

To: Customer & Communities Policy Overview & Scrutiny Committee

From: Mike Hill, Cabinet Member, Customer & Communities
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Date: 18th November 2011

Subject: Vulnerable Learner Apprenticeship Project Update

Classification: Unrestricted

Summary:

This report provides an overview of progress in the Vulnerable Learner Apprenticeship Project, which commenced in 2010.

Members are asked to COMMENT on the progress of the project to date.

1. Introduction

- 1.1 The Vulnerable Learner Apprenticeship Project started in September 2010 following a proposal at County Council and subsequent agreement from Cabinet to pilot a project aimed at understanding the barriers certain groups of young people face in accessing employment opportunities. Through the project we have highlighted the intensive support these groups of young people require to access apprenticeships in the first instance and then the continued support they need once in their role. It has also identified there is a gap in provision for most of these groups that moves them from preparing for employment and actually finding and moving into that employment.
- 1.2 The project, and particularly the development of apprenticeship style opportunities has gained local and national interest with a feature on BBC South East News. Approaches have been made by several other County Councils to share the model KCC has developed and we have been asked to advise on implementation within their areas.

2. Background

- 2.1 The groups identified for this project were young offenders, young parents, looked after children leaving care and young people with disabilities or mental health problems. 20 places were allocated to each cohort within the project. These groups were identified because they are disadvantaged in the labour market as shown by the unemployment rates below :
 - Learning Disabilities – 94%
 - Young Offenders – 60%
 - Looked After Children leaving care – 33%
 - Young Parents – 84%
- 2.2 To address the reluctance of employers, particularly small and medium sized enterprises, to employ young people from these groups funding was identified to pay the salary of each young person, at £105 per week for 12 months. The employers also receive support from the central project team in setting up an apprenticeship.

3. Implementation

- 3.1 The project sits within the Supporting Independence Programme (SIP) Team and the SIP Project Manager was assigned to oversee the development and implementation of the project. Champions for each cohort were also identified from the services supporting the young people to ensure there was a direct link between the project, the services and the young people themselves. Eight Kent training providers were invited to be part of the project to deliver the training elements of the apprenticeships.
- 3.2 A project steering group was established to oversee the strategic development of the project, to enable the sharing of best practice between the cohorts and to look at common issues and ways to address them. This group has also overseen the ongoing independent evaluation of the project, providing the evaluators with data, information on the young people and also sharing the successes and difficulties within the project as it has developed.
- 3.3 The project is complex due to the number of different parties involved - central team, support services, training providers, employers and the young people themselves. It very quickly became clear this project would need more central co-ordination than originally anticipated. There needed to be a way to ensure all details from employers, young people, champions, operational staff and training providers could be co-ordinated. A Project Co-ordinator was appointed to be a central point of contact and oversee the operational implementation of the project. Processes were put in place to ensure all those involved in the project understood their roles and responsibilities and the Operational Group was set up. These processes took time to establish but once they were in place the journey for young people and employers became much more straightforward.
- 3.4 The operational group was set up to include the training providers and also the key workers and social workers who are directly supporting the young people within their apprenticeship. This group provides an opportunity to make sure the project is developing operationally, the processes in place are working and the young people are being supported in the most appropriate way. This group has proved an invaluable source of learning for support workers who, in some cases, had no previous knowledge of apprenticeships and for training providers who had limited knowledge or experience of working with young people from the identified groups.

4. Progress to date

- 4.1 In total, 69 young people have been employed through this project. 62 of those are undertaking an apprenticeship – either Level 2 or Level 3. 7 young people are undertaking an apprenticeship style opportunity – a bespoke training and employment programme KCC has developed for young people with learning disabilities. The project did not reach the target of placing 80 young people due to the challenges faced in taking a vision and turning it into a deliverable project, however 69 young people gained meaningful employment through the project who would not otherwise have had the opportunity.
- 4.2 There have been some drop outs from the project, despite the ongoing support put in place for the young people and the employers. 14 out of the 69 young people who started within the project are no longer employed. There have been a number of reasons for this, some had to withdraw due to their chaotic lifestyles and changes in their personal circumstances which were outside of the control of this project and others were let go due to a lack of commitment and poor attitude. 80% of those who started are still in employment, for context, the national achievement rate for all young people is 75%. With these cohorts, anything above 50% should be seen as a success.
- 4.3 There have been challenges for each cohort and below are an overview of this and also a summary of the adjustments that have had to be made for each group. More detailed analysis can be found in Appendix A.

5. Young people with disabilities or mental health problems

- 5.1 Kent Supported Employment has been championing this cohort :
- 14 young people with a range of difficulties that have meant they have found it hard to find employment have been employed in an intermediate or advanced level apprenticeship
 - 7 young people with learning disabilities are undertaking an apprenticeships style opportunity (ASO)
 - Unfortunately, 2 young people are no longer employed in their apprenticeship.
- 5.2 KSE had no previous experience of apprenticeships or working with training providers as this was not a progression route they had previously explored for their clients. They adapted their supported employment model to include apprenticeships.
- 5.3 Training providers did not have much experience of working with this cohort and so KSE provided disability awareness training for them and supported the providers as well as the young people and employers. This enabled providers to find flexibility within the initial numeracy and literacy assessment processes to ensure the group were not disadvantaged further.
- 5.4 The development of the ASO was challenging particularly around identifying funding for the training element. However, through KEY Training Services, Adult Responsive Funding was identified. This model of work-based learning for young people working at Entry Level or Level 1 had to be designed from scratch as this gap in provision has not been addressed by providers or government.
- 5.5 The ASO group has been attending group training for one day a week to undertake a NOCN Award in Progression, a BSC Award in Health and Safety and is now starting a Level 1 vocational qualification in their chosen skill area – the training for which will take place within the workplace.
- 5.6 The discretionary funding has been invaluable for this cohort, particularly to cover travel costs

6. Young Offenders

- 6.1 The Youth Offending Service has been championing this cohort and 16 young people have been employed in an apprenticeship. The majority of young offenders have been placed in the construction sector with others doing beauty, catering or customer service. To date 4 young people have dropped out of their apprenticeship due to poor attitude, lack of commitment or circumstances outside the control of this project.
- 6.2 The young people within this cohort are, or have been, under Youth Rehabilitation Orders (YRO) and to date 3 of those who started an apprenticeship (18.7%) have re-offended and have been convicted of minor offences. The Kent re-offending rates of those with Community Penalties or YROs in 2009-10, after 9 months in the youth justice system, is 55.4%. Therefore, working on the assumption that no other apprentices re-offend, the rate of re-offending for this project is very favourable. Three of the young offenders on the project have had their YOS Orders revoked for making such good progress.
- 6.3 The biggest challenge and also frustration with this cohort has been their lack of resilience and the young people not grasping the opportunities they were given. Some have just not been ready to move in to employment and a gap has been identified for this cohort about preparing them for taking the step in to employment.

- 6.4 Travel costs are a real barrier for this cohort and so the discretionary funding provided proved invaluable to support these young people and enable them to get to work. Some of this funding was also been used to buy equipment for their respective apprenticeship roles.
- 6.5 The young people require intensive support within their Apprenticeship which is resource intensive. This is a challenge particularly as once the young person is no longer under an YRO they are no longer eligible for YOS support. This has been changed for this project so that if the order has expired whilst the young person is still doing their Apprenticeship, they will still receive support from YOS.

7. Looked After Children Leaving Care

- 7.1 Catch 22 has championed this cohort and 9 young people have been placed into apprenticeships in a variety of skill areas including motor vehicle, construction, sport and retail. 4 of the young people are no longer employed in their apprenticeship for a number of reasons including lack of preparation before they started, not being work ready and due to lack of commitment or poor attitude.
- 7.2 Catch22 was not able to make a dedicated resource available to co-ordinate this cohort which slowed down processes. Resource was also unavailable to supplement the engagement of potential employers. This meant there were difficulties finding suitable placements for this group.
- 7.3 Many of this cohort had not gained any qualifications at school or had previous work experience and so were not attractive to employers. The young people were also unprepared for the world of work and lacked the employability skills needed to gain employment. A gap has been identified through the project in this area as there has been little support to date to address the lack of work readiness. This is something Catch 22 has recognised and is now addressing.

8. Young Parents

- 8.1 The Teenage Parents Team within KCC has championed this cohort and 23 young parents -19 young mothers and 4 young fathers - have been employed into an apprenticeship. 5 of the young people are no longer employed within their apprenticeship because of changes to personal circumstances outside the control of the project, such as homelessness and domestic violence, or lack of commitment to their apprenticeship.
- 8.1 Originally it was hoped that 40 young parents would be employed through the project as employers would only be funded for 6 months salary rather than 12. However, this did not prove to be possible mainly due to the current economic climate and employers requiring a full 12 months funding to take on a new member of staff.
- 8.2 Many of the young parents live independently and therefore had more of a reliance on welfare benefits than other cohorts. However, each young person undertook a better off calculation assessment with Job Centre Plus and the majority were better off doing an apprenticeship as they were then able to access in-work benefits.
- 8.3 More flexibility has been required for this cohort due to their childcare responsibilities and often this has been the first time the young people have left their child in the care of someone else. Employers have provided this flexibility and a large number of this cohort are doing part-time hours to accommodate their responsibilities.
- 8.4 The majority of the discretionary funding for this cohort has again been spent on travel but has also been used to pay childcare deposits and to buy equipment.

8.5 A gap has been identified through this project, much as with the other cohorts, that whilst the young people are supported to a point, there is little provision available to help them gain employability skills and ensure that they are work ready. It has also highlighted that once a young parent moves in to employment they no longer receive any support.

9. Employers

- 9.1 Employers from across the sectors have engaged with this project - 31 private sector, 13 public sector and 9 voluntary sector. The majority of young people are employed directly by the business where they are undertaking their apprenticeship and the payroll function has been undertaken through Kent Top Temps. Some of the apprentices are employed through the South East Apprenticeship Company and placed with employers who were unable to employ them directly.
- 9.2 Employer engagement was a major challenge for this project as SMEs, which make up 98% of the Kent economy, are reluctant to take on additional staff in the current climate. Employer Liaison Consultants were commissioned to undertake employer engagement for the project and they provided leads to the central team to follow up and arrange visits.
- 9.3 Once the employers were engaged, the majority were very receptive to taking on young people, especially when the support for them and for the young people was explained to them. Some of the employers have similar backgrounds to the young people and were therefore willing to give them the opportunity they did not get when they were younger.
- 9.4 The employers have been very flexible within the project with many going above and beyond expectations to support the young people they have employed. The young people have taken longer than other new members of staff to settle in but employers have highlighted that once the initial period is over the young people have quickly become assets to the businesses. In the cases where the young people have been dismissed, it has been with reluctance and after more than one second chance.
- 9.5 The financial incentive offered through the project has made the difference between the employers being able to take on the young person or not, although this would apply to them taking on any apprentice and not just one from these cohorts.
- 9.6 Overall, the employers involved have been very positive about the project and what it is looking to achieve and have been advocates for the scheme. There will be ongoing support for them from the central team throughout the project and they will receive particular support as the apprentices come towards the end of their contract regarding employing them on a more permanent basis or working with them to support the young person to find alternative employment.

10. Training providers

- 10.1 Through the Kent Association of Training Organisations, 8 providers were invited to take part in this project. They were selected due to their ability to work with the cohorts and their willingness to be flexible. It was a risk for the providers to be part of the project as non-achievement, of which we expected some, of the young people would affect their targets and contracts with the Skills Funding Agency. However, the providers did agree to be part of the project seeing it as an opportunity to help young people in to an apprenticeship who might not otherwise have been given the opportunity.
- 10.2 The challenges for the providers have been mainly around communicating, not only with the young people themselves, but also including their support workers and making sure the young people attended initial assessments. Providers have adapted their internal processes to accommodate apprentices within this project, some visiting more often than

usual, providing more intensive support, collecting evidence for their portfolios in a different way such as photographs and ensuring support workers and the central project team are updated with the apprentice's progress.

11. Outcomes

11.1 The majority of young people did not start their apprenticeship until the early part of 2011 and as the qualifications take on average 12 months to complete, at the time of writing there have only been 2 young people who have completed them within the project.

- Chris, a young father, successfully completed his Level 2 Business and Administration Apprenticeship with the Teenage Parents Team within KCC and has moved into full-time employment within a Children's Centre in Tenterden. Chris will be the main receptionist here and will also be undertaking a Level 3 qualification.
- Paul, a young man with learning disabilities, has completed his apprenticeship style opportunity at the Romney Resource Centre and is going to start a Level 2 Catering Apprenticeship in October. He has completed numeracy and literacy qualifications, the European Computer Driving Licence and a Level 2 customer service qualification in preparation for moving forward to a full Apprenticeship.

11.2 Both young men have not only gained qualifications but have also developed their confidence and personal skills throughout the year they have been in the project. They now have raised aspirations and are looking forward to the future, Chris to provide for his young family and Paul to help support his parents.

12. Wider impact

12.1 The project to date has provided opportunities for young people who would not otherwise have had the chance to gain employment.

12.2 It has also highlighted some failures in support for young people and these have come about because for many of the services supporting young people into employment, or preparing young people for employment, this was not their aim. Indeed, for many of the services their support ends when a young person moves into work, whereas this project has shown this is the time when support for both the young person and their employer is needed and can make all the difference to achieving sustainable employment.

12.3 Alongside improving the outcomes associated with the services involved, the success of the project so far points the way to potential cost avoidance associated with reducing young people's dependence on state services and welfare benefits.

12.4 A good example of this is the results from the Young Offenders cohort. As mentioned above the reoffending rate for young offenders taking part in the scheme is 18.7% compared to KCC rate of 55.4%. Please see below some average costs associated with young offenders re-offending :

Resource	Cost (£)
Police (cost per crime)	515
Court costs	2,425
Offender Management time	1,537
Custody (based on average stay of 2 months)	10,188
Total	£14,655

The re-offending costs of the cohort would have been (55% x 16 x £14,655 =) £128,964, whereas by reducing the re-offending rate the potential re-offending cost of this cohort could be (18.7% x 16 x £14,655 =) £43,965. A year one reduction in cost to the state of

£85,000 from an investment of £112,000 (£7k x 16), it should be assumed that re-offending would carry costs beyond the first year. This saving could be increased by several other factors :

- Early ending of supervision orders (as outlined in section 4 above)
- Non-benefit claims (would be over £3k per year per person – not including housing benefit or council tax benefit)
- Income received from future NI and income tax payments

The reduction in benefits claims, and future income from NI and income tax would be applicable to all cohorts.

- 12.5 Whilst other potential savings arising from the scheme could include reduced training costs for the LLDD group (most of this group access training up until the age of 24 yet still remain unemployed at the end of this period). At a conservative rate of £4k per year for 6 years the cost of this unproductive training could reach £24,000, whereas if the young person was supported into an apprenticeship through this scheme at the age of 18 the cost would be reduced to £12,000 (cost of wages, and government funded training).
- 12.6 The potential savings emerging from this project would suggest that it would be a good prospect for the emerging field of Social Impact bonds, which the government is examining closely as a potential model for future funding. This type of funding is not available yet, and would require evidence of successful delivery before it could be attracted.

13. Next Steps

- 13.1 As noted above the majority of the young people are still undertaking their apprenticeships and are unlikely to complete them before April 2012. The external evaluation of the project will not be completed until May 2012.

14. Recommendations

- 14.1 POSC Members are asked to comment on the progress of the project to date.

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Appendix A

Young people with disabilities or mental health problems

Within this cohort, as well as looking to place young people in to Apprenticeships, 7 places were allocated for Apprenticeship Style Opportunities (ASO) for young people with learning disabilities or difficulties who would not be able to reach the required standard of an Apprenticeship but who would benefit from the same type of structure, that is employment and learning within the workplace.

14 young people have been employed in a Level 2 or Level 3 Apprenticeship and all 7 ASO places were filled. The young people have a range of difficulties that have meant they have found it hard to find employment; some physical, some learning disabilities and some with mental health problems. Kent Supported Employment has been championing this cohort and has supported both the young people and the employers throughout the process. 2 young people from this cohort are no longer employed in their Apprenticeship.

Traditional Apprenticeships

KSE had no previous experience of Apprenticeships or working with training providers and it was not a progression route that they had previously explored for their clients. However, they have been able to adapt their supported employment model to include Apprenticeships; profiling and working with the young person, supporting the employer in preparation for working with the young person and making reasonable adjustments within the workplace and supporting both once the young person starts.

It became clear early on that the training providers did not have much experience of working with this cohort and so KSE provided disability awareness training for them and supported the providers as well as the young people and employers. This was a challenge and took time to get right. The training providers, following advice from KSE, found some flexibility within the initial numeracy and literacy assessment process to ensure that this cohort were able to have more support at this stage which meant that some of those young people who would not have passed these assessments outside of the project did pass and have gone on to do an Apprenticeship.

Apprenticeship Style Opportunities

The development of the ASO was challenging as funding for the training element of the opportunities had to be identified; Apprenticeship funding could not be accessed for this. SIP worked with KEY Training Services to develop the bespoke programme and funding was identified through the Adult Responsive Funding stream that Community Learning and Skills could access. This model of work based learning for young people working at Entry Level or Level 1 had to be designed from scratch as this gap in provision has not been addressed by providers or government.

6 of the young people doing an ASO have been attending group training for one day a week to undertake a NOCN Award in Progression, a BSC Award in Health and Safety and are now starting a Level 1 vocational qualification in their chosen skill area – the training for which will take place within the workplace.

The young people are employed for a minimum of 16 hours a week, not including training, and are employed in a range of sectors including retail, customer service, horticulture and catering. The final young person, Paul, undertaking an ASO has done all his training within the workplace as the employer was able to design and deliver a tailored training package for him. Paul has now completed his ASO and is due to start a Level 2 Apprenticeship in catering in October 2011.

The discretionary funding provided through the project has been essential for this cohort, particularly to cover travel costs for the young people doing an ASO – to enable them to get to the group training as some of them would not have been able to travel alone on public transport.

Young Offenders

16 young people from this cohort have been employed in an Apprenticeship across Kent. The majority of young offenders have been placed in the construction sector with others doing beauty, catering or customer service. To date, 4 young people have dropped out of their Apprenticeship due to poor attitude, lack of commitment or circumstances outside the control of this project.

The young people within this cohort taking part in the project are under Youth Rehabilitation Orders (YRO) and to date 3 of those who started an Apprenticeship (18.7%) have re-offended and have been convicted of minor offences. The Kent re-offending rates of those with Community Penalties or YROs in 2009-10, after 9 months in the youth justice system, is 55.4%. Therefore, working on the assumption that no other Apprentices re-offend, the rate of re-offending for this project is very favourable. Three of the young offenders on the project have had their YOS Orders revoked for making such good progress and in addition to this one Apprentice has won the 2011 Connexions Apprentice Award with two others on the scheme as runners up.

There was little infrastructure in place within the Youth Offending Service (YOS) to support the delivery of this project which meant that the Champion had to follow up on referrals, interview the young people, support the application and assessment process, liaise with employers and provide continued support for the young people and employers. Connexions YOS Personal Advisors did assist with screening and communicating with young people but the availability of this resource was limited. Whilst challenging, this also meant that there were less people involved with this cohort on the support side and therefore processes were streamlined and communication more straightforward.

The biggest challenge and also frustration with this cohort has been their lack of resilience and the young people not grasping the opportunities that they were given. Some have just not been ready to move in to employment and a gap has been identified for this cohort about preparing them for taking the step in to employment. For those young people doing construction, the project funded a pre apprenticeship course to keep the young people engaged, give them a taste of what the Apprenticeship would be like and also to test their commitment. This worked well and did provide an opportunity for the young people to prove themselves and ensure that this was what they wanted to do.

Travel costs are a real barrier for this cohort and so the discretionary funding provided proved invaluable to support the young people and enable them to get to work. Some of this funding was also used to buy equipment for the young people for their respective Apprenticeship roles.

Apprenticeships are a positive route for young offenders, many of whom may not have gained formal qualifications at school nor had any previous work experience that would make them attractive to employers. There was more reluctance to take on this group from employers, however once employers met the young people and understood their background, many were willing to employ them.

The young people require intensive support within their Apprenticeship which is resource intensive. This is a challenge particularly as once the young person is no longer under a YRO they are no longer eligible for YOS support. This has been changed for this project so that if the order has expired whilst the young person is still doing their Apprenticeship, they will still receive support from YOS.

Looked After Children Leaving Care

9 young people have been placed into Apprenticeships from this cohort in a variety of skill areas including motor vehicle, construction, sport and retail. 4 of the young people are no longer employed in their Apprenticeship for a number of reasons, lack of preparation before they started, not being work ready and due to lack of commitment or poor attitude.

Catch 22 is championing this cohort and referrals were passed through their workers within Connexions. Unlike other cohorts, Catch22 was not able to make a dedicated resource available to manage the communications issues. In particular, young people were difficult to track down and not responding to phone calls from training providers. Contact should have been made to support staff and 16plus Connexions workers but the number involved slowed down communication and both young people and providers took this as a lack of commitment. Where communication was good, the process was much better.

Resource was also unavailable to supplement the engagement of potential employers. This led to young people leaving care to become disillusioned with the programme when appropriate placements were not identified promptly.

What became evident early on when working with this cohort was that many had not gained any qualifications at school or had previous work experience and so were not attractive to employers. The young people were also unprepared for the world of work and lacked the employability skills needed to gain employment. A gap has been identified through the project in this area as there has been little support to date to address the lack of work readiness. This is something that Catch 22 is now putting more resources into.

Two staff have now been appointed to address the low levels of preparation care leavers have for the world of work. They will run group and individual work sessions concentrating on core employability skills such as raising self esteem, attitude to work, and support with CV writing and engaging with education. Catch22 has also been successful in joining a consortium to deliver ESF funded programmes into which care leavers will be placed to help bring them to the educational, motivational and self esteem levels required to progress to apprenticeships.

For those young people who are still in apprenticeships, the feedback has been excellent. Support staff have reported that there have been improvements in all aspects of their lives, ranging from placement stability, confidence and a much better view of the future.

Young Parents

23 young parents, 19 young mothers and 4 young fathers, have been employed in to an Apprenticeship. The young people are undertaking a variety of Apprenticeships including childcare, construction, business and administration and hairdressing. 5 of the young people are no longer employed within their Apprenticeship because of changes to personal circumstances outside the control of the project, such as homelessness and domestic violence, or lack of commitment to their Apprenticeship.

Originally it was hoped that 40 young parents would be employed through the project as employers would only be funded for 6 months salary rather than 12. However, this did not prove to be possible mainly due to the current economic climate and employers required the full 12 months funding to take on a new member of staff.

The Teenage Parents Team within KCC are championing this cohort and have a central co-ordinator as well as support workers based across the county working directly with the young people. The Teenage Parents Team employed 2 Apprentices themselves to ensure that they were leading by example.

Many of the young parents live independently and therefore had more of a reliance on welfare benefits than other cohorts. However, each young person undertook a better off calculation

assessment with Jobcentre Plus and the majority were better off doing an Apprenticeship as they were then able to access in work benefits. Some of the young people found that they were only better off by a few pounds but were still willing to do an Apprenticeship due to the longer term opportunities that it represented.

More flexibility has been required for this cohort due to the childcare responsibilities that they have, often this has been the first time that the young people have left their child in the care of someone else. Employers have provided this flexibility and a large number of this cohort are doing part time hours to accommodate their responsibilities. The training providers have worked with the young people and the employers to ensure that the training requirements of the Apprenticeship can still be fulfilled within the part time hours.

The majority of the discretionary funding for this cohort has again been spent on travel but has also been used to pay childcare deposits and to buy equipment.

A gap has been identified through this project, much as with the other cohorts, that whilst the young people are supported to a point, there is little provision available to help them gain employability skills and ensure that they are work ready. This has been highlighted to the Teenage Parents Team and they are looking at how this can be addressed

Appendix B

Frameworks being undertaken by Apprentices

Framework	Number
Animal Care	1
Beauty	1
Business & Administration	15
Customer Service	7
Catering	1
Construction (inc scaffolding, tiling, plumbing, carpentry & electrical)	15
Childcare	5
Equine Studies	4
Hairdressing	5
Hospitality & Catering	1
ICT	1
Motor Mechanics	1
Retail	2
Sport & Leisure	1
Supporting Teaching & Learning	1
Youth Work	1

Skill areas of Apprenticeship Style Opportunities

Skill Area	Number
Play work	1
Customer Service	1
Horticulture	1
Business & Administration	2
Retail	1
Catering	1

Appendix C

Geographical Location breakdown

District	Care Leavers	Young Offenders	Young Parents	Disabilities	Total
Ashford	0	4	5	1	10
Canterbury	1	2	6	3	12
Dartford	0	0	1	1	2
Dover	0	4	1	1	6
Gravesham	0	0	1	2	3
Maidstone	0	2	0	3	5
Sevenoaks	0	0	0	0	0
Shepway	2	1	0	1	4
Swale	1	0	7	3	11
Thanet	5	3	2	0	10
Tonbridge & Malling	0	0	0	2	2
Tunbridge Wells	0	0	0	4	4

Appendix D - Case studies

Paul, Catering Apprenticeship Style Opportunity, Romney Resource Centre

Having been unemployed since leaving school with no qualifications, Paul was previously on the New Deal and subsequently Flexible New Deal Programmes, this meant that certain funding avenues were not available to Paul.

Paul was keen to be a Sports Instructor and is an enthusiastic Manchester United fan. Having in the past attended Work Experience in two local Schools as an Assistant Sports Coach, Paul's Employment Broker suggested that perhaps a change of career would open up more opportunities locally as he does not hold a UK Driving Licence. Having completed his Work Experience in RR2K's Café, just five minutes walk from home and his disabled parents, he was offered an Apprenticeship Style Opportunity through KCC as a Café Assistant at RR2K in November 2010, as his levels of English and Maths were below those required to go to College (Entry Level 3) for an Apprenticeship.

He is continuing his education with RR2K and has also undertaken a number of Café orientated qualifications that include Customer Services Level 2 (NVQ), Basic Food Hygiene, First Aid, Health & Safety. Additionally, Paul has also achieved Level 1 in English, Maths and ICT and is studying hard towards Level 2 in these core subjects. Now that his course has been completed he is further progressing on to a Full Apprenticeship in Hospitality & Catering with the confidence that he has all the qualifications required to do so.

During the period Paul has been working towards his ASO the Café income has increased by 100% which is all down to Paul's enthusiasm, motivation and confidence with his Line Manager commenting "Paul has worked remarkable hard this year gaining the necessary skills and qualifications to enable him to gain a full Apprenticeship locally, with the knowledge that without his dedication and commitment this may have not happened."

Paul has demonstrated how effective pre employment training and work preparation initiatives can make it possible to create employment opportunities through an ASO and Full Apprenticeships for those who might otherwise struggle to gain employment.

Paul said "I had never really considered working in a Café, but to my surprise, I really enjoy meeting people and putting them at ease if they are new students to RR2K and of course earning my own wage to assist my parents with all those TV bills to watch Manchester United at the weekends". He went on to add, "The support I have received from KCC has just been amazing and I now look forward to work each day."

Emma, Young Parent, Customer Service Apprentice, Canterbury High School

I grew up in Whitstable and although I have moved around a little I am settled for now in Chestfield, living with my daughter who is nearly 2, my partner who I have been with for a year now, my Mum, and my grandparents. I went to a grammar school in Canterbury but never really felt like I fitted in there. I was diagnosed as ADHD when I was 14 and people often describe my teenage years as 'off the rails'. At the time I didn't think I was doing anything out of the ordinary, but looking back I realise I was lucky not to have really hurt myself or got into more serious trouble.

Thankfully I pulled through my GCSEs and got quite good grades in most subjects. I knew it would be hard to find work leaving school at 16 with no experience so I went

to another school's 6th form to try and get some more qualifications and make some new friends in a different environment. It was much harder than I had expected and not much really changed except that I enjoyed being there more than my previous school and the work was harder. I didn't do as well in my A-levels as I had hoped but I passed most and if I'm honest I could have worked a lot harder than I did. I knew I didn't want to go to university as I was not passionate enough about any subject to stick it out and had no real goals or direction. I left at the end of my time in 6th form with a couple of A-levels and had been looking for a job for a few months prior to that. I had no luck in my job hunting and had to sign on to jobseekers allowance when I left school.

I had finished school in June 08 and later found out I was pregnant in the autumn of that year. I kept looking for work but no one wanted to take on someone who would be due maternity leave soon after and I posed a health and safety risk during training etc so I gave up my job-hunt and carried on receiving benefits for a while until my baby was born and I was ready to start looking again.

I went to Connexions for help with benefit forms and was invited to a YAPs group in Whitstable which I ended up attending for the whole programme. I gained a lot from my YAPs group, as did my daughter, including increased confidence and desire to go further and do something worthwhile. Once I completed the YAPs programme I moved onto YAPS+; I was only there for a few weeks before the group broke up for the summer but in that time a batch of apprenticeships became available so I applied for one at last minute before the closing date the next day. I had always liked the idea of apprenticeships as it meant I could gain experience whilst achieving a vocational qualification but had never thought I would have been able to get one.

I was excited to receive a phone call to say I had an interview and once I completed the interview process I was offered my post at Canterbury High School. I am an apprentice support worker at the school supporting other young parents who have chosen to go back to education. I have enjoyed working at the school and developing the role further and it has benefited my daughter in many ways too. She goes to a childminder during the week whilst I am at work which means she is learning to socialise and be independent, I feel that I am better preparing her for when she starts school. I am aiming to be someone she can be proud of when she is older and not embarrass her at the school gates.

Having this Apprenticeship than a regular job means that I can hope for better career prospects as it enables me to learn a variety of transferable skills and as I will get an NVQ at the end, it is a qualification and experience that I can bring to other roles later in life.

When I had my baby I decided I did not want to rely solely on benefits for the rest of my life, and that I wanted to do something worthwhile so I started by trying not to let any opportunities pass by. I am doing my best to get the most out of life and make up for wasted chances. My apprenticeship offers me plenty of chances to get involved with other training and meet new people so goes a long way towards helping me develop independence for me and my family.

I still find it very challenging to put myself out there and get on with it but so far things seem to be working out. It has benefited me as a parent as I feel I can be a more positive role model to my daughter by earning my own money. Overall, my apprenticeship suits my lifestyle and what I aim to achieve for our future. I would recommend the scheme to other young parents as it is a good way to start a career and get out of dead end jobs.

Care Leaver & Young Offender, Hairdressing Apprentice

G is a 17 year old young lady, who came into care 3 years ago due to a number of problems involving her family & also due receiving threats on her life. G has no contact with any member of her family. She has been in a number of placements since she came into care, which unfortunately all broke down to her emotional & behaviour difficulties. Due to the difficulties with her placements and making attachments, she now lives in a B&B. G has been involved with the police on a number of occasions, which has resulted in her being given orders from the local Youth Offending Team. G is currently on a 2 year YOT order for an incident at the local college, which involved an assault on another pupil and resulted in G being expelled from college.

G has always had a passion for hairdressing, but unfortunately was not in mainstream education from year 9 due to a number of reasons of which were not G's fault, but due to there being no provision for her. G started at college last year and was on a hairdressing course, but unfortunately due to the incident she was unable to pursue her career of hairdressing.

For this reason alone, I believed that G would benefit from the opportunity of an apprenticeship as it would be in a work based setting which G would feel more comfortable in. G chose for her apprenticeship to be in hairdressing. G passed the entry requirements for the apprenticeship and was offered a level 1 Apprenticeship in hairdressing with a local salon. If G had not been given the opportunity to go onto the Vulnerable learners scheme, there would have been not many other opportunities for her to gain the qualification due to her having no formal qualification and also other training providers not having an understand of her needs and vulnerabilities.

G is now doing very well on her apprenticeship, she is really enjoying working, learning and is also earning money for the first time. Her behaviour issues have improved immensely, her self confidence has increased and she feels so much more positive for the future, all of which would not have been possible without the scheme. She works well with the other girls in the team and her employer understands about G and her behaviour which is of real benefit as G feel's that she can approach her if any problems occur.

G is now looking forward to hopefully getting her own flat when she turns 18; and she is looking forward to gaining the qualification that she has wanted to achieve for a number of years. Her YOT officer is also looking to have her order revoked early because she has done so well. G has a good network of support around her involving Catch22, YOT, & Connexions, all of whom are ensuring that she is able to achieve her life time goal of being a qualified hairdresser on cruise liners.

Summer, Business & Administration Apprentice, Greg Clark MPs Office

Summer left college this summer and was interested in working in an office where she would have the opportunity to gain office skills as well as be part of an interesting environment as she is a great advocate for the needs of young disabled people.

Greg Clark, MP was able to offer an opportunity working with his team in Tunbridge Wells which would also involve going out into the community on occasion.

Summer needed an office which was accessible due to being a wheelchair user and also some speech software for the computer, which has been purchased through Access to Work. A taxi is also funded to enable her to get home from work each day.

Summer has started her Business Admin NVQ and is getting regular support from the training provider at Key Training as well as from her co-workers in the office. She is learning all the basic skills of a busy office environment and building her knowledge gradually to enable her to work more independently. Summer said “My job is never boring. No day is the same. I have also learned a great deal and when I gain my qualification next year I will definitely be looking to stay in this area of work.”