Priority Area 1 – Tackle the skills deficit

Appendix 5

Skilled Economy Long-Term Outcome

People are better equipped to take full advantage of the opportunities provided by our dynamic economy.

Short-term Outcomes

- Stakeholders are more knowledgeable about current and future skills needs and are working in partnership to improve career pathways and equip people for employment
- Individuals, particularly young people, have a better understanding of existing and future employment and enterprise opportunities, how to access them and the skills required

Population Indicator

- Percentage of the workforce in employment qualified to level 1 and above, level 2 and above, level 3 and above, and level 4 and above
- Employment rate (age 16-64)

Members of the Thematic Action Planning Teams undertook engagement with colleagues and service users to inform the action plan and heard from:

Service users:

- Young women who are unemployed and studying SRC
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Service providers:

- Schools
- Employment service providers Network Personnel (through ABC Community Network), Usel
- SRC Unemployed young women, Business Support and Community Development
- Youth Services Education Authority
- Council Local Development Plan Team, Health and Recreation, Sports Development (Kickback staff)

Business

Consultation for council's FDI strategy

Government department

Department for Communities

Look at gaps from engagement plan – who do we need to hear from?

Issue	Causes	What works?	Who should work together?
(Baseline)	(Story Behind the Baseline)		
		Free courses with job seeking skills included and with childcare provided for women. (Service User) Addressing disengagement from education key to tackling poverty and marginalisation. (Education & Training Service Provider) Providing people with recognised qualifications. (Education & Training Service Provider) Apprenticeships. (Education & Training Service Provider) Skills focus programme funded by DfE Higher level apprenticeships in life and health sciences, mechatronics, accountancy and innovation. (Education & Training Service Provider) An inclusive economy provision of a relevant skills infrastructure and a more enterprising population. (Government Department) The Kick Back Programme has worked well to date – it will be delivered through DfC in the Craigavon area and across the region through Peace IV. (Public Service Provider)	Formal partnership between statutory organisations (EA, Council, Jobs and Benefits Office) which is participant focused on each individual's needs rather than a blanket one size fits all approach. (Public Service Provider) Jobs and Benefit Office and colleges so that people can access support to get into work. (Service User) Schools, business and youth service (Youth Service Provider) Council should facilitate / host quarterly networking events for key stakeholders e.g. Statutory bodies, Further education / training & employability providers, Voluntary sector providers and Employers to encourage cross referral and progression routes. (Service User) Youth Services Vol and SELB / Youth Justice / Council / Employability agencies / Local Schools / SRC. (Public Service Provider)
	People from BME backgrounds find it difficult to find work that matches their overseas qualifications, skills and experience		

Issue	Causes	What works?	Who should work together?
(Baseline)	(Story Behind the Baseline)		
Local employers find it hard to	Young people do not receive adequate careers advice and support	Area Learning Community Partnerships	Local business and schools should work
recruit people with various skill		 schools are working collaboratively to enhance careers provision, sharing good 	together to fund enterprise projects as school funding has been cut. (Education
areas and levels, including:	Too many students are leaving school with narrow qualifications or that do not reflect employer needs. (School)	practice and expertise. (Education	Service Provider)
-STEM areas (Network		Service Provider)	
Personnel)	Motivation and aspiration – young people. (Youth Service Provider)		Schools, business and youth service. (EA
-leisure attendants (ABC Health and Recreation)	Candidates not trained to the required level. (Service User)	More apprenticeships and work experience opportunities. (Education	Youth Service)
-director level, niche technical or managerial, IT, high level	Benefits trap however, the message of UC is that you will be better off working. (Service User)	Service Provider)	Employers and schools to plan school curriculums (Education Service Provider)
financial and engineering (ABC FDI strategy, employer consultation)	There are a range of employment opportunities which exist across the Health and Recreation dept from strategic posts to more manual posts – the opportunities to work for Council are not presented to young people in an engaging structured manner. Ability to complete application forms and present well at interview also an issue. (Public Service Provider)	Engaging with local businesses to inform planning of school curriculum. (Education Service Provider)	
-customer service skills are easier to recruit (ABC FDI strategy, employer consultation)	Bus/motorway connections between the three main hubs Armagh, Banbridge, Portadown and further afield. Also east west Armagh to Banbridge bus connection non-existent. (Employment Service Provider)	More development opportunities for careers teachers to include time with industry and training. (Education Service Provider)	
	eams undertook engagement with colleagues and service users to inform the action plan and heard from:	Careers guidance and work experience for Key stage 3 & 4 students – opportunities to talk to people with experience in their careers of choice. (Education Service Provider)	

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Population Indicator

- Percentage of the workforce in employment qualified to level 1 and above, level 2 and above, level 3 and above, and level 4 and above
- Employment rate (age 16-64)

Issue (Baseline)

The proportion of people claiming unemployment benefit in the borough is low – 1.9%, but nearly a third of people in the borough claiming unemployment benefit have been claimants for over a year and a quarter are aged under 25. Most claimants are looking for occupations that require lower skill levels for which there is a projected oversupply NI-wide (no data for borough).

Causes (Story Behind the Baseline)

Employment and skills deprivation are clustered in areas across the borough

Lack of qualifications, experience and confidence are the major factors within young people trying to gain full-time employment. Participants within the Neighbourhood renewal areas have often commented that they have been told "you'll never get a job" "who would employ you" "you're not good enough" from their peers, parents who have also been long term unemployed and sometimes even teachers or other educators. It is often felt within their social structure they are not able or supposed to get employment. (Public Service provider)

There is also a distinctive **lack of trust and negative perceptions** from young people with regards to different organisations such as the jobs and benefits office, education, council etc as participants fear these organisations can negatively impact what they are currently doing. For example, participants fear if they tell the truth or participate in an educational attainment programme they will lose their benefits. This is all down to past experiences of statutory organisations not working together or stories which have been told within peer groups. (Public Service provider)

We would at times find it difficult to recruit, and connect in an open way with participants as the perception is we are going to take away benefits etc. Also makes Partnership working more difficult with red tape therefore young people don't get the best resources, and knowledge. (Public Service provider)

Poor career guidance in schools
Lack of vocational training in schools eg hairdressing & construction
Low confidence and esteem
Isolation (addictions, anxiety, body image, social media)
Rural isolation. transport barriers
Mental health / health barriers
Literacy and numeracy needs

Performance / output related rather than person led

What works?

We have found various partnerships with non-statutory agencies have worked well as the participants seem to be more receptive and trusting. For example, REED in partnership and the WorkRoutes programme as the staff are more able to be more flexible within their working mechanisms to work with the 'hard to reach' participants within the most marginalised communities. The perception is participants can be more open as REED cannot stop their benefit. (Public Service provider)

We should focus on the individual and try to offer the best possible support in the search for employment rather than a blanket one size fits all approach. (Public Service provider)

Providing people with recognised qualifications, confidence and practical skills e.g. driving, job search, using technologies and qualifications and licenses identified by employers. (Education & Training Provider)

Apprenticeships. (Education & Training Service Provider)

Opportunities beyond formal curriculum including work experience and personal development. (Youth Service provider)

SRC/Princes Trust youth project – young people are able to turn their lives around. (Education & Training Service Provider)

'Wrap around' programme of support is essential for young people Not in Employment, Education or Training (NEET) inclusive of pre-employability participant led personal development, work placements, training and structured health and well-being programmes.

Hand-holding

Who should work together?

I would like to see a formal partnership between the statutory organisations (EA, Council, Jobs and Benefits Office) which is very much **participant focused** upon each participants individuals needs and requirements. Those that want to find work have enough barriers and hurdles before we put a few more in front of them. I have personally seen young men from our programme been told they cannot participant in 'Work Routes' as they have been on 'Steps to success' within a certain time frame. I have had participants drop out of various programmes as they have to do 'steps to success' work placement in which when asked if they could continue with the educational programme participants where met with threats of losing their benefit allowances. Within this a significant amount of work is in a charity shop, with no potential for sustainability, again maybe this is something council should be helping to facilitate.

It is my personal feeling that we should be more focused on the individuals and trying to offer the best possible support in the search for employment rather than a blanket one size fits all approach. (Public Service provider)

It would be highly beneficial for all statutory organisations to explain their process and aims and objective in particular to the benefits system as it may help us design better programmes in the future for our young people. Also forming these partnerships might enable us to advertise various opportunities in such settings, as currently we are unable to advertise our unemployed young men's programme on the jobs and benefits office in the form of a poster, never mind online, websites or even around all jobs and benefits advisors. (Public Service provider)

Issue	Causes	What works?	Who should work together?
(Baseline)	(Story Behind the Baseline)		
,	Lack of future planning / or established career pathways in place on leaving	Subsidised work placement	
	school	Travel assistance	FE colleges and other service providers should permanently
	Reduction on front line services eg reduction in YES programme (Service User)	Childcare assistance. (Service Users)	link with several industries for the mutual benefit of
	Multiple barriers faced by some people who live in areas of deprivation to	Creative and innovative ideas to inspire young people and real-	businesses and those looking for a job. (Education & Training Service Provider)
	upskilling/employment – seeing value in training/employment, childcare,	life experiences of their aspirational careers through access to	Training Service Provider)
	transport, access to technology, confidence, physical/mental health,	people experienced in their choice. (Education Service Provider)	FE colleges and other service providers to work with
	knowledge of career pathways or knowledge progression routes. (Education &		community groups who can help in monitor and review of
	Training Service Provider)	The focus of self-efficacy in the PfG. (Government Department)	collaborative actions – learn from working together and
			share experiences with partners and funders. (Education
	Cycle of dependence in homes where one or more parents is disengaged from	Support provided by Usel for employment for those with	and Training Service Provider)
	skills/training/education – impact on children. (Education and Training Service Provider)	medical circumstances. (Youth Service Provider)	Support for community groups who see broader community
	Trovidery		impact of activities to increase people's employment,
	Benefits trap/dependency/benefits culture vs entrepreneurial culture.	Bespoke training provided by companies e.g. Lidl with	training and ability to start a business. (Education and
	(Employment Service Provider)	guaranteed interviews at the end. These are supported through	Training Service Provider)
		government schemes. (Employment Service Provider)	
	Bus/motorway connections between the three main hubs Armagh, Banbridge,		Schools, business and youth service. (Youth Service
	Portadown and further afield. Also east west Armagh to Banbridge bus connection non-existent. (Employment Service Provider)	Benefits cap to ensure low employment ambition is kept to a	Provider)
	Connection non-existent. (Employment Service Frovider)	minimum, but ensuring those most in need are supported with	Public sector should be more of a power house for offering
	Transport costs. (Education & Training Service Provider)	benefits. (Employment Service Provider)	placement, trialling opportunity, and short-term experience
			building contracts/opportunities for those who are either
		Belfast met has one entire floor dedicated to careers team	unemployed or have low qualifications base. (Employment
	Lack of practical skills (driving, fork lift) and soft skills.(Education and Training	(Youth Service User)	Service Provider)
	Provider)	Practical classes eg cv writing and interview skills (but some	Council should facilitate / host quarterly networking events
	Motivation and aspiration – young people. (Education & Training Service	don't) (Youth Service User)	for key stakeholders e.g. Statutory bodies, Further
	Provider)	30.1.4) (1.00.0.1.100.000.)	education / training & employability providers, Voluntary
		Real life people talking about their experiences (Youth Service	sector providers and Employers to encourage cross referral
		User)	and progression routes. (Service Users)
	Some schemes, e.g. STS just recycle clients – benefits loop. Some government	The state of the s	
	schemes too focussed on employment rather than also skills needed to get employment such as technology and other practical skills. (Employment	Talking to young people, ask them what they want to do and help them plan – what subjects/course to choose, where to get	There needs to be partnership working with all sectors and there needs to be a process in place to engage with
	Service Provider)	experience etc (Youth Service User)	organisations that can deliver programmes such as
	School Housely	experience are (routingervice osci)	disability organisations, skills based organisations and
	Lack of good advice, lack of knowledge, no support and poor choices offered		programmes such as Workable NI to get people into work.
	(Youth Service User)		(Employment Service Provider)
	Look of real work conserve (Vouth Consist User)		
	Lack of real work experience (Youth Service User)		The council has a social responsibility to engage with service providers and lead from the top. Council should find
	People don't know how to write CV's (Youth Service User)		ways to work with them and develop protocols for
			providing match funding, for example. Until council starts
	Lack of advice when do you gain work placement, no specific advice tailored to		working together and working with local agencies and
	each person and their goals (Youth Service User)		businesses to assist in employment opportunities for
	Desire through different between the last of the last by		disabled or people with health conditions and those who
	Beinf treated differently just because they have a disability – in school, by careers advisers and employers – they're sat in front of a TV or computer		have barriers to employment, nothing will change. We can continue doing exercises like this, but if no action is taken
	(Youth Service User)		we are wasting our time. (Business)
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Issue	Causes	What works?	Who should work together?
(Baseline)	(Story Behind the Baseline)		
			Jobs and Benefits Offices working with schools in the area
			Partnership working with EA and CCEA
			More input
Employment rate is 66% for	Reasons: long-term sick/disabled, studying, looking after family/home, retired, other reasons	An inclusive economy provision of a relevant skills infrastructure and a more enterprising population. (Government Department)	
women and 72% for men and 20% of economically inactive	Employment rate for people with a disability is 38% (78% without)	The focus of self-efficacy in the PfG. (Government Department)	
people want to work	Employment rate in rural areas is 66% - urban 72%		
	Unemployed young women with children find cost of transport and childcare and lack of skills as a barrier to work and training (Service User)		
Local employers find it hard to	Young people do not receive adequate careers advice and support	Area Learning Community Partnerships – schools are working	Local business and schools should work together to fund
recruit people with various skill areas and levels, including:	Too many students are leaving school with narrow qualifications or that do	collaboratively to enhance careers provision, sharing good practice and expertise. (Education Service Provider)	enterprise projects as school funding has been cut. (Education Service Provider)
-STEM areas (Network	not reflect employer needs. (Education Service Provider)	More apprenticeships and word experience opportunities.	Schools, business and youth service. (Youth Service
Personnel)	Motivation and aspiration — young people. (Youth Service Provider)	(Education Service Provider)	Provider)
leisure attendants (ABC Health and Recreation)	Candidates not trained to the required level. (Service Users)	Engaging with local businesses to inform planning of school curriculum. (Education Service Provider)	Employers and schools to plan school curriculums (Education Service Provider)
director level, niche technical or managerial, IT, high level	Benefits trap however, the message of UC is that you will be better off working. (Service Users)	More development opportunities for careers teachers to include	(Laucation Scivice Fronaci)
financial and engineering (ABC		time with industry and training. (Education Service Provider)	The SRC and ABC Council should work closer together to develop initiatives and programmes to meet needs of local
FDI strategy, employer consultation)	There are a range of employment opportunities which exist across the Health and Recreation dept from strategic posts to more manual posts – the	Careers guidance and work experience for Key stage 3 & 4 students – opportunities to talk to people with experience in	businesses, employees and employment opportunities. The chambers of commerce in all areas to work closer together
-customer service skills are easier to recruit (ABC FDI	opportunities to work for Council are not presented to young people in an engaging structured manner. Ability to complete application forms and present well at interview also an issue. (Public Service Provider)	their careers of choice. (Education Service Provider)	and to become unified in approach to develop business, skills and economy. (Education Training Provider)
strategy, employer	present wen at interview also an issue. (Public service Provider)		
consultation)	Bus/motorway connections between the three main hubs Armagh, Banbridge, Portadown and further afield. Also east west Armagh to Banbridge bus connection non-existent. (Employment Service Provider)		

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Business

Priority Area 2 – Build career pathways

• Consultation for council's FDI strategy

Government department

Department for Communities

Enterprising Economy Long- Term Outcome

Our borough is a centre of excellence for entrepreneurship, innovation and investment

Short-term Outcome

The borough is an enticing, collaborative and supportive environment for business start-ups, growth and innovation and attracts higher levels of foreign direct investment

Relevant Population Indicators

- Number of VAT and/or PAYE registered businesses
- Business birth rates
- Survival rate of newly born business

Issue	Causes	What works?	Who should work together?
(Baseline)	(Story Behind the Baseline)		
ABC has 12% of businesses and 11% of population NI Business birth rate similar	ABC Council area has second highest rate of Total early- stage Entrepreneurial Activity i.e. people who have started or are in early stages of starting a business. Men feature almost twice as much as women in these statistics. Graduates are twice as likely as non-graduates to have started or to be in the early stages of	Ensuring sufficient employment lands in the right places to accommodate business growth and served by transport links. (Public Service Provider)	FE colleges and other service providers to work with community groups who can help in monitor and review of collaborative actions — learn from working together and share experiences with partners and funders. (Education Service Provider)
to NI average, but below UK.	starting a business. School budget cuts mean they are no longer able to provide the same levels of enterprise projects. (Education Service Provider) Multiple barriers faced by some people who live in areas of deprivation to upskilling/employment/starting a business – seeing value in training/employment, childcare, transport, access to technology, confidence, physical/mental health, knowledge of career pathways or knowledge progression routes. (Education & Training Service Provider) There is a lack of knowledge around the potential for further development as participants have at times shown great intuition and entrepreneurial skills but they feel you need to have £ to start your own business. (Public Service Provider) Motivation and aspiration – young people. (Education Service Provider) Poor career guidance and vocational training e.g. hairdressing & construction in schools Lack of future planning / or established career pathways in place on leaving school Low confidence and esteem and isolation (addictions, anxiety, body image, social media) Rural isolation. Transport barriers. Mental health / health barriers Literacy and numeracy needs. Performance / output related rather than person led Reduction on front line services e.g. reduction in YES programme (Service User) The Active Leisure industry presents opportunities for young people but the work carried out by "entrepreneurs" working in our area are not that well known about by young people studying the active leisure industry or considering a career in this area of work. (Public Service Provider)	Opportunities beyond formal curriculum including work experience and personal development. (Education Service Provider) Creative and innovative ideas to inspire young people and real-life experiences of their aspirational careers through access to people experienced in their choice. (Youth Service Provider) An inclusive economy provision of a relevant skills infrastructure and a more enterprising population. (Government Department) The focus of self-efficacy in the PfG. (Government Department)	Support for community groups who see broader community impact of activities to increase people's employment, training and ability to start a business. (Education & Training Service Provider) Schools, business and youth service. (Education Service Provider) Local employers, businesses and schools. (Education Service Provider) Local enterprise centres should be more pro-active in promoting enterprise and entrepreneurial spirit. (Employment Service Provider)

Priority Area 3 – Promote and support entrepreneurship

Issue	Causes	What works?	Who should work together?
(Baseline)	(Story Behind the Baseline)		
	ABC borough has 3% of FDI projects in Northern Ireland. FDI companies employ 9,157 people or 7.5% of the workforce. The 4 main factors that influenced FDI companies to locate in the borough are: 1. The availability of a fit for purpose factory / office accommodation. 2. Good transport infrastructure in the region. 3. Calibre and availability of the workforce in the region. 4. Attractive acquisition opportunity Transport infrastructure followed by ease of recruitment were seen by the largest number of businesses surveyed as the biggest benefits of locating in the borough. (Public Service Provider) Ongoing economic uncertainty as a result of Brexit and the political situation in NI in relation to no agreement		
Business survival rates of 38% at 5 years similar to NI average			
Self-employment rates have been increasing in NI and across the UK NI is ranked fifth in UK	9% of women are self-employed compared to 22% of men, but number of women has increased, whilst number of men in self-employment has decreased over the last decade. Those with higher qualifications more likely to be self-employed. Over a third are in skilled trade occupations.		
regions for self- employment	Greatest growth in self-employment is part-time.		

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