed by Wellbeing Alliance Scotland (WeAll) which focuses on employability support linked to employer engagement. Work on the Action Plan is on-going with support from the Local Employability Partnership (LEP) and the Business Support Partnership to ensure progress is made and actions updated via the FWP working group. Actions to date include an Employer engagement event on the topic of recruitment and skills, supported by both LEP and Business Support partners and attracting over 25 employers, and a focus group attended by 6 employers (including a Council HR representative) and 6 Clackmannanshire Works employability clients from a range of backgrounds, with discussions around challenges faced by both employers in recruiting and unemployed residents seeking employment. The newly appointed ED Partnership Officer/Employability Lead is an integral part of the FWP Operational Group, which has led to vastly increased engagement between Employability and the FWP, alignment of activity and new outcome focused projects around parental employability and childcare.

- 4.3. This has been demonstrated through the joint working on the Childminding recruitment campaign which has aligned funding to not only create jobs for parents (Clackmannanshire Works clients on Parental Employability programme), but also to increase the availability and flexibility of childcare for parents entering employment or training and supporting the wider Child Poverty objectives. A successful pathway into Early Learning Centre posts has been established through our paid and unpaid work placements (funded by Scottish Government No-One Left Behind (NOLB) Employability Funding), upskilling parents to help fill future vacancies expected to be created with the roll out of Child Wellbeing Partnership's all age childcare offer (part of Family Wellbeing Partnership activity).
- 4.4. The Scottish Government provided ring-fenced funding (as part of NOLB grant allocations) during 2023/24 to all Local Authorities to create a Child Poverty Co-ordinator post. This post is funded by Economic Development via NOLB, but the decision was taken to locate this post within the FWP, ensuring strong links are being built and improved between the Employability and FWP teams. Funding for this post for a further 12 months has been confirmed by the Scottish Government and the post has been filled by one of the Clacks Works key worker team. In 2023/24, this post oversaw the delivery of 11 grant funded third sector projects supporting parental employability and funded by No One Left Behind employability funding, and was instrumental in delivery of the projects outlined in 4.3 above.
- 4.5. Community Wealth Building
- 4.6. Community Wealth Building (CWB) forms a central theme of the Scottish Government's Programme for Government and National Performance.
- 4.7. Clackmannanshire was identified as one of five CWB pilot areas by the Scottish Government in 2020. The Council, working with the Centre for Local Economic Strategies, published a CWB Action Plan in December 2021. This Action Plan contains 21 actions, initially Council focussed but through engagement with partners and the setting up of an Anchor Partnership, the intention is to roll out a wider partner Action Plan. A progress report was provided to Council in March 2023, and an updated version will be available later in 2024 (incorporating wider partner activities).
- 4.8. Clackmannanshire's Anchor Partnership was reconvened in April 2023. It is composed of 16 members, from a range of public, private and third sector local, regional and national anchor organisations. There is an opportunity to widen this activity across the Forth Valley, bringing together Anchor organisations from across the region to discuss opportunity to support the CWB agenda regionally.
- 4.9. Funding has been secured from the Council's Transformation Fund to deliver 3 small CWB projects locally. These projects will incorporate CWB training sessions, promotion of credit unions locally and a co-operative and social enterprise fund.

4.10. Regional Collaboration

4.11. Work is ongoing to deliver a Regional Economic Strategy to support economic growth across the region. Key areas to be included in this strategy are Community Wealth Building (CWB), Connectivity and Just transition to net zero. It is a joined-up approach that aims to help secure investment, foster collaboration and a shared identity and enable some of the region's greatest challenges to be tackled.

4.12. City Region Deal

4.13. Programme management for Clackmannanshire is undertaken by an officer within the Economic Development Team, working across services and partner organisations and supporting project leads to ensure that projects are developed, progressed and reported on as required.

4.14. The CRD Flexible Skills Lead, based within Economic Development, operates closely with the Employability team, and work is underway to ensure beneficiaries from CRD flexible skills projects are linked to and referred onto employability programmes in Stirling and Clackmannanshire.

4.15. United Kingdom Shared Prosperity Fund (UKSPF)

4.16. Funding allocation received from UK Government from January 2023 through to March 2025 covers 3 investment areas: Communities and Place; Business Support; and People and Skills. There is also a ring-fenced budget for Multiply, an adult numeracy programme.

4.17. People & Skills

4.18. Positive Moves is an employability programme, delivered jointly by Clackmannanshire Economic Regeneration Trust (CERT) who have a focus on delivering support to the economically inactive group of clients, and Clackmannanshire Works who support unemployed residents who have one or multiple barriers to employment. This is a replacement programme to our European (ESF) funded employability programme which closed in March 2023.

4.19. The Positive Moves programme provides streamlined support, with clients moving between delivery partners, incorporating training provision and person-centred key worker support. The programme includes a barrier free fund to support training, transport, clothes for interview, and any other barriers to progression. From January 2023 to end of March 2024, around 350 residents have been registered on the programme (140 with CERT for pre employability support, and 212 with the in-house Clackmannanshire Works team), with 76 moving into jobs to end of March 2024, and 30 gaining qualifications.

4.20. Business Support

4.21. The Expert Help programme which is a replacement to the previously funded European Regional Development Fund (ERDF) programme delivered through Business Gateway provides businesses and third sector organisations with up to three days of fully funded consultancy support in five different areas: marketing; HR and legal; IT and cyber security; business strategy and finance; and net zero. 45 projects have been completed to end March 2024, all supporting growth and sustainability. Outcomes are being collated and indicate so far that 12 new jobs have been created within supported organisations and 20 jobs safeguarded, with 13 businesses reporting increased business sustainability and 8 introducing new technology or processes to their businesses.

4.22. A programme of Net Zero workshops was commissioned and is being run by Zero Waste Scotland and the University of Stirling over March–Oct 2024. Two workshops have been held to date with 19 delegates (15 organisations) introducing them to carbon measurement, net zero planning and a carbon reduction toolkit, The Scottish Business Climate Collaboration Climate Change Hub. Follow up support for net zero consultancy is offered through our Expert Help programme.

4.23. The Unlocking Potential Growth Programme has delivered four cohorts to date (by our partners Ceteris) attracting 44 delegates (representing 41 organisations). Feedback provided by participants to end of March 2024 indicates 9 new jobs created to date, 18 jobs safeguarded and 8 businesses reporting increased sustainability

4.24. Communities & Place

4.25. A Communities and Place Capital Grant fund programme was launched in 2023/24, with outcomes aligned to UK Shared Prosperity as well as to local priority areas such as improvement of community assets, carbon reduction, improved facilities and increased visitor numbers. Seven organisations were funded in 2023/24 (£86k), with a further funding round opening in August 2024 with a £160k capital and £40k revenue budget. 12 capital projects and 11 revenue projects have now been awarded funding with projects completing by 31 March 2025.

4.26. Multiply

4.27. Multiply is ring-fenced funding for adult numeracy. This is being delivered in Clackmannanshire by Clackmannanshire Economic Regeneration Trust (CERT).

4.28. UKSFP 2024/25

4.29. Clackmannanshire Council UKSPF allocation for 2024/25 is as follows:

Allocated Budget for Year	£1,240,417
Underspend for 2023/24	£101,127
TOTAL BUDGET FOR YEAR	£1,341.544
Split as follows:	
Capital	£210,000
Revenue	£1,131,544

4.30. In line with our original investment plan which was approved at Council in June 2022, projects are underway in all three investment areas with approximate budgets as follows (plus an admin fee of around £40,000):

- Communities and Place : £280,000
- Business Support : £250,000
- People and Skills: £635,000
- Multiply: £135,000

4.31. Appendix 2 contains full detail on projects, outcomes, spend to date and 2024/25 budgets.

4.32. Employability Programmes

4.33. Economic Development delivers and commissions a number of employability programmes, using different funding sources. In 2023/24, almost 700 individuals started on employability programmes which were either commissioned and managed or delivered in-house by Economic Development, with over 200 of those individuals supported into employment, 82 gaining a qualification and 33 going into further or higher education. Further detail on this support (including some client feedback) is provided at Appendix 3 and some case studies showing detail of support can be found at Appendix 4.

4.34. Council in-house employability programmes (Clackmannanshire Works)

4.35. The Clackmannanshire Works team is managed by the Clackmannanshire Works Co-ordinator, with support from a Senior Key Worker. The service provides person centred key worker support to unemployed residents who have a range of barriers to employment. Support includes financial advice via Citizen's Advice Bureau, digital support, barrier free fund to support transport, clothes for interview, and training costs. A weekly Job Club is held at the Speirs Centre every Tuesday generally attracting between 10 and 20 clients each week and a further session runs at

Alloa Hub on a Wednesday. The job brokerage service works with local employers, supporting recruitment processes, coaching clients for interview, putting clients forward for jobs and supporting in work progression. Client interviews and drop-ins take place at the Clackmannanshire Works employability hub on Primrose Street. The Clackmannanshire Works team delivers a range of employability programmes, including:

4.36. Fair Start Scotland

4.37. This is a Scottish Government funded contract which closed to new referrals on 31 March 2024, but which has a residual contract for 2 years to support clients referred during 2023/24. This programme supported clients with long term health issues and who are long term unemployed. Residual funding for 2024/25 is in the region of £50,000, and 1 key worker is supporting the small number of clients still being supported on this programme.

4.38. Positive Moves

4.39. As noted previously, Positive Moves is a replacement European Social Fund funded employability programme, now funded by UK Shared Prosperity Funding until March 2025. 3 key workers are in post supporting clients who have one or more barriers to employment. 98 unemployed residents are currently actively supported through in-house Positive Moves programme, with over 300 registered since it started. The number of referrals, in the main from DWP, is increasing steadily due to the ending of the Fair Start contract in March 2024.

4.40. No-one Left Behind

4.41. Scottish Government annual employability funding incorporates NOLB (employability support for those aged 16–67) and Tackling Child Poverty Funding for Parental Employability support. 2.5 key workers are in post supporting parents with barriers to work onto employability programmes and into work opportunities, plus one key worker who has a caseload of pupils across Clackmannanshire who are within 6 months of leaving school with no positive destination. This programme aligns closely with the aims of Tackling Child Poverty and currently 60 parents are actively supported by key workers, and 22 school leavers are case managed by the School Key worker.

4.42. Local Economic Partnership (LEP) and Regional LEP

4.43. The purpose of the Local Employability Partnership (LEP) is to enable collective leadership and shared commitment across partners to effectively support the policy intent for a more aligned approach to national and local employability support in Scotland, reflecting the need to shape a more coherent employability provision locally in line with the Local Outcome Improvement Plan aligned to the National Performance Framework.

4.44. In line with the Scottish Government framework for LEP's, a delivery plan has been developed, incorporating Scottish Government objectives of using the Scottish Approach to Service Design to co-produce an all-age employability support service that is person-centred, more joined up, flexible and responsive to individual needs, involving service users and co-ordinating information sharing and activity and resources between strategic and delivery partners to improve opportunities and outcomes.

4.45. The LEP is composed of representatives from the following organisations and is chaired and administered by the Council's Economic Development team:

- Ceteris/Business Gateway
- Clackmannanshire Council (Education, Economic Development, Community Justice, CLD and Housing)
- Clackmannanshire Provider Forum
- CTSI
- Department for Work and Pensions
- Developing the Young Workforce
- Forth Valley College
- Forth Valley NHS
- Skills Development Scotland
- University of Stirling

4.46. A recent piece of work which has been undertaken by the LEP following a successful Columba 1400 cohort of LEP partners in November 2022 was to map out the employability landscape in Clackmannanshire, showing the extensive work which is carried out in this area, and mapping the progression of people from pre-employability support (economically inactive), through the stages of employability support and onto employer engagement and positive outcomes. This has helped the LEP identify gaps in provision and reduces the possibility of duplication of support. This mapping work is on-going, and is set out in Appendix 5.

4.47. There is also a regional Forth Valley LEP which combines the 3 Forth Valley LEP members. This forum meets twice each year and provides the opportunity to share best practice and to identify regional issues and opportunities.

4.48. Economic Development Compliance Team

4.49. The Compliance Team oversees the data reporting and financial requirements of all Employability projects (both externally commissioned and in-house). As well as managing data and returns for all Scottish Government funded employability programmes (No One Left Behind, Fair Start Scotland and the Tackling Child Poverty Parental Employability Support programme), the team is also responsible for data collection, reporting and financial management of UKSPF funding (for People and Skills, Communities and Place, Business Support and Multiply).

4.50. Business Support

4.51. The Economic Development team manages and oversees the Business Gateway contract on behalf of the Council. The contract is delivered by Ceteris and is in place for a period of 2.75 years, from July 2023 to March 2026 with the option to extend by 1 plus 1 years to March 2028. From July 2023 to end of March 2024, Ceteris supported 66 new businesses to start up, and provided advice and support (including referrals to the Council 'Expert Help' programme) to over 100 existing businesses (including third sector organisations). Ceteris is a partner on both the LEP and the Clackmannanshire Business Support Partnership and is contributing to the WeAll employability action plan in supporting employer engagement and advice around recruitment, skills, flexible and fair work practices.

4.52. ED Team Lead also chairs and facilitates the Clackmannanshire Business Support Partnership, which is part of the Community Planning Partnership and is made up of organisations who provide support and advice to businesses and social enterprises in Clackmannanshire, and who work together to provide a more coordinated and collaborative approach regarding business support, ensuring our businesses are informed, consulted and have input to key business issues and challenges to ensure support is appropriate and relevant.

4.53. Activity includes regular and co-ordinated communications to our businesses on issues which are relevant, appropriate and informative, working together on potential funding streams or initiatives to maximise benefits to our businesses, jointly organising and promoting networking and other events (across Forth Valley where appropriate) and promotion of each others services and business support initiatives through our communications to businesses and referral systems. Business Support partners have been involved in shaping programmes delivered through UK Shared Prosperity (business support strand). Projects aim to encourage new business and third sector start up, support net zero activity within organisations, support projects leading to business growth, encourage women entrepreneurship, and link employers to employability provision locally.

4.54. The membership of the Business Support partnership is composed of representatives from:

- Alloa First
- Ceteris/Business Gateway
- Clackmannanshire Council
- Clacks First
- CTSI
- Developing the Young Workforce
- Discover Clackmannanshire

- Federation of Small Businesses
- Forth Valley Chamber of Commerce
- Forth Valley College
- FSB Scotland
- University of Stirling
- Visit Scotland

4.55. Partnerships

4.56. Economic Development is engaged in a number of partnerships which ensures that the Council is represented both locally and nationally, helping identify opportunities for collaboration, learning about best practice, gaining awareness of activity at both a local level and wider, providing support and advice to groups locally, identifying gaps and areas of duplication, and raising awareness of Council priorities and activities. ED is represented on each of the following groups:

- Discover Clacks
- Community Led Local Development (CLLD) (previously LEADER)
- Clacks First
- Alloa First
- Tackling Poverty Partnership
- Community Justice Partnership
- Climate Change Working Group
- Family Wellbeing Partnership Strategic Group, Operational Group and Collaboration Group
- Childcare and Childminding Pathways Group
- Supplier Development Programme
- Economic Development Association Scotland (EDAS)
- Scottish Local Authority Economic Development (SLAED)

4.57. Clackmannanshire is fully engaged with SLAED, with the Council represented by Economic Development on each of the following SLAED groups: Business, Employability, Funding, Performance, Rural, Tourism, and Data and Monitoring Groups.

4.58. Economic Development also leads on the collation of data to populate the SLAED annual indicator report, which is published in January each year and provides comparator information across Scotland's 32 local authorities, showing how the Council is performing relative to every other local authority.

5. Sustainability Implications

5.1. The Economic Development team is actively involved in assisting local businesses in reducing their carbon footprint as set out in paragraph 4.21 and 4.22 above. Employer engagement events with a focus on net zero have been held and will form part of our planning for this year's business support.

6. Resource Implications

7. Financial Details

7.1. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

7.2. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

8. Exempt Reports

8.1. Is this report exempt?

Yes (please detail the reasons for exemption below) No

9. Declarations

9.1. The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

The activity outlined in this report supports all of our Corporate Priorities as follows:

- Clackmannanshire will be attractive to businesses & people and ensure fair opportunities for all x
- Our families; children and young people will have the best possible start in life x
- Women and girls will be confident and aspirational, and achieve their full potential x
- Our communities will be resilient and empowered so that they can thrive and flourish x

(2) **Council Policies**

The activity outlined in this report aligns with and supports Be the Future and LOIP priority areas

10. Equalities Impact

10.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes No

11. Legality

11.1. It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

12. Appendices

Please list any appendices attached to this report. If there are no appendices, please state "none".

- Appendix 1: Economic Development Team structure
- Appendix 2: UKSPF Information
- Appendix 3: Employability stats and Clacks Works feedback
- Appendix 4: Clackmannanshire Employability Case Studies
- Appendix 5: Mapping the Employability System in Clackmannanshire

13. Background Papers


13.1. Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

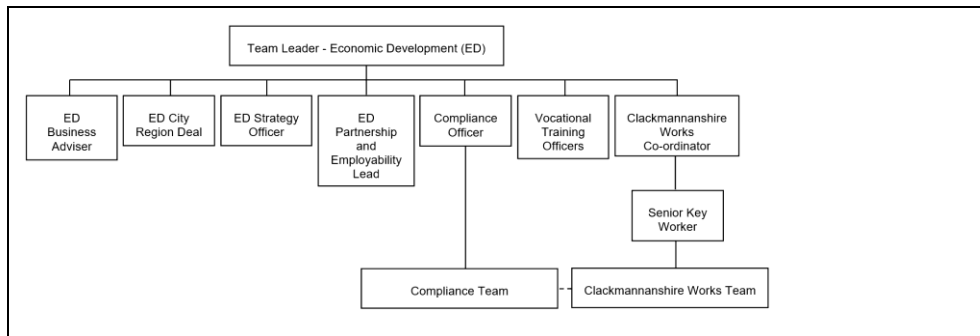
Author(s)

NAME	DESIGNATION	SIGNATURE
Alison Davidson	Economic Development Team Leader	

Approved by

NAME	DESIGNATION	SIGNATURE
Kevin Wells	Strategic Director Place	

Appendix 1: Economic Development Team Structure



Appendix 2

UK Shared Prosperity Fund

1.0 Budgets, activity and outcomes to date for UKSPF : January 2023 to March 2024 (15 month period)

Total budget for period	£875,088
Split as follows:	
Capital Budget	£87,000
Revenue Budget	£788,088

Individual budgets, activities and outcomes to date for each of the investment areas as follows:

1.1 Communities and Place

Budget	Activity	Detail	Outcomes to Date
£87,000 (capital budget)	Communities and Place capital grant programme	7 projects awarded funding: Resonate Together; Tullibody Community Development Trust; Sauchie Community Group; Menstrie Community Action Group; Clackmannan Bowling Club; Alloa Gymnastics Club; Wimpy Park	Projects just completing end of March 2024. Project Outcomes are currently being collated but from responses so far indicate: Improvements to community buildings Energy savings Increased numbers of visitors

			Improved accessibility
£10,000 (Revenue Budget)	Town Centre Summer Events	Funding towards town centre events (Alloa First)	Increased visitor numbers Increased number of events and participation
£30,000 (Revenue Budget)	RSPB/Inner Forth : Climate Forth Project	Contribution to Climate Forth Project (also being funded by Stirling, Falkirk and Fife Councils)	Project due to complete summer 2025, but outcomes achieved to date include: Events delivered at Hawkhill on 'Our Heritage and Future' and 'Climate Change and What is at Risk'. 2 events to date attracting 21 attendees.

1.2 Business Support

Budget	Activity	Detail	Outcomes
£106,871 (Revenue budget)	Business Adviser Role in Council	Supporting businesses and organisations, and linking to employability and Business Gateway support. Fully funded post to end of March 2025.	79 businesses, third sector organisations and community groups provided with funding and business advice, sign-posting and links to employability services to end March 2024
£133,000 (Revenue budget)	Expert Help Programme	Businesses and Third Sector organisations provided with up to 3 days of fully funded consultancy support in a range of areas: marketing; IT; net zero; HR and legal: strategy and business planning	45 organisations supported to end of March 2024. Outcomes still being collated but reports from organisations to date indicate: Jobs created: 12 Jobs safeguarded: 40

			<p>Increased business sustainability: 13</p> <p>Businesses introducing new technology or processes : 8</p> <p>Businesses entering new markets: 8</p>
£60,000 (Revenue budget)	Unlocking Potential Growth Programme	Growth programme delivered by Ceteris. Three cohorts delivered to end March 2024.	<p>33 organisations have taken part, with 36 attendees.</p> <p>Outcomes still being collated but indications so far from businesses who have responded show:</p> <p>New Jobs created: 9</p> <p>Jobs safeguarded: 18</p> <p>Increased business sustainability: 8</p> <p>New technologies or processes introduced: 8</p> <p>Businesses entering new markets: 8</p>

1.3 People and Skills

Budget	Activity	Detail	Outcomes to Date
£135,000	Positive Moves (economically inactive)	Commissioned programme of pre-employability support to economically inactive group of clients (delivered by CERT)	<p>No. people into jobs following support: 10</p> <p>No. people with basic skills following support: 34</p> <p>No. economically inactive people supported: 111</p>

£85,000	Positive Moves (unemployed with barriers to employment)	Clacks Works in-house delivery supporting unemployed Clackmannanshire residents with one or more barriers to employment. Activity includes person centred key worker support, regular Job Club, barrier free fund, financial advice, IT support and bespoke training opportunities. UKSPF also funds a small employability hub in Alloa Town Centre.	No. people receiving support to gain employment: 212 No. people into jobs following support: 54 No. people with qualifications following support: 18
£228,372	Multiply Programme	Ringfenced funding for adult numeracy. Delivered by CERT.	No. unique individuals supported: 212 No. people gaining qualifications following support: 12

2.0 UK Shared Prosperity 2024/25

Allocated Budget for Year	£1,240,417
Underspend for 2023/24	£101,127
TOTAL BUDGET FOR YEAR	£1,341.544
Split as follows:	
Capital	£210,000
Revenue	£1,131,544

2.1 Proposed indicative split of budget across interventions:

Intervention	Activities	Capital/Revenue	Total
Communities and Place (C & P)	C & P Grant Fund	£160,000 (Capital)	£280,000
		£54,000 (Revenue)	
	Support for Forthside Project	£50,000 (Capital)	
	Support for Climate Forth Project	£16,000 (Revenue)	
Business Support	Business Adviser role	£60,000 (Revenue)	£250,000
	Expert Help	£100,000 (Revenue)	
	Unlocking Potential Growth Programme	£40,000 (Revenue)	
	Third Sector / Discover Clacks support	£20,000 (Revenue)	
	Encouraging new start up businesses/ Pathways Programmes/Employer engagement events	£30,000 (Revenue)	
People and Skills	Employability support for economically inactive group	£175,000 (Revenue)	£635,000
	In-house person centred key worker support, with access to financial advice and IT advice, as well as discretionary barrier free fund	£360,000 (Revenue)	
	Participant costs, Employer recruitment Incentives, Employability Hub	£100,000 (Revenue)	
Multiply	Adult Numeracy	£135,000 (Revenue)	£135,000
Admin Fee		£40,000 (Revenue)	£40,000

Appendix 3: Clackmannanshire Employability in Numbers and Clackmannanshire Works client feedback from October 2024

Key Performance Indicators, 2023-24

Indicator	Outcome
Number of new starts participating in Council Economic Development funded employability programmes	682
Number of participants in Council Economic Development funded programmes progressing into employment or self-employment.	201
Number of participants in Council Economic Development funded programmes gaining qualifications.	82
Number of active participants in Council Economic Development funded programmes progressing into Further or Higher Education during the current year irrespective of their start date.	33
Number of participants in Council Economic Development funded programmes sustaining employment at 13 weeks during the current year irrespective of their start date.	97
Number of participants in Council Economic Development funded programmes sustaining employment at 26 weeks during the current year irrespective of their start date.	72
Number of participants in Council Economic Development funded programmes sustaining employment at 52 weeks during the current year irrespective of their start date.	70

CLACKMANNANSHIRE WORKS CLIENT FEEDBACK SUMMARY OCTOBER 2024

Total number of evaluation forms received: 67

Questions and Responses:

How satisfied or dissatisfied were you with your key worker support or the service received?

Very satisfied	91%
Fairly satisfied	9%
Neither satisfied or dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

How easy did you find Clackmannanshire Works key worker support to access (eg. Location, opening hours, etc.)?

Very Easy	85%
Easy	14%
Neither easy or difficult	1%
Difficult	
Very difficult	

How polite and friendly did you find the staff to be?

Extremely	85%
Very	15%
Somewhat	
Not so much	
Not at all	

How satisfied were you with the quality of information received?

Very satisfied	83%
Fairly satisfied	17%
Neither satisfied or dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

How easy to understand was the information provided to you?

Very Easy	71%
Easy	27%
Neither easy or difficult	2%
Difficult	
Very difficult	

I had as much contact with your staff as I needed and I was kept up to date

Strongly Agree	86%
Agree	14%
Neither Agree or Disagree	
Disagree	
Strongly disagree	

I have a better chance of gaining employment through the development of the skills I was able to access on the employability programme

Strongly Agree	59%
Agree	36%
Neither Agree or Disagree	5%
Disagree	
Strongly disagree	

I think any barriers I had into employment have been reduced as a result of the support

Strongly Agree	52%
Agree	32%
Neither Agree or Disagree	9%
Disagree	
Strongly disagree	

I think I have a better understanding of employer expectations in the workplace as a result of support

Strongly Agree	65%
Agree	30%
Neither Agree or Disagree	5%
Disagree	
Strongly disagree	

COMMENTS MADE ON OCTOBER EVALUATION FORMS

- One to One meetings with my key worker has kept me motivated and focused in my job search, while also helping develop my strengths and make any improvements on what employers are looking for.
- I like that I get a lot of information and support from my key worker. I got support to access child payments that I was not aware of. My key worker was always really helpful and always answered my questions and got back to me.
- I haven't worked for over 20 years with my mental health. My key worker has been very patient and supported me to try new things at my own pace. Im now in college and I can't thank Clacks Works enough for all their support and ongoing check-ins
- Being able to bring my child along with me to appointments. My appointments are very relaxed and many options on where to meet. Helpful to receive training through Clacks Works
- Absolutely loved all the help. Support all the way through from start to finish. I know that I can call my key worker anytime to ask for help and they would

help me. I would not be here starting my own business without their help, will be forever grateful.

- Clacks Works are very quick to respond to any questions I have and that is great as they are easy to contact and always get back to me.
- I was having difficulties with bus vouchers being rejected and it was costing me money- I was in my overdraft- Key worker that was supporting training day then went back to the office/got 2x tickets and refund to training venue- I was so appreciative. I have been family members of the Scottish Child Payment- I was unaware i was eligible for this additional fund- as a lone parent this additional money will help us so much- it was my key worker that informed me and supported me to apply.
- The support I have had with Clacks Works has got me on my feet doing voluntary work at The Gate and have learned a lot there. I have a better understanding of how employability works as my key worker has provided to me over the past few months.
- It's helpful to be able to talk about job listings in more details so I understand what it entails, and if I feel comfortable applying. Locations are accessible for appointments. It is also helpful to be able to text the key worker outside of appointments for any questions
- My key worker helped me get my CSCS card for construction after being let down and has helped me get a better understanding of what an employer expects from an employer.
- I enjoyed filling out job applications with Clacks Works as applying with them I learned key words I can use in future applications which would be useful and how to answer questions better that employers would have. Another thing I found beneficial through Clacks Works was the classes, through them. I joined a class which I achieved a customer service qualification which has been helpful when applying to retail roles.

Appendix 4: Clackmannanshire Employability Case Studies

- Case Study 1 – Fair Start Scotland
- Case Study 2 – NOLB funded programme: Next Steps Clackmannanshire (delivered by Enable, and supported by Clacks Works school key worker)
- Case Study 3 – Parental Employability Support Fund (PESF)
- Case Study 4 – Positive Moves (UK Shared Prosperity Funding)

Case Study 1 – Fair Start Scotland

<p>Who – tell us about the participant (age, area, etc. - names can be changed) Line of delivery.</p> <p>Participants employability aim</p>	<p>BM – 38-year-old male, last in employment ten years previous to engaging with the Fair Start programme. BM gave up employment due to health conditions (mental health) and had no work-seeking commitment with DWP due to this.</p> <p>BM is a single parent with sole custody of two children. Recycling Operative – ACE, Alloa.</p>
<p>Barriers Identified</p>	<p>Last in paid employment 10 years ago</p> <p>Single parent with sole custody of two children: Boy 3, Girl 8</p> <p>Mental health difficulties (anxiety/depression)</p> <p>BM identified as having mild learning difficulties (dyslexia, short-term memory retention).</p>
<p>Impact – how has the participant changed or moved forward that would not have been the case without the support.</p> <p>What support has the participant received? (training /learning participation etc.)</p>	<p>BM made known that he was not immediately looking for employment but would like to spend time rebuilding his confidence and gaining some new routines outwith his normal day-to-day care of his children.</p> <p>Given BM's current benefits, it was important to get an accurate picture of how any potential future employment may affect him financially. Barry attended a better off in work calculation appointment with Citizens Advice Bureau which he found very illuminating. BM went on to attend further appointments with a money adviser at CAB which assisted him with legacy energy and rent debts. This help removed a lot of anxiety from BM.</p> <p>Through discussions with key worker, BM came to the decision that a local volunteering opportunity would be a good beginning to his confidence building. BM thought something of a manual/practical nature would work best for him. Key Worker and BM built a CV which highlighted his practical skills.</p> <p>Key Worker and BM looked at the local options which best matched his skillset and wishes and BM decided that The Remakery (a local group run by Alloa Community Enterprise) looked most attractive to him. The group specialised in upcycling old furniture for resale. Key Worker assisted BM in completing and submitting their volunteer application form. BM was successful in the subsequent volunteer interview and began attending one day per week.</p> <p>BM had a minor setback in his mental health when an Uncle he had been particularly close to in his life was diagnosed with a terminal illness and passed away not long after. Key Worker was flexible with rearranging appointments with BM as it was felt important to keep BM engaged and to give him opportunities to talk. BM picked back up in</p>

	<p>a short time and returned to his volunteering.</p> <p>BM proved to be very good in his volunteer role and was well thought of by the staff at Alloa Community Enterprise. BM was encouraged to undertake a suite of online learning opportunities: Manual Handling / Health & Safety / Fire Risk / Chemical Safety, all of which were relevant to the tasks he undertook in the Remakery workshop. Key Worker assisted BM with the practicalities of setting up a learning account, passwords, etc. BM enjoyed these and worked his way through them without difficulty as he could see the relevance to what he did in his volunteering.</p> <p>BM was keen to continue learning relevant skills – following a discussion between key worker and the manager at Alloa Community Enterprise, a course in PAT Testing was identified as being useful to both them and BM as it would allow him to expand what he did. The key worker was able to access funding for the course via the Clacks Works Barrier Free Fund. BM, again, successfully completed the course and exam and became qualified to conduct PAT Testing of electrical items.</p> <p>Alloa Community Enterprise opened a ‘donation station’ at the local recycling centre to allow for repairable furniture items to be donated to ‘The Remakery’ rather than going to landfill. BM volunteered to be present at the donation station as it was only a ten minute walk from his home and he enjoyed interacting with the public and advising on what could be upcycled and what would need to be sent to landfill. Indirectly, this evidenced just how much his confidence had grown.</p> <p>At this time BM also successfully completed a one day Emergency First Aid qualification – again, BM saw the relevance to his volunteering.</p> <p>As his 52 weeks of the FSS programme was drawing to a close, Alloa Community Enterprise, through external funding, had the opportunity to make the position at the donation station a short-term, part-time paid opportunity. BM felt this would be perfect for him. Before putting himself forward, the key worker double-checked with the money adviser at CAB to ensure both himself and BM that he would not be adversely affected financially by taking up the opportunity. The original information at the better off in work calculation proved correct and BM took the opportunity which allowed him to be financially better off and not adversely impacting his benefits.</p> <p>BM is delighted with the role as it fits in well with school times and is only a short distance from his home. BM was fully aware that the paid role was only funded short-term and its continuation will be dependent on additional funding being found – after being out of work for so long BM was content with this.</p>
<p>What outcomes has the participant achieved (including soft skills, any milestones, qualifications etc).</p>	<p>Qualifications in:</p> <ul style="list-style-type: none"> • PAT Testing • Emergency First Aid • Manual Handling • Chemical Safety • Health & Safety in the Workplace <p>Employment – p/t Recycling Operative</p> <p>Self-Esteem</p>


<p>Has there been any partnership working in order to help the participant e.g. CAB, Business Gateway, health visitors, counselling, external organisations etc</p>	<p>Citizens Advice Bureau (better off in work calculation / advice and help with rent and energy debts) The Remakery Alloa Community Enterprise</p>
<p>Quote from participant</p>	<p>BM was appreciative of all the help and assistance he received in his 52 weeks on Fair Start Scotland: Key Worker – always there to listen and discuss what was on his mind and to help with practical tasks: online courses, funding, etc. BM felt that the help and activities he undertook happened at the right time and, more importantly, at the right pace for him to participate and gain from his participation.</p>

Case Study 2 – NOLB Externally funded programme, Next Steps Clackmannanshire, delivered by Enable and supported by Clackmannanshire Works school key worker

<p>How did the participant find out about the service? How/Why was the participant referred to the service?</p>	<p>Participant was referred to service after having been supported by key worker at Clackmannanshire Works to become more comfortable leaving the house. Referred onto Next Steps programme by Skills Development Scotland working with Clackmannanshire Works key worker.</p>
<p>What barrier(s)/challenge(s) does the participant face that they wish to overcome? At what point was this/were these barrier(s)/challenge(s) addressed?</p>	<p>Participant struggled with anxiety and didn't feel able to leave his house without someone with him.</p> <p>Participant experienced 1:1 support from key worker and throughout the Next Steps programme, which included being supported to travel from home to Alloa Hub and back. Participant was also supported with a plan to build up independency with travelling and leaving home. His action plan was reviewed weekly, and any actions adjusted accordingly.</p>
<p>What does the participant want to achieve from the service? What motivation do they have for joining the service?</p>	<p>Be able to leave his home independently and travel around confidently, as well as have more of an idea of what he would like to do after the programme.</p> <p>Motivated to receive support in relation to building confidence.</p>
<p>What actions did you agree with the participant to help them move closer to the labour market? What support did you provide to the participant during pre-employment? What specialist support did you tailor specifically to the participant to address their barriers/challenges and what organisations did you engage with? How did the support provided make an impact to the participant? What specific support did you provide to the participant prior to them entering employment e.g. mock interview, specific sector routeways etc</p>	<p>Managing anxiety – included in action plan with small steps to take each week to gradually build up confidence and manage anxiety. Participant build up so much confidence that he joined a group session and by the end of it was contributing on his own accord and asking Alloa Hub about volunteering.</p> <p>Travel training – supported to travel independently to and from meetings, as well as eventually volunteering, which he successfully completed and is continuing to do independently.</p> <p>Suitable volunteering – source suitable volunteering to support participant to have more of an idea and understanding of the type of work he's wanting to do. Enable made links with Alloa Hub, and they were able to offer him 1:1 support in volunteering. He has been volunteering every week since and takes on a lot more responsibility, some of which the employer only gives to volunteers or employees they trust. Alloa Hub also asked about the Fair Work Incentive to see if they could hire him as they feel he is reliable and an important part of the Hub. Unfortunately, the funding was closed when they enquired but Clackmannanshire Works job broker will be in touch with them when the funding becomes available again. Participant now confidently speaks to and helps customers and loves volunteering at the Hub. Participant is now keen to find a job in a community hub, if unable to work at Alloa Hub. Participant's increase in confidence has also been noticed by SDS advisors and family members as he now engages a lot more with them, gives eye contact and engages more in conversations.</p> <p>Specific support provided included: 1:1 relationship building, team building in the group towards the end of the program, confidence building, volunteering, financial management workshop, wellbeing workshop, creation of CV.</p>
<p>Has the person achieved a positive destination as a result of the support on offer? for example, have</p>	<p>Yes. Participant has entered and sustained volunteering at Alloa Hub, who are waiting for funding to be available to offer him more hours, all of which would be paid.</p> <p>Participant's anxiety especially around others has decreased and</p>

<p>they entered and sustained employment, education, training, work experience, modern apprenticeship etc? If so, for how long? As a result of reaching this positive destination have any of their responsibilities / hours / salary increased?</p>	<p>confidence has massively increased, which family, advisors and the Hub have noticed. Participant is also planning a lot more for the future and setting goals they want to achieve in the future, which is a massive change from the beginning of the program, when it was challenging to get him to engage.</p>
<p>Quote from participant</p>	<p>“The program helped me a lot and helped me find volunteering at Alloa Hub. I enjoy volunteering here and working with Val and Aileen, who help me with improving my confidence and skills. I would really like to work here one day”.</p>

Case Study 3 – Parental Employability Support Fund (PESF)

<p>Who – tell us about the participant (age, area, etc. - names can be changed) Line of delivery. Participants employability aim</p> 	<p>Stacy Beresford registered with PESF March of 2022, at point of registration Stacy is a single mother to 3 children, 2 over 18, and a 4-year-old. She had recently ceased a 20-year relationship with her partner whom Stacy described as volatile, and this had had an impact on her Mental Health and Substance Misuse. After deciding to leave the relationship Stacy sought support for her substance misuse and mental health from local NHS, and at point of registration had been 1 year substance free, however continued struggles with Mental Health. S had ceased professional support, and had very limited social capital</p> <p>Stacy has not been in Employment since she was 17 years of age and had become very insular and isolated over the years, with her focus primarily on raising her family. Stacy did engage with starting ECDL (European computer driving license) at local college on a self directed study approach. Although Stacy enjoyed this, she became overwhelmed with anxiety and her attendance had ceased.</p>
<p>Barriers Identified</p>	<ol style="list-style-type: none"> 1. Limited Social Capital 2. Mental Health 3. Substance Misuse 4. Lone Parent 5. Unstable past relationships/trust 6. No knowledge of community support initiatives 7. Limited Employment experience
<p>Impact – how has the participant changed or moved forward that would not have been the case without the support. What support has the participant received? (training /learning participation etc.)</p>	<p>At point of PESF registration Stacy was very isolated and was not engaging with any community initiatives or employment, had very limited social capital, and was very anxious to leave her tenancy.</p> <p>Stacy now has a weekly structure where she accesses recovery support, offers Peer Mentoring, has re-engaged with ECDL at college and engaged in a period of admin voluntary work for Marie Curie, delivered from her home.</p> <p>This has had a great impact on self-esteem, and although can still struggle with Mental Health, finds that the structure in the community, and with other peers is helping</p>

<p>What outcomes has the participant achieved (including soft skills, any milestones, qualifications etc).</p>	<p>One of Stacy’s goals was to develop a structure to her week that would support self-esteem and community engagement.</p> <p>Stacy was introduced to a local recovery community to support sustained recovery, Stacy however did not feel this worked for her and a referral was put in for local Substance misuse service that offers weekly online recovery support meetings, and she has now been engaging weekly with this.</p> <p>Stacy was referred to THRIVE – A 16-week Personal Development course, inclusive of workshops to increase confidence, knowledge and awareness of coping with day-to-day stress as well as advice on how to create a healthier and more positive lifestyle. Stacy graduated this programme and was successful in becoming a Peer Volunteer on the following course. She was then asked if she would like to train for position of Co-facilitator and to date, continues to co-facilitate the programme on a weekly basis.</p> <p>Stacy was keen to engage in Administration employment and her Key Worker suggested that she try some volunteering to support future employment. Stacy volunteered 1 day a week for Marie Curie offering Admin support. This was home based and eliminated her childcare requirements.</p> <p>Although this role introduced Stacy to employment skills, after a period she felt she would like the opportunity to volunteer within the community rather than from home.</p> <p>During this time, we had the opportunity to create 6 month paid work placements through our Tackling Child Poverty funding. Stacy’s Key Worker was able to arrange a paid opportunity for her to carry out administrative duties at a local mental health charity. Stacy was concerned about the impact of earning on her benefits. Her Key Worker referred Stacy to our money advice service with CAB and arranged a benefit check and BOIWC based on the hours and rate of pay she would get on placement. The money adviser was able to confirm that it would not impact her non means tested benefits and confirmed she would be financially better off in work. Stacy engaged with this work placement for 6 months, and identified that her confidence had increased, and the opportunity offered her an insight into the “world of work”, adding invaluable work experience to CV.</p> <p>Stacy completed this placement in March 2024, at this point at job opportunity arose within local Citizens Advice Bureau as an Administrative Assistant.</p> <p>Stacy was supported to complete the application, undertook interview skill training, and researched the ethos of the service.</p> <p>Stacy was successful in her interview and has been offered a 21 hr a week job, the first paid employment for over 20 years.</p>
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<p>Has there been any partnership working in order to help the participant e.g. CAB, Business Gateway, health visitors, counselling, external organisations etc (list is not exhaustive)</p>	<p>THRIVE - The programme was developed to assist individuals to rebuild their lives by increasing their skills, knowledge and awareness of their own personal health and wellbeing and aims to support participants to feel more integrated into their community by helping build positive social networks,</p> <p>Marie Curie – Administrative Volunteering role</p> <p>Change, Grow, Live – a voluntary sector Organisation specialising in substance misuse support.</p> <p>Citizens Advice Bureau – BOIW calculation and benefit check</p> <p>Reachout with arts in mind - 6-month Parental paid administrative work placement (Oct 2023 – April 2024)</p> <p>Job offer Citizens advice April 2024 – Administrative role</p>
<p>Quote from participant</p>	<p>“I feel Katy has helped me get motivated in my life and also helped me get a good structure to my week, she is always there for support if I need it, she has put me in touch with some great groups to help me gain confidence.</p> <p>I went on a work placement doing admin at Reachout. I had never worked for over 20 years. Going on this placement was really good for me it helped me gain confidence and experience as admin work was very different from what I had done previously. It also gave me experience being back in the work environment. I really enjoyed this work placement and getting to know new people both work colleagues and members. My confidence has grown so much and now I have moved on to an admin job elsewhere, I wouldn't have been able to do this without the experience I had gained from this placement.”</p>

Case Study 4 – Positive Moves

<p>Who – tell us about the participant (age, area, etc. - names can be changed) Line of delivery. Participants employability aim</p>	<p>SD – 18yo, originally from Jamaica. Referred by – Inclusion Support Worker (Stirling Council)</p>
<p>Barriers Identified</p>	<p>New to the country and area, living in single parent household with a single income. Unable to receive any benefits due to VISA restrictions. (VISA restriction also prohibited any work as a professional sports person) Limited work experience.</p>
<p>Impact – how has the participant changed or moved forward that would not have been the case without the support. What support has the participant received? (training /learning participation etc.)</p>	<p>S was supported in creating a relevant CV. S was encouraged to build his knowledge of the local area and employment sectors. S did start an SIA course (with the support of some of his church members) S was supported by his Key Worker to submit several applications and attend interviews in various sectors.</p>
<p>What outcomes has the participant achieved (including soft skills, any milestones, qualifications etc).</p>	<p>In a matter of months with confidence building, cv support, advice and guidance, S was in a position to confidently apply for jobs and other opportunities. S managed to secure a post working for the Scottish Prison Service and is currently going through the training course which is expected to last several weeks.</p>

Appendix 5: Employability System in Clackmannanshire

