

# *Karl Milne – Director of Operations*



# Partner Companies

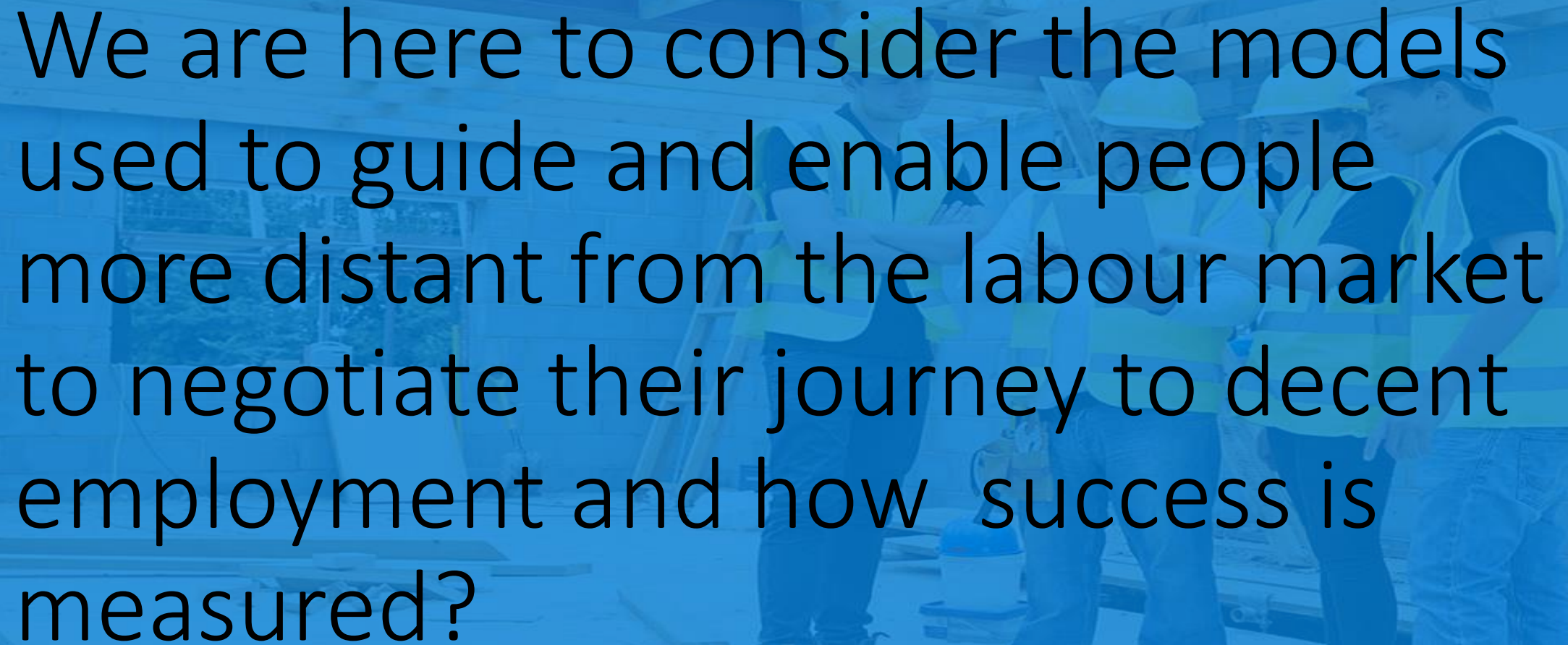


*Seetec*



# *Seetec Employment & Skills Ireland*

We are here to consider the models used to guide and enable people more distant from the labour market to negotiate their journey to decent employment and how success is measured?

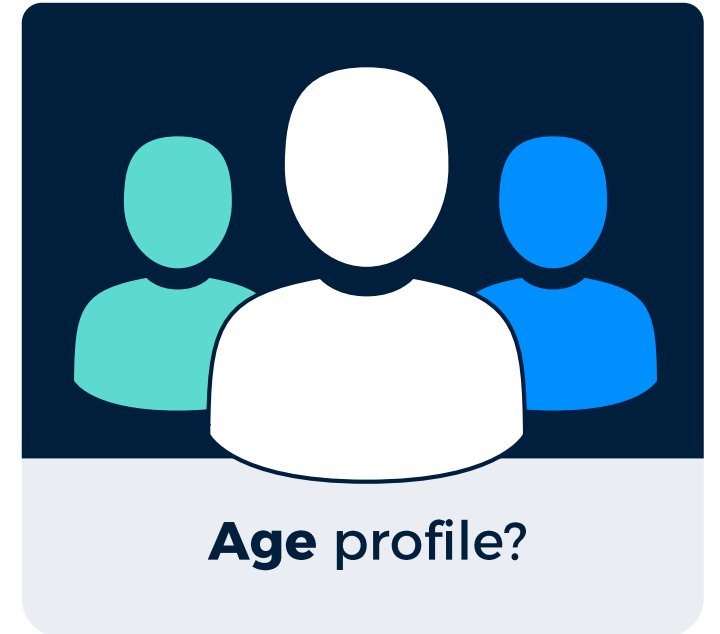
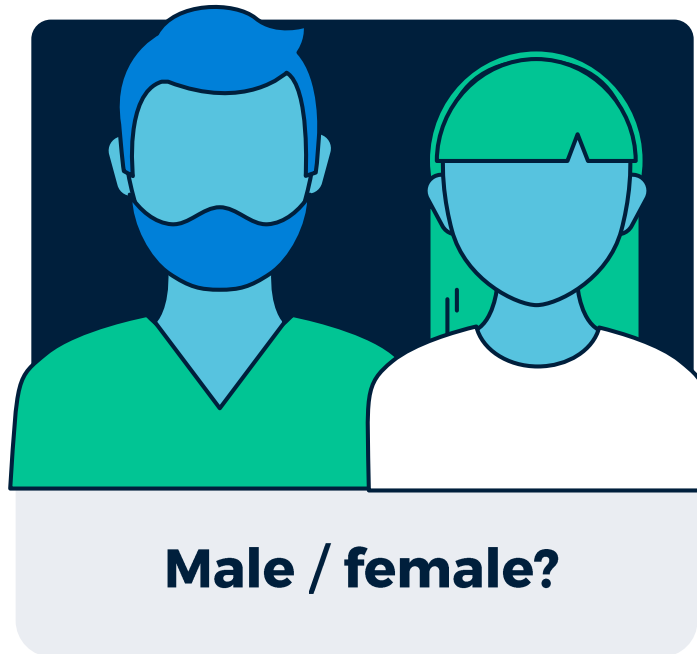




# *Decent Employment*

- On JobPath a job should be on average 30 plus hours per week, effectively full time work.
- Our focus is on supporting clients to achieve 13 week periods of sustained employment up to a full year
- The recent Econometric review found clients on JobPath earn 35% more in work than the control group
- Ultimately our service is driven by our clients' choices

# *Client Data*



## *Distance?*

- **How do we define distance from the labour market?**
  - Length of time unemployed?
  - We've found where you live is a factor
  - We've found you can't make assumptions about barriers as individual clients will confound them
  - We try and move the focus away from barriers to skills and abilities
  - It's worth noting that many clients have moved to other payments

# *Guide & Enable*

- **What approach is taken to guide and enable clients ?**
  - Our starting point is all clients are on a journey to work, the timeline varies based on the challenges they face
  - The service is ultimately driven by the clients preferences
    - If there are other significant barriers we begin to address those first
    - Clients confirm 2 initial job preferences, these are a starting point
    - As time passes we consider other options with the client utilising their transferable skills

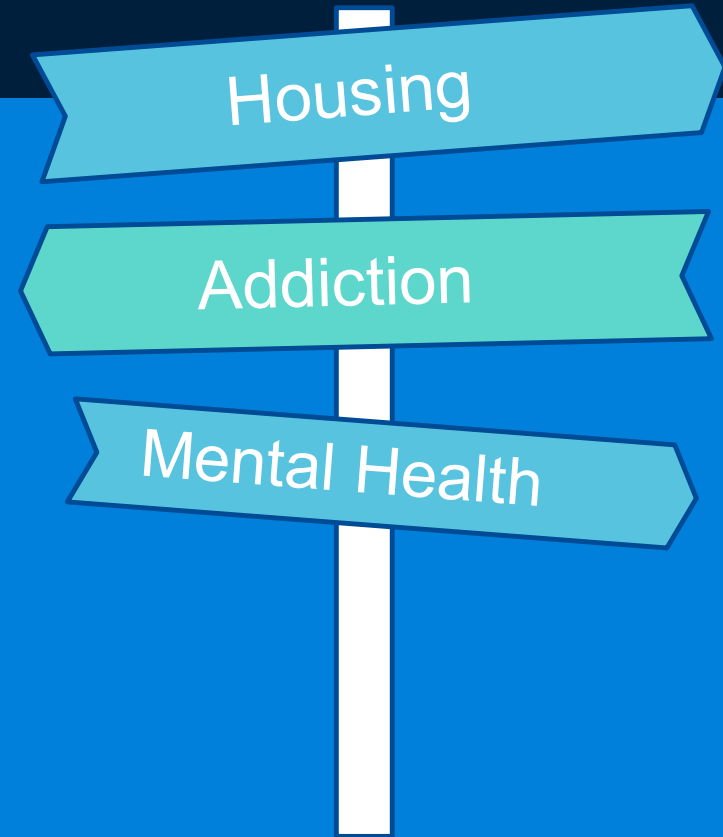
# ***Client - Advisor relationship is key***

- Our team get consistently high ratings from the Departments independent client surveys
  - Staff are very good at their job: 4.64 / 5
  - Staff make me feel valued rated: 4.64 / 5
  - Have a good working relationship with my advisor: 4.65/5
  - Staff try their best for me: 4.64 / 5
- We've recruited advisors with backgrounds in other social services to work with our hardest to help clients
  - e.g. north inner city Dublin



# *Signposting*

- As trust builds clients will share barriers that require additional support
  - We signpost clients to available services
    - We can only encourage but the client determines what steps they take
- It becomes more challenging when other services are difficult to access or are unavailable
  - e.g. Mental Health Services



# *Employer Services*

- Our Employer Services are fundamental to our service delivery
- The employment market does not favour our clients, but is improving
- Our employer services have evolved
  - From finding hidden jobs in 2015-2017
  - To more bespoke job brokering, opening doors for clients by leveraging existing employer relationships
- Our in employment support includes a launchpad fund to overcome some financial barriers e.g. workwear

# *Other steps*

- Referrals to FET through the ETB's
  - Adult education
  - Vocational
- Privately procured training interventions
- Referrals to CE & Tus



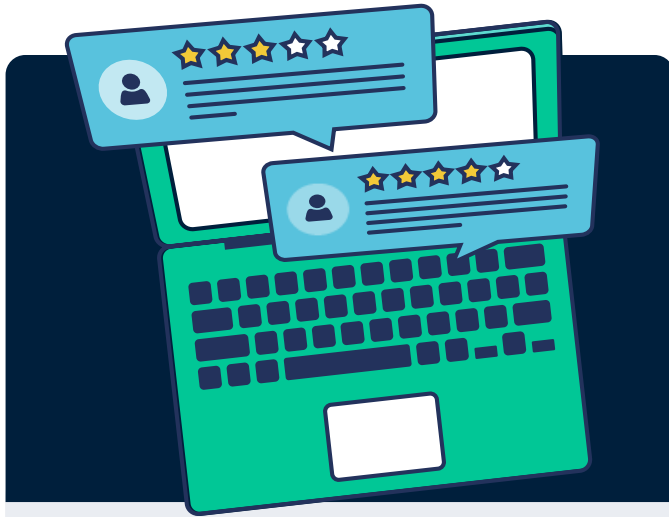
# *How Measure success? – The Contract*



**Contractual Commitments**

- The Commissioner designs the contract
- The starting point for a provider is to deliver and exceed their contractual commitments

# *Other Measures of Success*



**Positive Client surveys**



**Positive Econometric review**



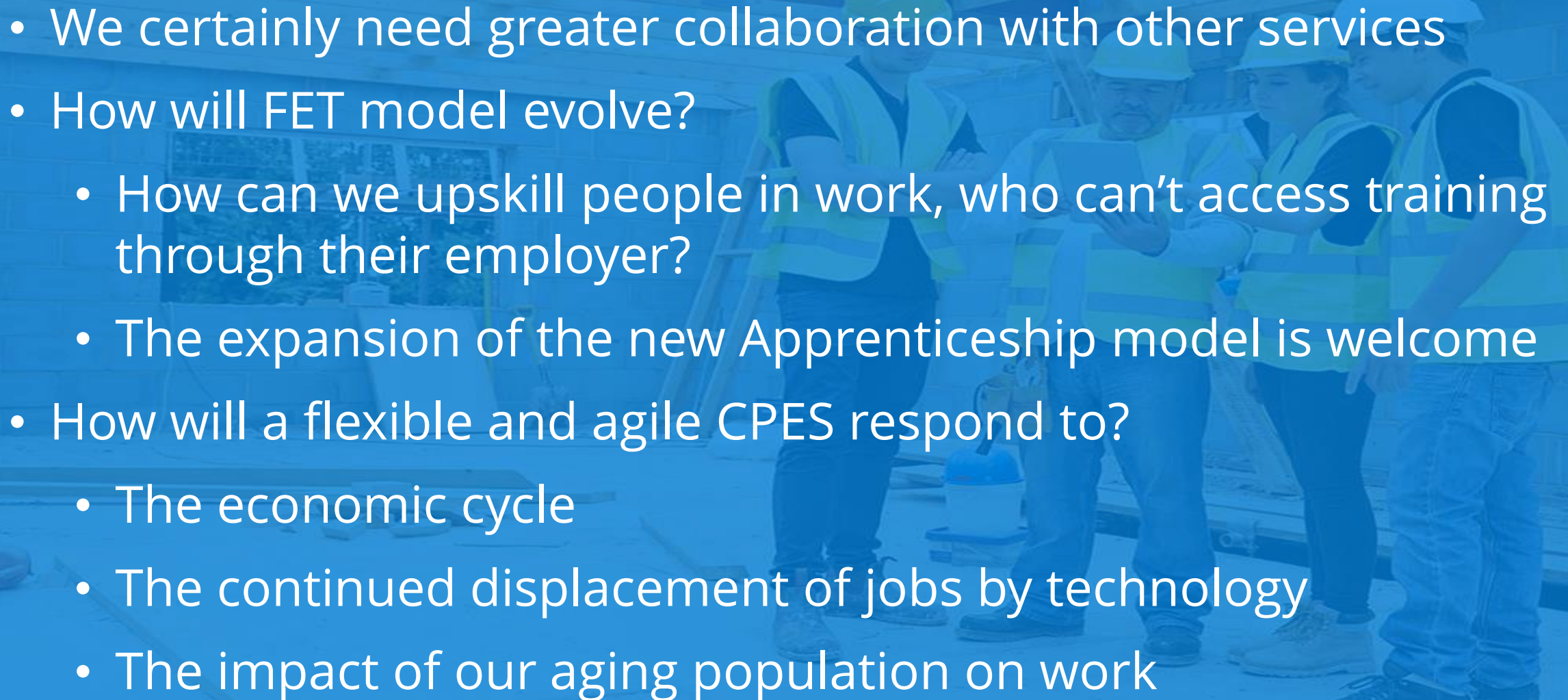
**25,000 into work**



## ***Further success***

- We've built strong links to local complimentary services which our clients have benefitted from
- We've exceeded our social clause of recruiting employees from LT unemployment

# *Some Future questions*

- We certainly need greater collaboration with other services
  - How will FET model evolve?
    - How can we upskill people in work, who can't access training through their employer?
    - The expansion of the new Apprenticeship model is welcome
  - How will a flexible and agile CPES respond to?
    - The economic cycle
    - The continued displacement of jobs by technology
    - The impact of our aging population on work
- 
- A group of five construction workers, including men and women, are gathered on a construction site. They are wearing hard hats and high-visibility safety vests. One man in the center is holding a tablet computer, and the others are looking at it. The background shows the skeletal structure of a building under construction, with wooden beams and concrete walls. The entire image has a blue tint.

# *Future Contracting Questions*

- How can providers be rewarded for client progression in work e.g. growth in their in work earnings
- The Mandatory versus Voluntary question or some of both?
- How can providers be rewarded for the milestones that clients with significant barriers have reached?



*Thankyou*

