

DRAFT

Aberdeen Local Employability Partnership Delivery Plan



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Section 1: Introduction

Aberdeen has always been proud of its unique economy and the opportunities associated with it, but that uniqueness led us to be caught in the eye of a perfect economic storm – with the twin forces of the pandemic and a downturn in the oil and gas sector battering the city, alongside other economic shocks.

The Granite City has for many years been seen as very affluent, with its own millionaires' row and boasting the highest number of top line cars on the roads of anywhere in the UK, but that perception of the city has hidden the challenges that a number of our residents face, the pockets of poverty, and inequality. The disparity in incomes and living standards is vast.

The employment rate for the working age population was 76.9% in Aberdeen City between January and December 2021 - above the rate for both Scotland (73.1%) and the UK (74.7%), and a rise from the low of 71.8% in Aberdeen during January 2020 to December 2020, where the employment rate was below that of Scotland and the UK, despite having been significantly higher for most of the previous decade.

The increase in the claimant count rate is even more pronounced. It rose from 2.6% in February 2020 to a high of 6.2% by March 2021 in Aberdeen, overtaking the Scottish rate which rose from 3.3% to 6.1%. In March 2022, the rates were 3.9% and 3.8% for Aberdeen and Scotland respectively. This rise has been across wards. Between February 2020 and February 2022, Lower Deeside had the largest increase (101%) in claimants followed by Midsocket/Rosemount (47%).

Aberdeen City and Aberdeenshire are two of only three Scottish councils to see a rise in the number of children living in absolute low-income families from 2014/15 - 2020/21. Rising from 3,962 and 4,511 children in 2014/15 to 4,541 and 4,628 respectively, a percentage rise of 14.6% for Aberdeen and 2.6% for Aberdeenshire, compared with a drop of 11.1% in Scotland as a whole.

Breaking this down by intermediate zones for 2020/21 in Aberdeen City the highest areas are Tillydrone (290); Northfield (264); Torry East (251); Heathryfold and Middlefield (251); Woodside (232) and Torry West (176), these six areas, out of 49, combined make up just under a third (32%) of Aberdeen's total.

The range of jobs and employment opportunities in Aberdeen and the wider City Region is vast. The changing economy, particularly the move to renewables through a Just Transition, increased focus on tourism and culture, hospitality, care, energy (both renewables and oil and gas), food and drink, and life sciences presents significant opportunities to ensure that people from across Aberdeen can access support and training to secure their place in education, employment – and crucially to sustain that and progress in it. The changing economy and broader work by the LOIP, LEP, and other partners will help support people into good, secure jobs. Aberdeen's [Local Outcome Improvement Plan](#) has a strong focus on reducing the number of people and families living in poverty, reducing inequalities, improving health, and tackling a range of socio-economic challenges. Community Planning Aberdeen has identified a range of actions and projects, delivered by partners across the city.

The refreshed LOIP includes a number of actions from the [Aberdeen Socio Economic Rescue Plan](#) which was developed with and delivered by partners and stakeholders across a range of sectors as a short-term response to the impacts of the pandemic. It included a significant number of employment, learning, and training opportunities.

An unintended, but very welcome, 'soft' outcome of the Rescue Plan work was strengthened relationships between agencies, with a shared determination to make Aberdeen better and stronger, for the long-term as well as for the short life of the plan.

Several members of Aberdeen's recently formalised Local Employability Partnership were involved not only in development and delivery of the LOIP, but also the Socio-Economic Rescue Plan, and are well-versed in the issues affecting the city, as well as opportunities and the need to work together to improve outcomes for our citizens.

The Community Planning Partnership in 2021 carried out a [simulator survey](#) to identify the priorities of city residents. Employment and training opportunities featured highly, alongside tackling poverty, and supporting our children and young people's mental health.

The changing economic situation facing Aberdeen has seen a shift in the demographics of people in need of support, with residents of West End wards which previously had zero benefit claimants signing on and seeking help, while the core group of individuals previously supported has needed additional help.

New UK and Scottish Government funding streams and programmes, such as Kickstart, JETS, and Young Person's Guarantee have emerged, while the Scottish Government's devolution of employability services to local authorities has continued with the staged introduction of No [One Left Behind](#), which has just moved into the second phase.

No One Left Behind seeks to declutter and better align the employability landscape, allowing a place-based approach to be taken to target key priorities locally, while simultaneously strengthening local training provision and ensuring tailored employability support is available to those who need it, particularly those furthest removed from the labour market.

1.1. Background Information about the Local Employability Partnership

Aberdeen's LEP formalises existing working relationships between member agencies and was created in direct response to the development of the Scottish Government's Framework for Local Employability Partnerships, as part of a Partnership Agreement between Scottish Government and Local Authorities. LEPS are seen as crucial to the successful delivery of No One Left Behind.

Supporting people into fair, sustainable jobs is central to delivering many of the ambitions for an inclusive, sustainable economy with well-being at its core. Employability services are pivotal to avoiding the widening of social and economic inequalities by supporting those who are most vulnerable. We recognise the vital role that a range of organisations across the employability landscape play and are committed to protecting a diverse range of provision and ensuring that the right support is put in place for those who rely on these services.

Objectives

- Drive forward the shared ambitions and actions of No One Left Behind and the response to Covid -19 to ensure the right support is available in the right way at the right time;
- Use 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;
- Involve service users throughout the process;
- Co-ordinate information sharing and action between strategic partners;

- Utilise labour market statistics and available data to inform decisions, identify priorities and support an effective partnership response;
- Co-ordinate resources to improve opportunities and outcomes;
- Align as appropriate with regional and national approaches to services, to better align funding and improve the integration of employability services with other support to ensure that services are designed and delivered around the needs and aspirations of those using them.

Key Roles and Responsibilities

We will adopt a collective leadership approach and ensure that we operate in a manner that is open, honest, and accountable. We will work collaboratively to create an environment of trust and respect.

- To contribute to a shared strategy and action plan reflecting the vision agreed by the partnership;
- To align policy and practice to improve outcomes and value from public/partner expenditure;
- To ensure an appropriate approach to governance providing collective leadership ensuring a robust framework for decision-making and risk management;
- To better align funding and where appropriate co-produce and co-commission provision to meet identified needs and/or to enhance or complement existing provision;
- To agree to support shared performance management systems and to attain partners' commitment to working towards consistent data sets in line with the Shared Measurement Framework;
- To collectively scrutinise performance and agree any required actions;
- To effectively communicate with partners, stakeholders and service users adopting an inclusive, collaborative, and flexible approach;
- To establish and monitor short life task and finish groups as required.

There are six key principles for the transformation of Scotland's employability services in working towards creating a better-person centred system which:

- provides flexible and person-centred support;
- is more straightforward for people to navigate;
- is better integrated and aligned with other services, in particular, although not exclusively with health provision;
- provides pathways into sustainable and fair work;
- is driven by evidence, including data and the experience of users;
- supports more people – particularly those facing multiple barriers – to move into the right job, at the right time.

1.2 Aberdeen LEP Membership:

Aberdeen Local Employability Partnership (ALEP) is the local strategic employability partnership consisting mostly of partner agencies from the Aberdeen Community Planning Structure, but including Department for Work and Pensions, and Business Gateway/Elevator. It is chaired by

Aberdeen City Council's employability lead and has met formally, as an active partnership, for about a year.

By working closely with local delivery partners, the Aberdeen LEP will make the best use of resources available to deliver effective needs-led employability services to help city residents make a successful transition towards sustained employment or other positive destinations.

The LEP member organisations are:

Aberdeen City Council (employability and education)

Skills Development Scotland

Department for Work and Pensions

Aberdeen Council for Voluntary Organisations (ACVO)

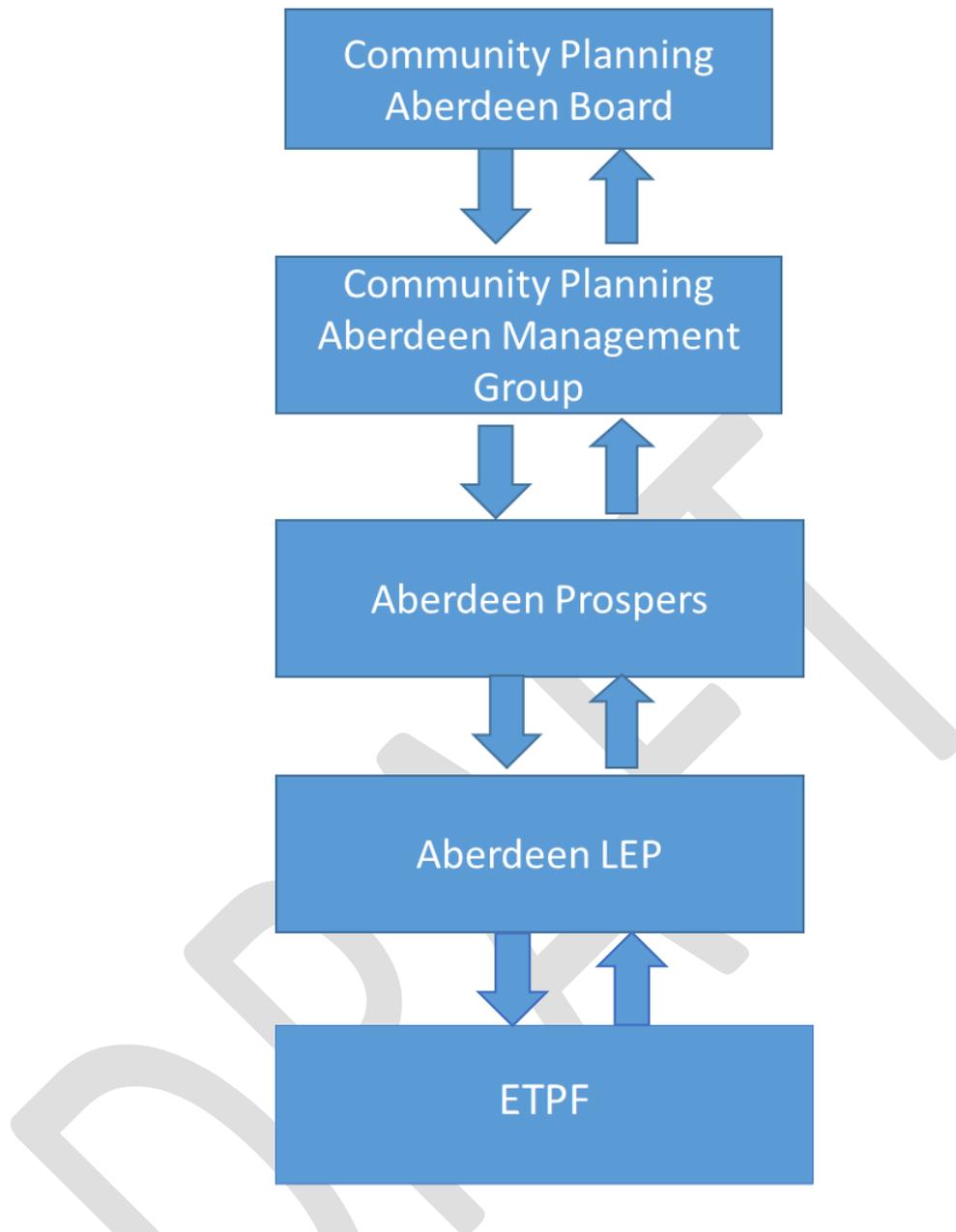
Business Gateway

North East Scotland College (NESCol)

Developing the Young Workforce North East (DYW-NE)

The LEP continues to seek representation from the health service. The Aberdeen Employability Training Providers Forum has been invited to nominate a representative.

1.1 Governance – Structure (including Roles and Responsibilities)



The LEP will report to Aberdeen Prospers, which is the economy subgroup of Community Planning Aberdeen. Aberdeen Prospers has several improvement projects related to employability and skills in the city. These improvement projects are working towards the overall stretch outcomes to support city residents into sustained, fair work and support residents to upskill or reskill.

The ETPF is in the process of updating its Terms of Reference, particularly regarding how it will work with the strategic LEP, while we await the Training Providers Forum framework from Scottish Government.

Roles and Responsibilities:

Chair (Aberdeen City Council employability lead): To chair the LEP and provide the secretariate for the meetings. Representing the views and position of their current sector and/or organisation they represent to provide advice, constructive challenge, and expertise. Report to Aberdeen Prospers and liaise with Government through Scottish Local Authority Economic Development Employability Group.

Vice Chair Organisation (area manager, Skills Development Scotland): To provide support to the Chair and undertake the roles and responsibilities of Chair during their absence.

Other LEP Members: To actively participate in LEP meetings and contribute to the discussions, planning, and delivery. Representing the views and position of their sector and/or organisation they represent to provide advice, constructive challenge, and expertise.

Reporting arrangements: LEP partners will meet monthly and progress reports will be submitted to Aberdeen Prospers by the chair quarterly. The LEP will also provide update reports to the Aberdeen Employability Training Providers Forum, which forms the operational arm of the LEP. ETPF meetings can be used to feed into the LEP.

Department for Work and Pension (DWP) will update on new programmes, employment stats, and emerging employment barriers.

ACVO will act as the third sector interface, liaising with third sector training providers and update on funding opportunities;

SDS will provide updates on school leaver and post school leaver cohorts, labour market intelligence, growth sectors, positive destinations, participation measure and PACE.

Elevator will update on business related themes, opportunities, areas of success and act to a degree as business liaison;

NESCol to update on college programmes, opportunities, challenges;

ACC education team to update on challenges, events, opportunities, voice of young people;

DYW-NE to update on its YPG (Young Person Guarantee) programmes, opportunities, and challenges;

ACC employability lead to chair, and to share insight and, information as appropriate from national bodies including Scottish Local Authorities Economic Development (SLAED) Employability Group, and governments; update on NOLB (No One Left Behind) delivery and broader relevant Council activity.

ETPF representative to share information from training providers and act as a connection to participants.

All members to share examples of good practise, emerging trends, opportunities, challenges, opportunities for joint working, including training and learning, and funding opportunities.

1.4. Strengthening Local Partnership Actions/Self- Assessment –

As part of the preparations in readiness for the roll-out of No One Left Behind Phase 2, which saw the end of Community Jobs Scotland and the Employability Fund, and funds devolved to local authorities to enable a place-based approach to development and delivery of employability services, LEP members were asked to complete a self-assessment checklist, provided by the Improvement Service.

The checklist was designed to act as a 'can opener' to identify potential areas for improvement in the operation of the Local Employability Partnership, influenced and supported by all partnership members. It focused on nine areas derived from research evidence and good practice concerning what makes for effective, outcome-focused partnership working, drawing on the CPP checklist developed by the Improvement Service. These are: Leadership and Relationships; Governance; Use of Evidence; Community Engagement and Participation; Focus on Outcomes; Use of Resources; Accountability; Performance Management and Reporting; and Impact.

Four member organisations completed the self-assessment survey. The infancy of the formal LEP was reflected in the responses, but the strength of existing working relationships, shared objectives, collaborative approach, and desire to expand on this came through clearly.

A familiarity with the LOIP by LEP members was reflected in the responses, along with a continuing desire and ability to work together to achieve the shared objectives of partners and the best outcomes for Aberdeen residents was reflected. All partners are aware of objectives and priorities for the local area and issues in their individual sectors.

“The partnership representation is encouraged, and the meetings are conducted in an open way. The CPP has a strong data focus with a track record in sharing data - supported by a section on the CPP website. This is also evident in the LEP, particularly where there are data sharing protocols in place such as those between ACC, DWP and SDS. The LEP is data driven.”

“There are effective and strong working relationship between partners who are collaborative and inclusive in approach. The LOIP and Socio-Economic Recovery Plan and the work undertaken during COVID has helped to strengthen shared objectives and to pool resources.”

Members recognised that significant work is required in some areas, particularly in terms of risk management, performance framework development, and co-commissioning, and this is largely as a result of the formal LEP being a new group and changes to employability funding models. Work on these areas is ongoing and is included in the Action Plan. The LEP is using a variety of mechanisms such as the local outcome improvement plan work done through the Aberdeen Prospers group and the providers networks, and other networks, to feed in to the wider picture of how the local need fits with the strategic direction of the LEP.

The LEP will use the checklist as a tool to support continuous improvement. Members have agreed to revisit it on an annual basis.

Improvement Actions

To kickstart the development of the Delivery Plan, a series of action planning meetings were held for LEP members to identify the improvement actions required. These sessions were facilitated by Scottish Government officials, whose input was supportive and helpful. Aberdeen Local Employability Partnership (ALEP) focussed on six major key areas:

1. What key actions need to happen to make this improvement a reality?
2. Are there any risk or costs (financial or resources) associated with the improvement action?
3. When do we want to see the improvement action implemented?
4. Can we assign an owner to the improvement action?
5. How can we measure or know that the improvement action is implemented?
6. Overall outcome which is a live document

Based on the above major key areas, ALEP focussed on 5 themes;

1. Commissioning
2. Communication Strategies
3. Governance and Risk Management
4. Impact
5. Reporting

The actions identified from these sessions form the Action Plan. While lead responsibility for most of the actions lie with Aberdeen City Council, all LEP members have agreed to take an active role in delivery of them.

Section 2: Vision, Mission, Aims, Objectives, Impacts

2.1. Vision – The vision for the Aberdeen LEP is to inspire and develop employability success for all through collaboration, innovation and professionalism and collective ownership. The LEP will build on the strengths of existing national and local services, to better align funding and to improve the integration of employability services with other support to ensure that services are designed and delivered around the needs and aspirations of those using our services.

2.2. Aims and Objectives – The main purpose of the LEP is to bring the collective strengths of all partners together to identify and deliver through shared opportunity, facilitate integration of services effectively and bringing added value into successful delivery of the employability support in Aberdeen.

2.3. Developing and Delivering the Plan –Planning

A series of improvement planning sessions were held to identify the actions required to prepare for the next phase of No One Left Behind.

These sessions, facilitated by Scottish Government colleagues, were used to identify the key actions required to be taken by LEP members and formed the basis of the initial LEP Action Plan. Appendix 1

Engagement Sessions

Two engagement sessions, facilitated by the LEP vice-chair, were held to gather views and insights about employability services across Aberdeen, and to identify gaps and emerging trends based on the experience of organisations across the city. Breakout sessions were chaired by LEP members. Public, private, and third sector training providers and community groups were invited to participate.

Appendix 2 details the discussions and main findings from the sessions, the highlights of which are summarised below:

- ***There has been a gap emerging between young people, with those who are more academic dealing better with online learning than their peers. The lack of social interaction between young people over the pandemic has had a negative effect on the mental health of many young people and we have seen an increase in, for example, young people with anxiety. A potential gap has been identified, there could be more support for young people with autism.***

- ***Covid-19 has also provided opportunities to change the way we work and deliver services. Not everything has to be done face-to-face and virtual / hybrid working is an option or using virtual interactions initially before building up to face-to-face working. For some, online learning has been more accessible and has supported their participation.***
- ***Training courses / work experience opportunities need to be more accessible for people of all ages, this includes easier ways to access funding for training, more opportunities for young people (including kickstart opportunities) and easier routes for people to retrain or reskill to move between sectors (eg move out of oil and gas).***
- ***There is a key role for providers to support individuals with building or expanding their networks. Individuals have missed out on work experience opportunities over the past 18 months.***
- ***There is a need to have a more aligned approach to the way we work, between UK and Scottish Governments, with partner organisations and with Aberdeenshire (e.g., request for consortia approach and co-design around commissioning). The work of partner organisations could also be better promoted so that there is awareness of what each individual organisation can offer and is offering.***

2.4 Priorities

Following the planning and engagement sessions, the LEP has identified priorities for the next year. These are:

- Creation of a training allowance for participants who are not entitled to benefits;
- Delivery of employer recruitment incentives and provision of information to help employers understand how they can provide good jobs, and help tackle poverty;
- Continuation of seed fund for eligible participants to start-up their own business;
- Ensure availability of a broad range of training provision which is accessible, appropriate, and considers employment opportunities;
- Increased collaborative working; person-centred, holistic, whole family support
- Future-proofing – employability support reflective of future opportunities in Aberdeen
- Joint continuing professional development where need is identified
- Reflect on impact and outcomes of commissioned activity

2.5 Target Groups

The LEP has agreed that anyone in need of support should receive it, but has identified key target groups as priorities for support:

- Young people without a positive destination, or who have not sustained a positive destination
- People who have been made redundant;
- People experiencing mental health difficulties;

- People with a disability;
- Women;
- Over 50s;
- People experiencing long-term health issues;
- People from the black and ethnic minority community;
- Care experienced young people;
- People in the criminal justice system or with convictions
- Long Term Unemployed
- Parents with dependent children experiencing in-work poverty and unemployed parents with dependent children experiencing poverty.

These groups align with LOIP, Child Poverty Action Plan, and Scottish Government priorities. SIMD areas will have greater numbers of people in need of support than elsewhere in the city, but support will be available to Aberdeen residents in need, regardless of their address.

It should be noted that most individuals requiring employability support are not solely in one priority group but could be in several and therefore be facing multiple challenges.

Impacts

The impacts of the Delivery Plan will be seen through the realisations of the actions identified and taken forward by the LEP, but also through the strengthened employability networks across the city. However, changes to the local, national and international economy will also impact outcomes for Aberdeen, as will the introduction of new programmes, inward investment, business start-ups and deaths, and more.

Through data monitoring the LEP will be able to identify the outcomes of funded activities through NOLB and other funding streams. The average employability intervention for an unemployed individual into work costs circa £5,000, however this can more than double for people with additional needs and disabilities. It should be recognised that some people will need fairly short and light interventions, while others will require support over a number of years. Capturing the 'soft' outcomes is often more challenging than the more solid outcomes of an individual moving into work or other positive destinations.

Links to City and Regional Plans and Strategies

The Aberdeen Local Employability Partnership Delivery Plan and Action Plan link to a number of city and city region strategies.

These include:

[Local Outcome Improvement Plan \(Child Poverty Strategy\)](#)

[Regional Economic Strategy](#)

[Regional Skills Strategy Aberdeen City and Shire](#)

[Aberdeen City Council Delivery Plan](#)

[Aberdeen City Centre Masterplan](#)

[Net Zero Aberdeen Routemap](#)

[Children's Services Plan](#)

[Aberdeen City Autism Strategy and Action Plan](#)

[Aberdeen City Region Deal](#)

[Tackling Child Poverty Delivery Plan](#)

Section 3: Economic, Policy and Operational Context

3.1 Local Economic/Labour Market Profile –

Our Economy:

Pre-Covid-19 data suggests that Aberdeen remains a competitive and productive city with GVA (Gross Value Added) per head in Aberdeen being among the highest in Scotland. The number of growth sector businesses within Aberdeen City was 4,525 and 7,620 for Aberdeenshire in 2021 placing Aberdeen City and Aberdeenshire in the top 5 local authorities in Scotland by number of growth sector businesses. In 2020 there were 890 new businesses in Aberdeen. However, the total number of enterprises in the city decreased slightly from 9,555 in 2020 to 9,219 in 2021 and the average yearly wage (median gross) for people living in Aberdeen decreased from £30,615 in 2020 to £29,949 in 2021 and is lower than the average for Scotland and the UK.

Data from SIMD (Scottish Index of Multiple Deprivation) suggests that overall, Aberdeen remains a relatively affluent city with 36.7% of Aberdeen's data zones being in the 20% least deprived areas of Scotland. However, there remain areas of deprivation with 10.2% of Aberdeen's data zones being in the 20% most deprived areas of Scotland- an increase from 8 % in SIMD 2016. It is estimated that 21.5% of children in Aberdeen City are living in poverty (below 60 % of median income after housing costs).

The Covid-19 pandemic and other economic shocks have pushed more people into poverty and financial insecurity, with those who were already disadvantaged being most likely to experience the negative effects. In Aberdeen, the number of people claiming Universal credit increased by 114% between March 2020 and March 2022 (7966 -> 17,070).

Our People (Children and Young People):

In 2019, there were 35,423 children (0-15 Years) in Aberdeen City -this equates to 15.5 % of the City's total population which is slightly lower than the Scottish figure of 17.1 %. In July 2019 there were 542

care experienced children and young people (CECYP) in Aberdeen City – equivalent to 1.4 % of the 0-17 years population which is the same rate as Scotland.

Our People (Adults):

The population of Aberdeen in 2019 was 228,670. Aberdeen has a relatively young population compared to Scotland. The proportion of working age people is higher (69.1 % VS 64.5 %) and the median age is lower (38 Years VS 43.4 years). Aberdeen has a diverse population with an estimate of 24.7% born outside of the UK compared to 9.8% for Scotland.

Strengths	Weaknesses
<p>Aberdeen has historically had a strong labour market rate where employment rates, earnings, productivity and GVA per head have been amongst the best performing regions in the UK.</p>	<p>In 2021 Aberdeen City was the lowest ranking Local Authority in Scotland with regards to the Participation Measure, with 89.4% of 16–19-year-olds reported as participating in education, training, or employment [SDS Annual Participation Measure]</p>
<p>The city has a reputation for hosting an innovative and international business base with consistently above average business creation that invests heavily in research and development (double the Scottish average).</p>	<p>Higher unemployment rate amongst non-white UK nationals at 13.3% compared to 3.4% (Scotland) 3.8% (UK) and non-white non-UK nationals at 11.7% compared to 4.5% (Scotland) and 5.6% (UK) [ONS (Office for National Statistics): Annual Population Survey]</p>
<p>Well served with highly regarded Further and Higher Education facilities, with two universities and a college in the city.</p>	<p>Lack of training provision for people with disabilities.</p>
<p>Strong collaborative working relationships across all sectors, and shared vision.</p>	<p>Increasing demand for mental health support.</p>
<p>Strong community planning partnership.</p>	<p>Lack of affordable housing</p>
<p>Clear demonstration from private sector to support the city through corporate social responsibility activities – demonstrated by, for example, the Responsible Business group.</p>	<p>High business rates</p>
<p>Active third sector.</p>	<p>Economic uncertainty</p>
<p>Strong training providers forum</p>	<p>Annual funding</p>
<p>Very well placed to take the lead in renewables and secure a just transition.</p>	
<p>NEERSF (North East Economic Recovery and Skills Fund) programme has proven strength</p>	

<p>and ability of local partnerships to develop and deliver programmes to meet the economic, business and people needs of the city.</p> <p>Two internationally renowned universities</p> <p>Wide employment base</p> <p>Wide skills base</p> <p>Growing cultural offering – award-winning art gallery, world-class exhibition, conference, and events venue</p>	
<p>Opportunities</p>	<p>Threats</p>
<p>Diversification of the economy across several sectors including energy transitions, unlocking high quality, green jobs with significant opportunities around hydrogen, offshore technologies and carbon capture and storage. Key sectors for growth also include food and drink, digital, life sciences, and tourism.</p> <p>Significant capital investment in the region including improved transport links with the current Aberdeen Harbour Expansion Project</p> <p>City Centre Masterplan and other major capital projects bring opportunities to secure employment opportunities.</p> <p>Clear LOIP improvement projects and stretch outcomes.</p> <p>UK Shared Prosperity Fund</p> <p>Green Freeport Status</p> <p>Opportunity to secure city’s future as hydrogen hub, with creation of new green jobs</p> <p>Aberdeen is well placed to lead the way on the transition to renewables</p> <p>Just Transition</p>	<p>Although one of the lowest rates of absolute low-income families in Scotland, Aberdeen observed the greatest rise over the past 5 years in Scotland, a rise of 29.9% (+1,189 families) compared to the average 8.1% national increase</p> <p>The downturn in oil and gas, which started in 2014, combined with the COVID-19 pandemic, led to a decline in relative economic performance.</p> <p>The number of employees in the North East region fell by over 15,000 between 2015 and the start of the pandemic in early 2020.</p> <p>Aberdeen City saw the second largest rise in Universal Credit claimants in Scotland since the pandemic began, a rise of 112% with the average increase across Scotland 69%</p> <p>City centre in-person sales have fallen throughout the pandemic and have struggled to recover at a rate lower than other UK cities.</p> <p>Skills gaps, particularly in care, construction and hospitality sectors.</p> <p>Food and fuel poverty</p> <p>Cost of living crisis</p> <p>Sometimes seen as remote - not central belt</p>

3.2. Socio-Economic Rescue Plan

Aberdeen City Council, to mitigate as far as possible the economic shocks of 2020, developed a Socio-Economic Rescue Plan with three key themes - Business, People, and Place. The People theme, which consisted of 36 actions, included a focus on education, employability, digital connectivity, as well as ensuring that financial and connectivity barriers to participation could be addressed. Delivery of the Socio-Economic Rescue Plan was overseen by an Implementation Group, membership of which included: Federation of Small Businesses, Aberdeen and Grampian Chamber of Commerce, NESCol, ACVO, Aberdeen City Council, and Skills Development Scotland.

Although the Socio-Economic Rescue Plan pre-dates the formal LEP, most members were involved in the design and delivery of the Plan and elements have informed the development of the LEP Delivery Plan.

Key employability outputs include:

- Delivery of Positive Destination Planning Sessions to support young people at risk of leaving school without a positive destination – now business as usual;
- Development of the ABZWorks one-stop employability shop, website and social media channels – now business as usual;
- Ongoing workforce and employability schemes;
- A partnership promotional campaign for learning opportunities in the city;
- Support to encourage workers to move into the care sector – ongoing;
- Administration and ongoing delivery of the Kickstart Internship programme, Aberdeen City Council hosted 83 Kickstart internships across the organisation, and supported businesses across the city to secure 220 starts.

One of the key 'soft' outcomes of the Rescue Plan was strengthened partnerships and closer working across various agencies and groups across the city and broader City Region. Following the completion of Rescue Plan, which was designed as a short intervention, actions which were not completed were incorporated into the LOIP as the city transitioned from rescue to recovery phase. Others became business as usual or were closed off where appropriate.

3.3. Evidence Led

Aberdeen has a strong employability training provider network, with a breadth of organisations offering support for people to progress through training, education, volunteering, and employment.

ABZWorks, the local authority's employability service provides services to Aberdeen residents in need of support to move into a positive destination through delivery of an all-age all-stage programme of support developed through a range of funding streams including No One Left Behind, Young Person Guarantee and Parental Employability Support Fund. It provides a mixture of in-house and commissioned services, including keyworker support, for employability programme participants. The Council is the accountable body for delivery of No One Left Behind.

Aberdeen City Council's education team, part of the Integrated Children and Young People's function, is responsible for schools, attainment, and the curriculum across the city.

Skills Development Scotland (SDS) is Scotland's national skills body and we deliver the careers service for Scotland. We work with people of all ages to enable them to develop their career management skills.

All SDS careers advisers are professionally qualified and provide face-to-face careers guidance to pupils in every state secondary school. It has Careers Centres across the country including one at 381 Union Street, an online service - My World of Work - and a national helpline. SDS career services are for people of all ages, are free and are completely impartial.

Careers advisers support, guide, coach and listen. Individuals will not only make one career decision in their lives – they'll make many in a lifelong process of different decisions. We will never tell people what to do, but will support them to discover their strengths, skills and how these link to the opportunities and pathways available to them.

SDS also leads the Partnership Action for Continuing Employment (PACE) service, bringing together a number of organisations, including the Council, NESCol, DWP, and Business Gateway to provide advice and support to businesses and individuals facing redundancy situations.

NESCol is the college servicing Aberdeen and Aberdeenshire, with campuses in the city, Peterhead, and Fraserburgh. It works very closely with schools to provide links for young people and alongside industry to ensure courses and skills are available to meet employer need and emerging industries. NESCol also administers Flexible Workforce Fund monies, enabling apprenticeship levy payers and SMEs, including the third sector, to access funded college courses to upskill their staff.

ACVO is the third sector interface for Aberdeen. It provides support, learning and development opportunities for people and organisations through their programmes of work – whether they want to know more about volunteering; setting up and running a third sector organisation; or using social enterprise as a model to deliver social good. Business Gateway provides a broad range of support to help start-up, develop and transform businesses. This includes digital skills and support through the Digital Boost programme, a Planning to Start tool to support people in setting up businesses and access to a team of specialist business advisors, and webinars, events, and online tutorials tackling critical topics for businesses.

DYW North East bridges the gap between employers and education to help young people find fulfilling careers. It links schools and pupils with employers through a team of Employer School Co-ordinators, providing information and advice to both about opportunities. Events and information sessions for parents and young people are a regular feature in the DYW-NE calendar.

The DWP is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the state pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers. It operates Job Centre Plus, providing advice, support, and access to training to job seekers.

The [Aberdeen Employment Activity Plan](#) details much of the activity provided by training providers in the city.

Mapping

In advance of engagement sessions held with providers and community groups, attendees were asked to provide information about the services they supply across the city. See Appendix 3.

Data

Data derived from North East Performs is presented in the tables below:

North East Performs is the Economic Performance Monitoring Framework for the North East of Scotland developed by Aberdeen City Council. It includes key economic indicators against which progress can be assessed covering economic, productivity and inclusive and sustainable growth. It also includes analysis of the type of diversification that will be required to achieve the Regional Economic Strategy objectives.

Table 1. Employment rate

Jan 2021-Dec 2021	Aberdeen City (%)	Volume	Scotland (%)	Volume	Source
Employment rate	76.9	1,18,500	73.1	2,501,400	NOMIS

Table 2. Unemployment rate

Oct 20-Sep21	Aberdeen City (%)	Volume	Scotland (%)	Volume	Source
Unemployment rate	3.6	5600	3.2	1,13,300	NOMIS

Table 3. Economic Inactivity

Jan 2021-Dec 2021	Aberdeen City (%)	Volume	Scotland (%)	Volume	Source
Employment rate	19.6	30,300	23.8	8,14,800	NOMIS

Table 4. Economic Inactivity by category and proportion (Jan 2020 – Dec 2020)

Variables	Aberdeen City	NES
Student	7600	15800
Looking after family/home	7000	15600
Temporary sick		1900
Long term sick	8300	16700
Retired	2900	7800
Others	30300	67200
Total		

Source: DWP

Table 5. Claimant Count Unemployment recipients by age group (March 2022)

Age Group	Aberdeen City
16-17	40
18-24	945
25-29	800
30-34	845
35-39	820
40-44	665
45-49	555
50-54	505
55-59	435
60-64	460
65+	100
Total	6170

Table 6. Claimant count (%) between age 16-64, (March 2022)

Aberdeen City	3.9
Scotland	3.8

Table 7. Universal Credit claim by age group (March 2022)

Age Group	Aberdeen City	NES
16-19	590	1077
20-24	1988	3532
25-29	2397	4190
30-34	2559	4558
35-39	2439	4334
40-44	1956	3583
45-49	1498	2763
50-54	1235	2392
55-59	1081	2047
60-65	1216	2220
65+	105	192
Total	17064	30888

Table 8. Universal Credit claimant by Employment status (Feb 2022)

	In Employment	Not in Employment
Aberdeen City	6933	9925
North East Scotland	12689	17736

Table 9. People on Universal Credit March (2022)

Aberdeen City	17,070
Scotland	451,801

Table 10. Young people 16-19 years participation measure, Aberdeen City (2021)

Total Cohort	6375
Participating	5702
Participating in education	4769
Participating in employment	829
Participating in other training and development	104
Not Participating	257
Not participating in employment seeking	85
Not participating employment not seeking	172
Unconfirmed status	416

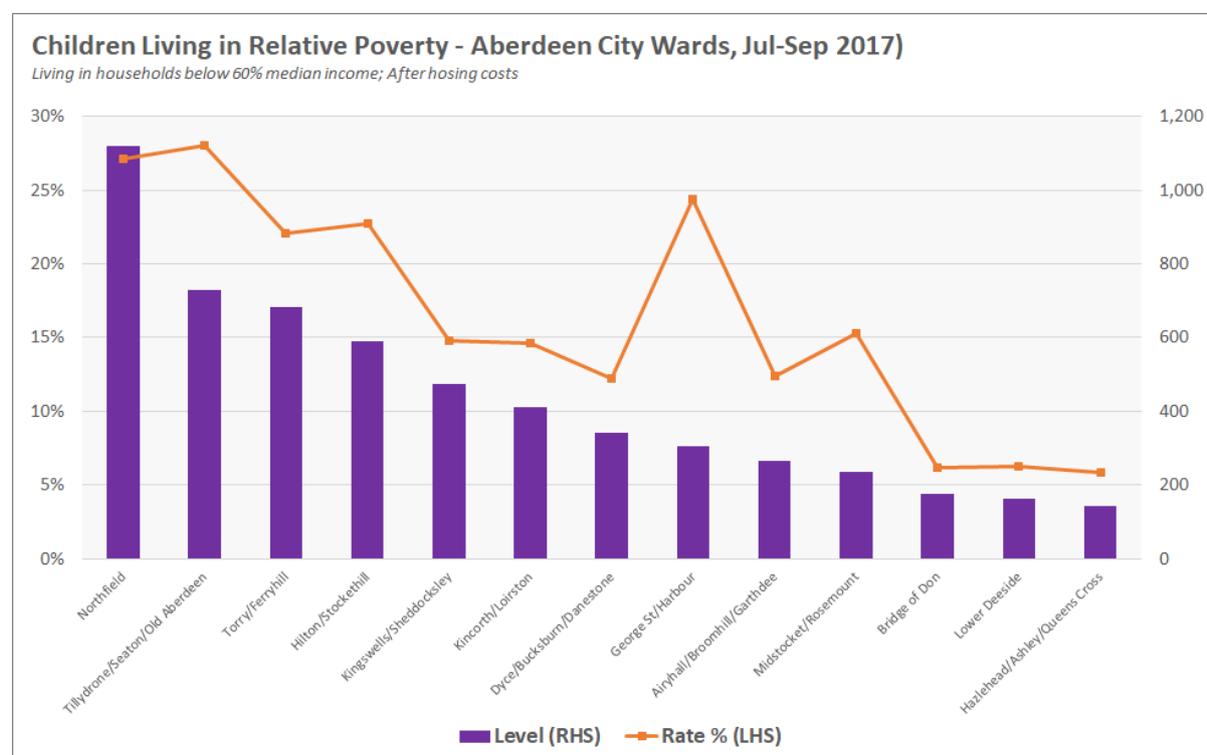
Table 11. Annual Participation Measure, Aberdeen City by data zone (%) (2021)

Variables	Participation	Non-Participation	Unconfirmed Participation
20 % Most Deprived	81.3	8.8	9.9
SIMD Quintile 2	84.9	6.2	8.9
SIMD Quintile 3	89.5	3.4	7.1
SIMD Quintile 4	89.6	3.1	7.3
20 % Least Deprived	95	1.3	3.7

Table 12: Percentage of Household in fuel poverty (2017-2019)

Area	Percentage of Households in fuel poverty (%)	Percentage of Household in extreme fuel poverty (%)
All Aberdeen	26	13
Social Housing Aberdeen	46	19

Table 13: Children Living in Relative Poverty (Households below 60% median income; After housing costs) by Aberdeen City Ward (Jul - Sept 2017)



Ward	Level	Rate %
Northfield	1119	27.13
Tillydrone/Seaton/Old Aberdeen	730	28.03
Torry/Ferryhill	684	22.03
Hilton/Stockethill	588	22.76
Kingswells/Sheddocksley	473	14.79
Kincorth/Loirston	410	14.61
Dyce/Bucksburn/Danestone	340	12.24
George Street/Harbour	304	24.35
Airyhall/Broomhill/Garthee	265	12.45
Midstocket/Rosemount	235	15.27
Bridge of Don	176	6.17
Lower Deeside	164	6.25

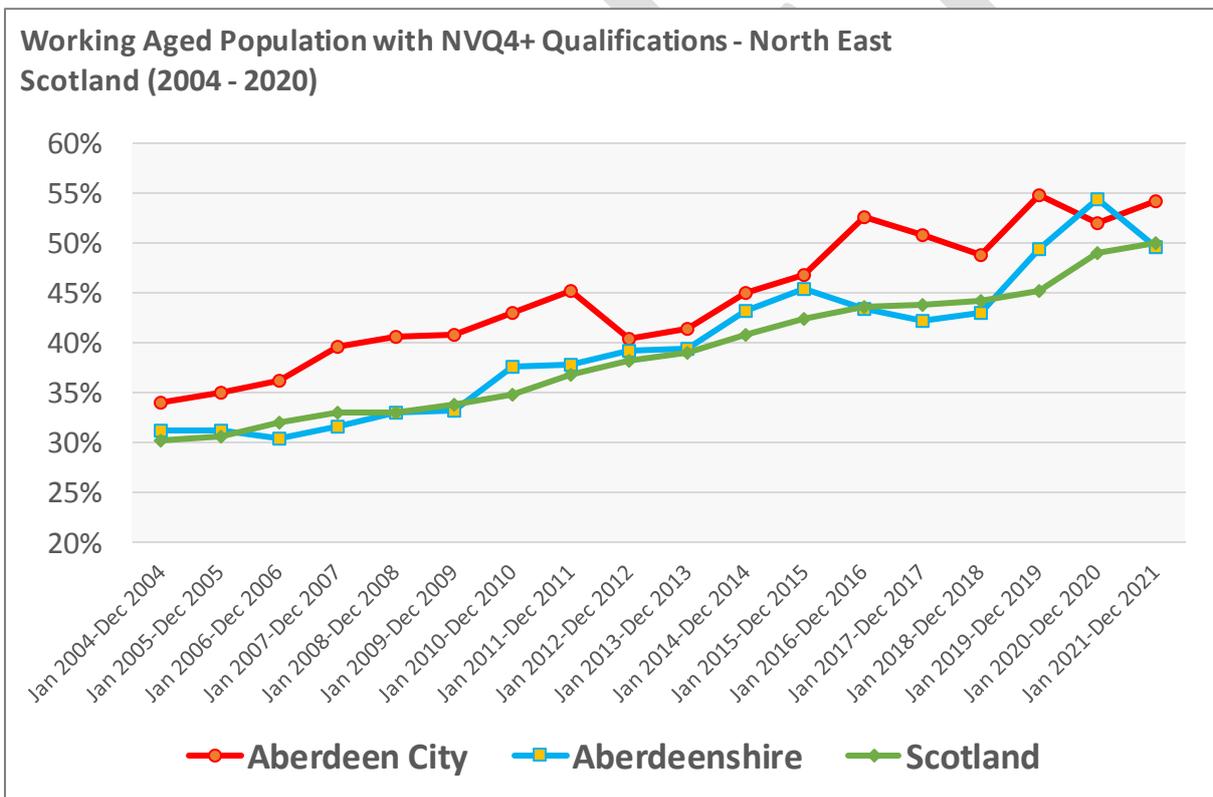
Hazlehead/Ashley/Queens Cross	142	5.87
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Food Poverty

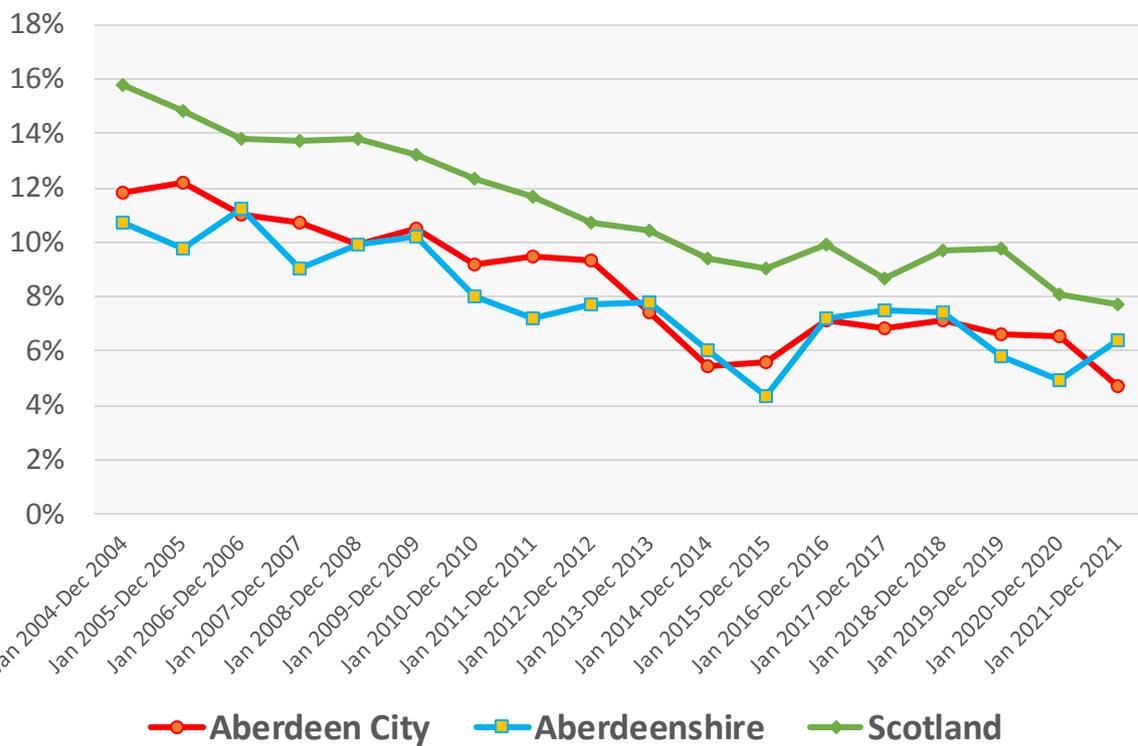
A [Population Needs Assessment](#) carried out by Community Planning Aberdeen found that there was a significant demand for support with food. In March 2020, 6.4% of City Voice respondents reported that because of lack of money or other resources, they were hungry but did not eat. Covid-19 has had a significant impact on food security and as of 3 December 2020, of the 21,100 residents who called the Covid-19 Crisis line, 5,070 calls required food assistance with 91% of these resulting from unavailable funds.

The Community Planning Simulator Survey results listed making sure no one goes without food due to poverty as the second highest priority of the 2,642 respondents, next to supporting children and young people with their mental health.

Qualification Levels



Working Aged Population with No NVQ Qualifications - North East Scotland (2004-2020)



Source: Skills Development Scotland

4: Service Delivery

LEP members agreed that a holistic approach to employability services is crucial and that a whole family approach should be taken where possible, to ensure all members of the household in need of and desiring employability support can access it.

Service delivery must be responsive flexible, reflecting the economic situation, changes to funding streams, new opportunities and capacity of providers, as well as the changing needs of the city’s residents and employers.

Delivery of services will be through a range of means, linked to the identified priorities for support listed above. Bespoke keyworker support taking a person-centred approach and linking to other services as required and agreed with the participant will be provided.

A ‘no wrong door’ approach is essential and linked referrals between agencies will support this, ensuring that the right support is provided to individuals at the right time. This approach will also help to reduce duplication and mitigate the risk of an individual being referred multiple times for the same/similar support, for example CV building skills.

Community benefits clauses from major Council and other public sector contracts will be used to deliver added value and secure training, work experience, employment opportunities and information and support sessions.

A local procurement framework and dynamic purchasing system for employability services will be developed and a request for approval to establish this has been submitted to Aberdeen City Council's Strategic Commissioning Committee. It is proposed that this framework, which will go live in September 2022, will be an open framework, enabling organisations to join it on an ongoing or regular basis. This will ensure that the framework meets local needs, and that the employability response can be agile, flexible, and responsive to both local and individual needs.

Support for training providers and other organisations wishing to join the framework can be provided by the Supplier Development Programme and an initial Meet the Buyer event will be held.

Scotland Excel is developing a national procurement framework for employability services, from which Aberdeen City Council will be able to purchase services as, if and when required.

The [ABZWorks](#) website and social media channels (Facebook, Instagram, LinkedIn, Twitter) will continue to be used to promote the availability of employability support services and programmes across the city, as well as to highlight employment opportunities, growth sectors, and the routes into them. All training providers can submit material to be shared through these channels. LEP members have agreed to use their various communications channels to share information.

4.1: Supply and Demand Mapping-

The Employment Activity [Plan](#) showcases some of the fantastic opportunities available in Aberdeen for people to engage in activities that will boost their knowledge, skills, and employment prospects. It includes options for working aged people from all walks of life to explore. The economy of the city has been significantly impacted recently, not only by the effects of the COVID-19 pandemic, but also the UK's exit from the EU, a downturn in the oil and gas sector and other global economic shocks, including the war in Ukraine.

This has and continues to have a range of impacts on people across the city, with increasing numbers presenting with poor mental health, increased numbers of people and families in poverty, including food and fuel poverty, and a growing number of refugees in need of intensive support, especially Ukrainian, Syrian and Afghan.

The labour market is increasingly competitive, with those further removed from employment being pushed down the line. Conversely, we are increasingly seeing skills gaps in a number of sectors, particularly in hospitality, care, construction, and transit.

Through the LEP, partner organisations, and its strong Employability Training Providers Forum, Aberdeen as a city is strengthening the support network available to residents, promoting the opportunities available to people to help them to progress along their journey to training, education, volunteering, and employment.

For some, only short and light-touch interventions are required, while others will require intensive and longer-term support.

Each training programme is mapped against the employability pipeline, to help people identify which opportunity might be best suited on their individual needs. The stages of the Pipeline are described below. Individuals can enter the pipeline at the stage most relevant to them - not everyone will require

to start at stage 1 - and progress through. However, in recent times it has become evident that there are growing numbers of people who are pre-stage one of the pipeline who require additional support.

Employability Pipeline

Stage 1	This pipeline stage is about reaching out to individuals, supporting people into regular activity and positive routines, and helping them to connect with others.
Stage 2	This stage sees a range of partners assessing the initial needs of clients and agreeing to key activities to be undertaken with them to address any barriers to employment or training. Examples include confidence building, careers information and guidance, financial advice, and support, improving health and wellbeing, peer support and mentoring.
Stage 3	Stage 3 activities include delivering a range of accredited training, employability training for core skills, job search advice and activities to raise awareness of enterprise and entrepreneurship in order to meet the needs of individuals. Examples include employability skills development, work experience, volunteering, self-employment, and enterprise support.
Stage 4	This stage includes activities such as arranging work or volunteer placements with an employer, assisting individuals to secure job vacancies and matching job-ready clients to jobs. Examples include careers information advice and guidance, employer engagement, job search support, interview skills, self-employment, and enterprise support.
Stage 5	Stage 5 activities include supporting individuals to maintain and progress within the workplace. Examples include careers information advice and guidance, supported employment, occupational health and wellbeing, skills development, and redundancy support.

As part of the LEP Delivery Plan exercise, a series of events took place to identify the priorities, barriers, gaps, and opportunities training providers, community groups, and LEP members felt were key to the city. As part of this they were asked to share data they used, and information about services they provided and to whom, to help map provision across Aberdeen.

A survey of individuals and employers is to be carried out to ascertain needs, including skills and support gaps as they see it, and will help to determine the next steps of the LEP.

5.3. Money –

The financial situation for delivery of employability services is changing with the incremental devolution of employability services to local government through No One Left Behind, as well as changes to the UK national approach and the end of European Structural Funds in Britain.

At the height of the pandemic the Scottish Government introduced the Young Person Guarantee (YPG), Partnership Action for Continuing Employment (PACE) Plus to local authorities and Connecting Scotland funding streams to local authority employability service, in addition to the existing employability funding streams No One Left Behind, Parental Employability Support Fund (PESF) and

various PESF boosts. Other funds were also released, including welfare funds, hardship funds, and business support monies.

The UK Government created Kickstart to provide paid six-month work-experience placements to under-25s.

The £14.3m North East Economic Recovery and Skills Fund (NEERSF) was announced by Scottish Government in May 2021 to support the economic recovery of the City Region by supporting businesses, boosting employment, and enhancing skill levels. Aberdeen City Council is the lead accountable body and has employed a programme manager to oversee delivery.

A Shared Prosperity Fund proposal is being developed for UK Government by Aberdeen City Council in consultation with partner agencies, including the LEP, and will contain a significant focus on employability support.

One aim of the LEP, as set out in the Framework Agreement, is to make best use of resources across LEP members, presenting opportunities where appropriate for co-commissioning of service and through reducing duplication, to make better use of funds available.

While this Delivery Plan is focused on No One Left Behind, all LEP members can bring and pull resources, providing additionality, best value, and ultimately the best service and opportunities for those in need of and receipt of support.

Aberdeen City Council is largely reliant on external funding for the delivery of employability activity. It is accountable body for No One Left Behind funds and delivery. The Council will retain a pot of the NOLB funding to ensure that it can react swiftly in response to emerging need/individuals needing support through provision of activity which is not available on the commissioning frameworks.

Fairer Aberdeen Fund

The **Fairer Aberdeen** Fund was allocated by Aberdeen City Council to tackle poverty and deprivation. The Fund was dispersed and managed by the Fairer Aberdeen Board, a subgroup of the Community Planning Partnership, represented from the regeneration areas, the Civic Forum, the Council, NHS Grampian, Police Scotland and ACVO. In 2020-2021 and 2021 –2022 for both years funding of £1,600,000 was made available to support work in priority areas and across the City with vulnerable groups and individuals.

The Fairer Aberdeen Support Fund, administered by employability provider Pathways on behalf of the local authority provides grants of up to £200 for individuals to support them to address financial barriers to employment and can be used for a range of things, including identification documents, travel costs, childcare, clothing, training courses, and driving lessons.

Skills Development Scotland

Individual Training Accounts (ITA) – Individuals can get up to £200 towards the cost of a training course with an SDS ITA. The money can be used to build skills that individuals need for a job or to get some training to take their career to the next level. It is not a loan so it does not have to be paid back. More information at: <https://www.myworldofwork.co.uk/learn-and-train/sds-individual-training-accounts-ita>

Department for Work and Pensions

DWP has a broad range of support available, including Access to Work funds, and support available to individuals in the early stages of employment to meet initial costs including travel costs and work clothes.

NESCol

Information about financial support available to students is available on the [funding and support](#) pages of the NESCol website.

5.4. Delivery Capacity –

The demand for employability support has increased over the past two years, largely as a result of the pandemic and other economic factors, but also due to a greater awareness of the support available in the city. Referral numbers have increased across the board and the city is seeing more people with a greater level of need than previously.

During the pandemic, significantly higher numbers of young people stayed on at school than in previous years and it is anticipated that as their time at school ends, we will see higher numbers of young people in need of support.

No One Left Behind and partner agency funds will be used to increase delivery capacity across the employability landscape, while new models of delivery can, where appropriate, be used to realise lower delivery costs – eg online delivery of interview skills workshops.

Realisation of community benefits clauses will also help to support delivery capacity, however ongoing collaboration and greater joined up working, with the ‘no wrong door’ approach and linked referrals will help to manage demand.

The development of the local procurement framework, which will be written in such a way as to enable Aberdeenshire Council to join it should they choose to do so in future, will help to secure best value for services, and reduce duplication.

The ongoing discussions of the LEP and the Employability Training Providers Forum will consider delivery capacity, crunch points and steps which can be taken to mitigate this. This will include where a need is identified, joint training and upskilling opportunities for delivery staff.

5.5. Alignment and Integration –

Aberdeen has very strong established relationships across the public, private, and third sectors, as already mentioned and demonstrated through delivery of the LOIP, Socio-Economic Rescue Plan and North East Economic Recovery and Skills Fund programme and activities.

Shared objectives and the collaborative approach are supporting the alignment of services, with significant strides taken in recent years to strengthen links with, in particular, housing, social work, the Champions Board (care experienced young people), libraries, education, community learning and development, vulnerable persons resettlement team, and money advice services within the authority.

More broadly, through the LOIP and other activities, LEP members are variously aligned with and working closely alongside: the Scottish Prison Service, Grampian Region Equality Council, Community Planning Partnership members, the Regional Learning and Skills Partnership (Aberdeen and Grampian

Chamber of Commerce, Aberdeenshire Council, Business Gateway Aberdeen City & Shire, Elevator, Opportunity North East (ONE), Skills Development Scotland, NESCol, University of Aberdeen and Robert Gordon University) and the Aberdeen Employability Training Providers Forum), as well as community groups, universities, college, libraries, Scottish Childminding Association, and Developing the Young Workforce North East.

The health service is a significant gap and efforts to secure representation on the LEP and to increase joint working continue. Preliminary talks with Aberdeen Health and Social Care Partnership are scheduled to establish how they can be involved and how the LEP and through No One Left Behind can support the organisation to address skills gaps and promote employment opportunities within the organisation.

The LEP will seek to establish lived experience groups to ensure that the voice of people who have received, who are receiving and who still require employability support have their say in the development of services as well as on delivery and quality of services. Commissioning activity will support alignment and strengthen the local pipeline.

Section 6. Performance Management and Reporting

6.1. Approach – LEP meetings will take place monthly with updates on delivery of commissioned activity provided to LEP members by the chair. All LEP members will provide update reports on their areas of speciality.

The LEP will report quarterly to Community Planning Aberdeen through the Aberdeen Prospers Outcome Improvement Group.

Reports to Council committees will be required at various points and this will be done by Council officers, with the LEP updated on the report and outcome.

Quarterly and annual reports on No One Left Behind delivery and spend are required by Scottish Government. Where possible this will include case studies.

Contract management

Contract management of NOLB-funded activity will be the responsibility of the local authority as accountable body. LEP members will, as appropriate, be invited to be involved in the scoring process at the commissioning stage. Declarations of interest and conflicts must be made and members with an interest or conflict will be excluded from the commissioning process.

Contractors will be required to provide monthly reports about the people they are working with, including progress made, progression routes, qualifications gained and quarterly performance reports. This will align not only with the reporting requirements the Council must meet to Scottish Government and any other funders, but also requirements which will support development and delivery of local employability activity.

Monthly contract management meetings will be required, and this will include an element of case conferencing to ensure the right support is being provided to individuals.

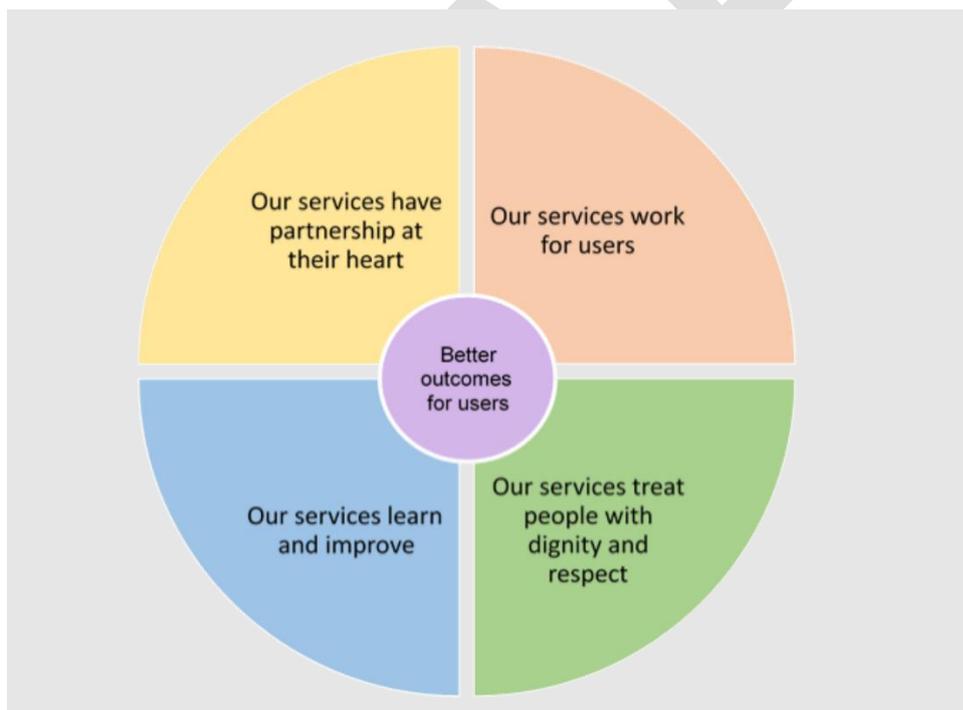
Key Performance Indicators

Due to the broad nature of support required across the proposed framework, the performance indicators will vary across contracts to reflect the nature of the activity. Broadly, performance indicators will include:

- No of participants actively engaging;
- No of participants achieving a qualification;
- No of participants progressing along the employability pipeline;
- No of participants securing employment or other positive destination;
- No of participants sustaining positive destination;
- No of participants securing Fair Work;
- No of participants in improved financial position.

Key Performance Indicators for the LEP itself are yet to be determined, however it is likely that a number of the identified improvement actions will influence this. KPIs will be kept under review as part of a broader LEP continuous improvement exercise.

Service Standards



All Aberdeen members have agreed to adhere to the Scottish Government's Employability Customer Charter, as detailed below:

Customer Charter

The Employability Customer Charter has been co-designed with users of employability services and agreed by partners across the public, third and private sectors. It establishes three commitments our services will make to users:

- A service that treats them with dignity and respect.
- A service that works for them; and
- A service that learns and improves.

6.2. Performance Indicators –

As described above, contract KPIs will vary and LEP members have yet to agree KPIs for the LEP itself.

The self-assessment questionnaire will be revisited on an annual basis as we work towards the continuous improvement of the LEP. The Delivery Plan will be an evolving document, reflecting the changing needs of the city, its people, and employers, as well as changes to funding and the broader employability landscape.

We will have at least annual engagement sessions with providers and community groups to gather information, feedback, and suggestions.

Customer feedback will be sought about elements of provision throughout their time on the programme, as well as at the end of their time receiving support through No One Left Behind. That feedback will be used to support contract management as well as in the ongoing development of employability services.

The LEP will use the Continuous Improvement Toolkit to support this activity.

Through its regular meetings, the LEP will keep the Delivery Plan under ongoing review and will have focussed six month and annual review sessions. However, should it become clear at any point that the Plan is not meeting need, action will be taken to review and address this as soon as practicably possible.

Through its links with the Employability Training Providers Forum, which forms the operational arm of the LEP, and a soon to be established practitioner's forum, to be managed by the ETPF, feedback and updates will be gathered to support the strategic LEP in reviewing, updating, and amending the Delivery Plan.

The actions taken in preparation for Phase 2 of No One Left Behind place the Aberdeen LEP in a strong position for Phase 3, which is anticipated at the beginning of the 2023/24 financial year.

The first iteration of the Delivery Plan will be presented to Aberdeen City Council's City Growth and Resources Committee on 21 June 2022 and ratified by Community Planning Aberdeen. It will be submitted to Scottish Government by 30 June.

Scottish Government will then review the Delivery Plan and provide feedback, which will form the first step of the formal review process and provide the LEP with the platform for considering next steps and an update.

Service Design and Delivery

No One Left Behind, places people at the centre of service delivery, promotes a strengthened partnership between spheres of Government, the Third and Private sector to make informed, evidenced based decisions on required support, flexing these to meet emerging labour market demands.

The move to local governance of services will foster social renewal and place-based approaches that prioritise the needs of people and communities rather than policies and organisations.

No One Left Behind services will be targeted at people with protected characteristics as defined by the Equality Act (Scotland) 2010 and those with certain life experiences who are significantly more likely to struggle to improve their employability and successfully gain and sustain employment. These characteristics and life experiences often interact with each other (also known as intersectionality) meaning that people are often affected by more than one issue at a time which can have a cumulative impact on person's journey to work. People must be able to find the service and be able to access it regardless of their circumstances. Referral routes should be as seamless as possible where they are needed.

It is anticipated that Local Employability Services have been designed and will be delivered in line with the principles set out in the Scottish Approach to Service Design, Using a 5 Stage Employability Pipeline approach. However, it is recognised that individuals do not follow a linear journey.

DRAFT

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
Engagement, Referral and Assessment	Needs Assessment and Barrier Removal	Vocational Activity	Employer Engagement and Job Matching	In Work Support and Aftercare
This stage is about reaching out and supporting people into regular activity, positive routines connecting them with others	Assessing needs of individuals and agreeing key activities to address any barriers to employment and training	Activities include delivering a range of accredited training, employability core skills, job search etc	Activities such as work experience or volunteering placements with employers, assisting individuals to secure job vacancies	Activities includes supporting individuals to maintain and progress within the workplace
End to End Continuous Case Management/Key Worker Support				

Example of Interventions

Referral and Engagement Activity	Registration and initial action plan, detailed assessment of support needs and barriers to progression such as qualifications, experience, core skills, housing, drugs and alcohol, confidence, motivation, personal finance, health etc, creation of a detailed plan
Case Management	Keyworker/Adviser support to manage progression through action plan, follow up meetings, tracking progress, engagement, continuous assessment, making referrals, advocating, reviewing, and updating action plan.
Money Management/Debt	*Financial health check, benefits advice, managing debt, setting up bank accounts, living on a budget management advice/financial well-being advice and support *Better off In work Calculations
Health and Wellbeing	*Health Assessments, condition management plans and Social Prescribing *Occupational Therapy, Mental Health Support, Substance Use Support, Counselling, and other health interventions * Healthy living and diet advice
Personal and Social development	*Confidence Building/Motivation *Personal development/Personal Presentation, Problem Solving, Communication/ESOL

	<ul style="list-style-type: none"> *Digital Skill literacy *Work Preparation
Accredited and Certificated Core/Vocational Skills Training	<ul style="list-style-type: none"> *Employability Award Units SCQF level 4 or above *Digital Skills *Accredited core skills training *National Progression Awards *Short courses such as first aid, food hygiene etc *Specific Vocational Qualifications and/or industry recognised certificates
Work Experience	<ul style="list-style-type: none"> *Work based activity, job tasters and employment focussed volunteering *Allowance or Wage Based *ILM/Supported Employment/IPS
Job Search	<ul style="list-style-type: none"> *Create and Update a CV *Job seeking, applications and interview preparation *Online applications/interviews
Employer Support, Engagement and Job matching	<ul style="list-style-type: none"> *Recruitment Advice, Job carving, Job descriptions *Job Broking, Vacancy Matching, Interview Preparation, Job Coaching etc *Health and Safety/Risk Assessments *Employer Recruitment incentives- Minimum standards re ERI National Framework

Appendix 1: Aberdeen LEP Action Plan

<u>Improvement Action</u>	<u>Key Actions</u>	<u>Owner/s</u>	<u>Progress Updates</u>	<u>RAG Status</u>
Develop LEP Delivery Plan		AT supported by LEP members		
	Engage statutory and non-statutory partners, training providers, service users, potentially through on-line survey	All	Complete, through engagement sessions, to be repeated on ongoing (annual) basis as part of business as usual	
	Ensure plan connects with other work areas	All	Comfortable with ACC strategies and frameworks, and LOIP. LEP partners need to provide info on any they work on/with/to.	
	Consider/analyse available data	All	Following on from information session, data and info available. Complete, now business as usual	
	Draw upon wider strategies and frameworks	All	Comfortable with ACC strategies and frameworks, and LOIP. LEP partners need to provide info on any they work on/with/to	
	Agree monitoring and evaluation of delivery plan	All	LEP to review six monthly, with option to come to the table quicker if any major issues arising. Reporting on delivery plan to Abdn Proprsers. Complete.	
	Secure appropriate membership of the LEP, including roles and responsibilities	All	Continuing efforts to secure health sector representation.	
Agreement of LEP governance structure and risk identification/management processes		AT supported by LEP members		
	Confirm and secure membership of LEP (to ensure all relevant parties are represented).	All	DWP - Paul Walsh, SDS - Nicola Graham; ACC employability - Angela Taylor (chair), Lori Manson; ACC education - Stuart Craig; ACVO - Maggie Hepburn; Business Gateway -	

			Kirstie McLaughlin, NESCol - Duncan Abernethy; Margo Milne, DYW-NE. Still need health rep.	
	Agree roles and responsibilities within the LEP. To ensure effective and shared decision making across all partners.	All	Chair is Angela as ACC Employability lead, as per Scottish Govt/Local Authority Partnership Agreement. Vice-chair Nicola, SDS. Other roles to be determined. Commitment to make time to attend and attend meetings; Active participation in meetings and delivery of agreed actions; Commitment to respect and adhere to matters of confidentiality and only sharing information when agreed that it can be shared; Commitment to information sharing across LEP members to improve knowledge links, etc; Commitment to honesty, openness and transparency, including declaring conflicting interests, eg commissioning and other. Responsibilities as per framework agreement.	
	Consider resource implications and opportunities to secure additional resource.	All	YPG funds being used to fund a project officer dedicated to supporting the LEP and strengthening local partnerships. Complete	
	Develop and collectively agree a risk matrix. Consider ownership and management.	All	Separate agenda item to be created for this	
	Consider additional improvement action on procurement/commissioning	All	Complete	
	Collectively agree most effective governance structure/route, within current parameters of CPP. Potentially present to appropriate local governance group for sign off.	All	Complete	
	Develop a clear vision for the LEP (likely to be included in the delivery plan as well).	All	Complete	

Develop a commissioning model (framework plus flexible fund) which respond to local needs i.e. a place based approach.		AT and procurement colleagues		
	Develop procurement framework		Reports to ACC City Growth and Resources, and Strategic Commissioning Committees in June, with view to having framework and DPS system in place for September.	
	Agree a funding model		Not attributing percentages at this stage, but to have a mixed, flexible approach which will include training allowance for eligible young people whose benefits won't be put into detriment; individual fund for bespoke activity; contract grant awards, ERIs	
	Complete needs analysis.		Complete	
	Identify data sources and share relevant data.		Complete	
	Promote opportunities for provision of all types/sizes.		Will carry out a 'Request for Information' via Public Contract Scotland to gather market info/for market analysis - we can share info about this through range of channels, including ACVO bulletin, to encourage businesses to get involved. Could host a Meet the Buyer event and could link organisations with the Supplier Development Programme to support them to navigate a system which may be new to them.	
Develop and agree a communications strategy to cover internal and external activity.		PO supported by LEP members		
	Develop stakeholder plan (including medium, frequency, roles, responsibilities)	TA	Draft Comms plan by TA circulated for feedback	

	Agree internal communications channels.	TA	Complete	
	LEP team site created and membership set up/engaged.	AT	Complete	
	Use ABZ Works social media channels and website to promote the work of the LEP.	ACC team, with input from LEP members	Complete – now business as usual	
Identify and agree range of activities/approaches which aim to improve impact of service delivery for participants and city, by 31 August.		AT LEP members		
	Need to agree as a LEP what impact we want to make	LEP members	Agree ensure broad range of training provision accessible, appropriate and consider employment opps, increase collaborative working; person-centred, holistic, future proofing; Joint CPD where need identified, eg trauma informed. Can we write the empathetic, person-centred approach into contracts; strengthened partnership. Survey to measure partnership strength early and six months in; reflect on impact and outcomes of commissioned activity - ACC and LEP members	
	Identify and agree priority and target groups.	LEP members	Young people without positive destination, or who haven't sustained; people made redundant; mental health; disability; women; over 50s; long-term health; BAME community; care experienced young people; people in the criminal justice system/with convictions	
	Training allowance/support fund – consider and agree who should receive and the amount (what makes the participation accessible?).		£55 per week for young people not eligible for benefits - no training allowance to be paid to people on benefits to avoid putting them in detriment. Ongoing discussions at national level between Scottish Govt and DWP to see if there is anything which can be	

			done for those in receipt of benefits. NB this is for young people participating in ACC-funded programmes only - highlights need for trauma informed approach.	
	Improved information sharing about additional resources available to participants, eg Smart Works/Support Fund, etc		ETPF is refreshing ToR and will look at this -	
	Work more closely with labour market to better understand business needs, skills gaps, training needs.		Employer survey in development. SDS regularly published info available .	
	Clearer and improved two-way communication with training providers (third, public and private sector) to address demand.		Information session hosted by Nicola has opened the doors on this. Increased numbers of training providers on ETPF	
	Research activity by procurement services to identify gaps and provision in market.		PIN Notice issued for national framework. Marketplace exercise for local framework will further this. Information sharing session has provided some initial info.	
	Develop demand statement.		This will stem from ongoing work and info gathered as part of info sessions and data analysis	
	Incorporate meta skills approach at different levels of the pipeline, including digital and build into contracts.		Agreed	
	Work with private sector to develop increased CSR activity in communities to support work of the LEP and improve local outcomes.		Ongoing, led by Tanita and CPP through Community Benefits, Responsible Business, Business in the Community activities.	
	Gather baseline data		On going	
	Training Providers Forum agrees to feed into the LEP with anecdotal evidence of emerging need.		Scottish Govt is creating a framework for local training provider forums and this will be in terms of how they link to and feed into the LEP. AETPF is re-looking at existing ToR, but aware of the government work and potential for changes/cross-over conflict. Majority of training providers participated in	

			the information event facilitated by Nicola. Still need to secure formal agreement for ETPF to feed into the LEP.	
	Embedding a household holistic approach into practice.		Write into the vision statement. Can't enforce into contracts, but encourage joint working, sign-posting and wrap-around support. Encourage ETPF (Susan) to embed this approach. Tackle poverty ambition. Incorporate into comms strategy	
Reporting-Agree Structure, Frequency, Locus and Stake Holders		LEP members		
	Determine KPIs		Agenda item for future meeting	
	Agree reporting structure/framework		will report to Aberdeen Prospers. ACC will be required to report to govt on funded streams on set dates throughout the year - at this stage quarterly, but may change. Info from other LEP members required to provide info on their reporting timelines	
	Determine how the LEP will report to Aberdeen prospers and frequency of reporting		Written report, quarterly	
	Determine frequency and locus of reporting of LEP		Aberdeen Prospers. Quarterly	
	Stakeholder engagement - agree method and frequency of reporting and to whom (including to ETPF)		NB reporting to ETPF will be subject to it meeting the framework requirements being set by government	

Appendix 2

Collated Meeting Notes of Training Provider Engagement Sessions 16/11/2021

Template and discussion prompts:

- *Principles – are these the right ones, anything missing?*
- *Where and when do we want services to be working?*
- *What services will be delivered (and for whom)?*
- *What should our menu of delivery contain in terms of skills development, personal social development, what elements of support are needed e.g. digital skills, trauma support, employability skills, drug, alcohol support?*
- *Core versus specialist offers?*
-

SUMMARY

Principles

- General consensus around the principles with suggestions around: innovation, signposting, understanding each others offers.
- Suggestion that as well as partnership principles, we create customer delivery principles too.

What services will be delivered and for whom?

- Flexibility in delivery seems to be key. Whilst it might be helpful to put people into groups for planning purposes, delivery needs to be flexible and tailored to the needs of the individual, in line with NOLB principles. Systems and processes need to support delivery, not drive it.
- Use an equalities lens when identifying cohorts who need support (and data to support needs).
- Assessment and referral process – explore how we can make this as streamlined as possible for customers so they only need to tell their story once; suggestion of a Partnership Portal to support this.
- Need more support/provision at pre stage 1 particularly to support with mental health and anxiety, in-opportunity support to sustain, replacement for mainstream EF stages 2-4, wider family support, yps disengaging from school., the over 50s, long term unemployed. Those already in-work but underemployed such as skilled ex-oil & gas workers, BAME – post COVID there is an even higher proportion of people with a degree who are unemployed, as there is a lack of suitable jobs for them.

Pre-employability provision came out as a clear need and gap in service provision

Where and when do we want services?

- Place based and one door hub approach–Torry could be used as a test of change
- A 9-5 service is not going to work for everyone and factors such as childcare need to be taken into account
- Need to contribute to addressing poverty e.g. training allowances, money advice, income maximisation.
- Should not just be about gaining qualification but about skills acquisition

NOTES

Principles

Create customer delivery principles as well as partnership principles and how partners work together

- Customer delivery principles
 - need to look at referral process; currently a client has to go through multiple assessments e.g. one with SDS, one with LA, with Provider. Too many hurdles, could get lost, could get tired answering the same things again and again, 'no wrong door' approach, trying to extend that as widely as possible
 - Service delivery, agreeing on that will inform commissioning, for example, values, inspiring ambition/ aspiration, hope, continuous improvement etc
 - Services to be kept person-centred i.e. service users' needs come first
 - Becoming part of their journey
 - Expand on getting it Right for every child
 - Warm Handovers
 - Identifying who we each work with in terms of service users
 - Message going out to Service Users that there is no wrong door, we will help you to get to the right place
 - Trick is how we do this- customers experiences – case studies and hear what it means to them
 - Better tracking of start and end dates and forward destinations (data) feeds into participation measure – who and where are the +ve destinations coming from

Magic wand ideas -

- Each YP has an action plan that travels with them between providers (use same template which is updated)
- Quick simple referral process
- Single system for tracking and documentation
- when services are procured, timelines, can it be embedded that programmes can be paused/ flexible funding that allows partners and providers to wrap around a person in a holistic manner. Not as rigid where certain outcomes/ progression along the pipeline need to happen at set times as this simply does not fit for everyone. Longer time frames- even 6 months can be short (There should be capacity to explore this under the NOLB funding as one of the core principles is championing a person-centred approach)
- Systems and planning approaches need to support delivery (needs led rather than systems based to enable flexibility of delivery) e.g. targeted interventions for young people might work just as well for adults in a delivery setting
-

- Partnership delivery principles
 - Add in innovation and need to be agile to adapt/change as need arises and situations develop
 - principles around equality, co-design, commissioning- long term sustainable funding. Wordsmithing required
 - Principles are liked especially not competing with others,
 - Key is the promotion of partnership working – obtain universal agreement – don't compete
 - Better communication between partners on what each other are doing
 - Know the specialities
 - Make the most of signposting – this comes from having the knowledge of who is doing what
 - Have a commitment for sharing openly
 - integrated across the partners – a joined up journey approach

Priority Groups

How do we split them?

- See customer delivery principles - splitting into groups for planning purposes but not necessary for rigid cohorts for delivery purposes. Experience of delivery shows that mixing age groups can help to build confidence across all participants.
- You do need a youth focused approach and understanding where they are at from a cognitive perspective, where they are at following trauma, etc, knowing this can help them with employability
- Use an equalities and protected characteristic lens. Need data to support this as currently missing e.g. volume of people seeking/engaging with support from these groups
- Earlier intervention for young people disengaging with school
- access vocational training and vocational budgets. Key transitions, providing a journey for them that is appropriate for their needs at that time. E.g. leaving College with ASN
- Need more at pre-stage 1, mental health and wellbeing anxiety, getting active, getting ready, inspiring hope, feedback from TRIBE is that 6 months is not always long enough
- Is there more opportunity to weave activities together e.g. one course integrated CBT support to address mental health
- Poverty, withdrawal of the £20 uplift, training allowance (16/17 and 18+); EMA, agreement hasn't been carried forward to YPG.
- Supporting those to sustain a destination (in opportunity support)
- There could be a gap when EF goes, the mainstream offering; there is a need for employability provision to fill what EF did (198 across stages 2,3 & 4) the need for this isn't going to disappear EF not just for young people, all ages, the training elements sector based work.
- Youth counselling services, got some YPG funding in Shire for this but not here in City but a waiting list for this. Foyer have a wellbeing coach. CAHMS finished at 18 then onto the adult service which doesn't always work. Placing lines around age can be a challenge, if someone has experienced trauma their cognitive age can be lower. This journey is not as smooth as it could be.
- Working with one family member can identify needs of other members
- Flexibility, but core offers, bringing in specialist support, although we like to group people by age
- Significant increase in people declaring they were care experienced 2% to 6% at college. Possible reasons for CEYPS being happier to say they are CE are: The Promise! Virtual headteachers, MCR Pathways, extra interventions
- care experienced background- the criteria around this, who is eligible for some of these opportunities can be a challenge

Place-based approach?

- Place based is more about making services available and accessible for people so they don't have to travel to get it. Torry will be a good test for it then it could be replicated. A number of services into one location, encourage cross referral too. A lot of reticence for people young and older to following Covid leaving their communities.
- Still have to encourage people out of their area at some point but this can be support that is build into the learning
- Fit like hubs – could more use be made of these
- Place based approach would really benefit from partnership working there was an idea for consortia, wasn't enough time to for this bid. Work together next year, no wrong door

Susan's group

- For young people in particular , but also for the longer term unemployed, a 9-5 Mon- Fri service offering is not suitable or going to work . To support active and meaningful engagement , flexible timings need to be offered –ones that actually suit the person and take into account their personal circumstances (ie childcare responsibilities , medication timings etc) ie evenings , weekends
- More coverage needs to be done in local communities ie little hubs in the heart of the community, it's about going to where the people are –ONE DOOR. This has several benefits –better levels of effective engagement , saves people transport costs and time and can facilitate more effective partnership working.
- It's about the overarching needs of people –not systems, not processes, not numbers –but getting the expertise that they need to support them . No org can individually can do it all/support a person with everything. Definite need for orgs to communicate clearly and effectively with each other (partnership working), to ensure that a person's journey flows and they are not just 'bounced around training courses etc because they ' need to do something' or ' there's a space on a particular course that needs filling to make up numbers'.
- It's not just about the qualification that a person gets, it also, (maybe even more) about the skills (life and work) they acquire. They just need something to do . There is a gap of 'stuff' for young people to do –an alternative pathway for those not yet ready for employability pathway, or for who may never will be.
- Suggestion was made for an independent funnel for referrals to come through a central /one point – where they would then come out at the appropriate stage for the person, using a person centred approach. A Partnership Portal – using a clearly defined partnership approach where everyone involved has an understanding of service offerings. This was felt to be a definite need for young people and also for the over 50s, long term unemployed who are an often forgotten about group). Pre-employability provision came out as a clear need and gap in service provision. There is a churn with people never fully engaging or successfully completing with employability services, as they are so far removed from being ready to even thing about a job. Example given from APEX of the appeal/lure to some of their clients of selling drugs as a way of making money. The need to get these people across the door , building trust and confidence, starting small with a few hours at first – working up before starting or

moving onto more focused employability support. It's about opening their eyes to their possibilities and to what they might want to do It's about identifying **their barriers**, understanding what is going on in their lives and how we can stabilise it.

- Perhaps everyone should start at this PRE stage ? do it for a minimum period of time ? maybe help prevent issues, problems later on ? encourage effective engagement and participation from the outset. Would 6 months be long enough.
- One org mentioned a Listening Forum they facilitate for clients. They use it to set the scene for what's to come , bust any myths or preconceived ideas. Has gone down really well.
- The length of courses was discussed and it was felt that there was too much restriction and in-flexibility within the system and that it should be easier to transition between levels . Stages are a good guide , but they shouldn't be used adhered to rigidly , in a tick-box exercise manner.
- A suggested digital portal/website where clients could review key worker details to self-select a service/org/professional- like Trip Adviser, where services could be catalogued and rated perhaps ?

Forgotten groups ?

- Those already in-work but underemployed such as skilled ex-oil & gas workers, who have taken up any job they could get for something to do or to be getting some income. These people could, with the right input and advice go self-employed for example, maybe even create more jobs/employment opportunities themselves ?
- BAME – post COVID there is an even higher proportion of people with a degree who are unemployed, as there is a lack of suitable jobs for them.

Jane's group

Cohort and rationale for intervention	Outcome expected
<p>Young people (age group 16 – 24 (age gp right?)) Instant Neighbour- opportunities WEX build skills & confidence/self esteem Help to get closer to work market Elevator-Work with schools /college to build on work ideas and skills (out with academic qualifications) Develop entrepreneurship Bar Works /ACC work across whole pipeline to support toward employment ACC explore sectors and industries as well as job roles within Business Gateway prep to launch businesses ideas Enable same as Bar Works etc but with additional support for ASN (different barriers)</p>	<p>EMPLOYMENT Further Education Higher Education MA's Additional/Supported training Business launch and learning from trying and/or succeeding Soft skill development Interview success Self-esteem/confidence</p>
<p>Adults (from ? – 67) Core Generic Offer – covers Long Term unemployed, recently unemployed, 50+ and in-work support As Above Elevator – develop business idea how to launch</p>	<p>Less about soft skills More core employability Returning to work market More intense shorter times more concentrated Digital literacy for running a business business skills Networking and building connections Mentoring</p>
<p>Families/Parents</p>	<p>Soft skills</p>

<p>IN – meet families/parents thru foodbank – Tackling Poverty School leavers (holistic family’s hitting crisis through transition) Under employed Addressing childcare – welfare rights Benefits</p>	<p>Signposting Academic learning learning Money advice Increasing labour market position – upskilling to maintain or improve financial position Employer expectations (flexible working)</p>
<p>Care experience Longer transition Lower qualifications Improving networks Improving opportunities and widening the scope for YP More longer holistic support Being independent living at a earlier age</p>	<p>Signposting EMPLOYMENT Further Education MA’s Additional training Business launch and learning from trying and/or succeeding Soft skill development Interview success Self-esteem/confidence Wellbeing Money advice Life skills</p>
<p>BAME Promotion of services Improving accessibility ESOL Status and right to remain Documentation problems</p>	<p>Signposting EMPLOYMENT Further Education MA’s Additional training Business launch and learning from trying and/or succeeding Soft skill development Interview success Self-esteem/confidence Wellbeing Money advice</p>

	Life skills ESOL
Disability/health conditions Mental health for all ages Support for sustaining Supported in employment Access to Work equipment	EMPLOYMENT Further Education Higher Education MA's Additional/Supported training Business launch and learning from trying and/or succeeding Soft skill development Interview success Self-esteem/confidence
Employer offer Support for sustaining Supported in employment Access to Work equipment Training for understanding ASN Recruitment incentives	

What core/common infrastructure is needed? E.g. core staff training (what), employer recruitment incentives, marketing, collaboration networks
Agreed simple/accessible referral process and a signposting process to other partners
Common Marketing Strategy – same platforms (templates including customer voice)
Tracking system that all can link in with

Appendix 3

ID	What organisation do you work for?	What services do you provide?	Who do you support? (specific age category, group etc.)	Where do you provide your services? (city wide, specific locality etc.)	Have you identified any emerging needs for individuals?
1	EC-PC	IT Training	Adults looking to improve their IT skills and employability prospects.	City wide at our Dee Street learning centre, plus online training.	Some individuals are looking to improve digital skills for life as opposed to work.
2	Instant Neighbour	Shops, Foodbank, supply and fit new carpets, joinery	16plus	Aberdeen City	Food bank usage has doubled since pandemic
3	Apex Scotland	employability service for those with more than one barrier to employment.	any working age, gender - but we specialise in those with an offending background.	City wide	mental health provision, support in money management and feeling part of their community
4	ENABLE Works	Employability Fund (Stage 2 & Stage 3); Fair Start Scotland; Progress for Parents Aberdeen	16+ school leavers; individuals with health barriers to employment (physical health; mental health; disability; learning difficulties; autism spectrum conditions; neurodivergent individuals)	City wide	Yes - definite need for a true supported employment service in Aberdeen, to support neurodivergent individuals gain and sustain in employment. Also a need for a true Individual Placement Support (IPS) service in partnership with NHS Grampian, to deliver supported employment to individuals with sever and enduring mental health barriers.
5	Elevator	Business support services - start up and established companies	Businesses of all shapes and sizes	Aberdeen city, Aberdeenshire and wider Scotland	Help to consider the merits of starting up a business
6	Pitman Training Aberdeen.	Training in Admin, Secretarial, Bookkeeping/Accounts, Microsoft Office and IT.	16 years old and above - either funded, private, corporate.	At our premises on Union Street, Aberdeen, offsite at clients premises in the North East of Scotland and online.	Certification in skills such as Medical Sec/Admin courses, Bookkeeping courses, Events and Marketing courses along with Social Media courses to show potential employers they are up to a certain standard.
7	NESCol	Education and training for all customer demographics.	All age groups. Training typically FE and HE as well as short Leisure courses, distance learning and commercial training	Across the City and Shire Region	More learners are declaring disabilities and seem much more willing to share this information. Additional support requests have therefore increased.
8	Apex Scotland	Steps Employability Service	any person of working age who is unemployed.	Aberdeen City wide	opportunities for placements/volunteering. Mental health support is needed.

9	Aberdeen City Council Youth Work	Youth Work	Children and young people from 10-25	citywide, in schools and community buildings, online.	We haven't done an analysis of emerging need, so anything I offer would be anecdotal.
10	Grampian Opportunities	supported volunteering, learning opportunities and pre-employment support	adults with disabilities, long-term conditions, mental ill health and long term conditions	City wide and Aberdeenshire	by individual conversations about what matters to the individual
11	Prince's Trust	A range of opportunities for young people including, but not limited to, one to one support, group sessions and work experience: allowing them to work on their skills in personal/social development, employability and/or getting started in self-employment.	Young people aged 16-30 (plus school programmes in Secondary School)	Nationwide	Some young people are still struggling with their confidence in getting back out into the world as COVID restrictions ease, also still perceiving there to be a lack of jobs due to the pandemic - so requiring support to navigate the job market and the general day-to-day as restrictions ease.
12	Mastrick Community Centre	Citizens advice, addiction support, benefit advice, volunteering opportunities and training	16 years plus	Mastrick and surrounding neighbourhoods	food poverty and unemployment
13	Old Torry Community Centre Association SCIO	Multi-purpose activities meeting a range of community activities	All ages in the community	Old Torry Community Centre, 2 Abbey Place, Torry, AB11 9QH	Yes...digital inclusion,

14	Barnardo's Works	Employability Fund- 65 Places – Stage Two EF – Focuses on Personal Development SQA and Initial Work Experience 25 places for 16-17 years olds 5 places for 18 plus Stage Three EF – Focuses on Employability Skills through COWR qualification that is endorsed by and employer after 185 hours of placement. 20 are for 16 and 17 years olds 8 are for 18-plus Stage Four – Steps into Care Sector- 9 places for 18 plus Explore and Believe- School leaver Transition Programme- 20 Places Fit for Work – Activity programmes to support young people to get active and prepared for work- 20 Places Barnardo's Best- ESIF funded programme that provides 1-1 support and vocational training, Discover Your Potential- Supports 20 Care Experienced Young People for a period up to a year. Barnardo's Tribe – Supports 75 Young people with Wellbeing Barriers to make the progression to work. Community Jobs Scotland- 2 Posts Supported this year Kickstart- 5 Posts in Aberdeen City	Young People with barriers to employment 16 to 29 years old Care Experienced Young People Young People with Mental Health Barriers. Young people from the priority areas across Aberdeen.	City Wide Delivery Premises in Union Point- Easily Accessible from Union Square. One to one work delivered across the City supporting young people in their homes or in local venues/ Cafés Delivered sessions in Academies and partner premises across the city	There are a range of issues: Young people missed work experience opportunities at school- Unable to gain a post due to a lack of WE or part time job. Anxiety post Covid- Fear of leaving the house, fear of using of public transport, scared to join groups Lack of provision for Supported employment- Young people leaving NESCOL with ASN or Autism. Is there a joined up route map for them that include in work support and mentoring,
15	University of Aberdeen	Higher Education Institute / Research / Consultancy Services	Open to all	Regionally / Transnational (Qatar campus and South China Normal University) / International / On-demand and online is not location-specific	Local economic situation has seen a high demand for upskilling/reskilling courses which have been hugely oversubscribed. Need for students to be able to access work-based learning opportunities with local, regional and international employers.
16	TRE-LIFE CIC	Training	16+ NEET	City wide	Digital training,

17	Scottish Childminding Association	childcare to families	children age 0-12 years	aberdeen city wide	family requiring extra support and new childminders
18	DWP	Employability/Benefits	All Age Groups up-to Pensionable age	Aberdeen City & Shire	Yes
19	Pathways	1-2-1 Employment Keyworker support, working with clients throughout the jobsearch process, generic counselling (for people living in the North of the city) and domestic abuse counselling	Any adult aged 16 and over	Citywide	Not emerging needs, more an increase in needs generally
20	Northfield Community Learning Centre	Foodbank . Pathways, ADDA. & CAB	All	Locally	Benefit form help, money worries, food poverty
21	ACC	Family and Adult Learning	Parents of children up to P6 and Adults over 16 Including those who are involved in the CJ system)	city wide	We are working with partnership forums to do this for our newly funded staff. issues are anxiety post covid, readiness for school/nursery/employability/esol
22	Station House Media Unit	shmuTRAIN is the employability strand of shmu and delivers Employability Programmes at stage 1,2 and 3 for 16-25yrs. Leavers Courses for school pupils that are likely to leave without a positive destination.	Young people aged 16-25 in Aberdeen City and Aberdeenshire, school pupils aged 15-16 who are due to leave, adults with barriers to employment	Most of our delivery is face to face in our building in Woodside, Aberdeen but we also deliver in community settings and schools across Aberdeen City and Shire.	Many young people we work with recently have issues around anxiety and self esteem
23	Elevator/Business Gateway	Free support to new and growing businesses	All - no specific groups but do run events for young people and women going into business.	City and shire wide	As furlough ends there will be an influx of people looking at their options. Women and young people have also stand out as being impacted by the pandemic. People consider self employment as an option but underestimate the work involved.
24	Fedcap Employment Aberdeen	Fair Start Scotland	Anyone who needs support in trying to find sustainable employment.	Aberdeen City and Aberdeenshire	More mental health support and services

25	Aberdeen Foyer	Employability & Learning programmes across the employability pipeline stages 1-5 along with counselling and Health and well being programmes	We are an all age service, supporting Young People – not in education, employment or training Long Term Unemployed because of LTC Long Term Unemployed Those with long term health conditions Lone Parents Digitally Excluded – because of poor digital literacy skills and/or limited access to digital kit and internet connectivity Older Adults (over 50) Unemployed as a result of COVID-19	We provide some services remotely (kit provided) , face to face across the localities and throughout centre in Marywell Centre	Mental Health and Wellbeing, Digital skills for life and work, the improvement of Metaskills for life and work, opportunities to gain sector based qualifications, support for parents to gain skills for work
26	Aberdeen Foyer	Employability, Learning, Training, Personal Development, Mental Health, Housing, Recovery	work with individuals aged 12 - 65 years and families with a focus on those experiencing disadvantage(s) - poverty, unemployment, mental ill health, homelessness, debt, criminal justice, drug/alcohol use	City wide with focused work in different areas depending on community need - e.g. Seaton, Northfield, Fersands, city centre, Torry and through Fitlike Hubs in North, South, Central Localities	Increased mental health needs, debt, unemployment; pressure on families, need for whole family approaches
27	CFINE	Warehouse Skills Development Programme, along with a variety of wrap around services designed to help support priority groups.	Vulnerable, low income, isolated individuals, families and communities. Age 16+	City wide	Digital literacy
28	WorkingRite	Flexible employability support for young people	16-24, Care experienced young people, those that have had negative experience in school, those with additional barriers such as mental health, addictions, homelessness etc	City Wide	Yes. The need for more flexibility in employability provision. Employability services underpinned by a wellbeing and capabilities focus. The need to bring mentoring more front and centre in the context of the sustainable employment piece
29	Creative Learning, ACC	NOLB 1-2-1 and small group work sessions for young people. Using Creativity skills projects (curiosity, imagination, open mindedness, resilience and problem solving) and individualised to develop confidence in their own and abilities, while focusing on what the next step in their employability journey is. Through these practical workshops, Young People become more confident in their abilities and understand how these creative skills can be applied to their future work, life, and further education.	Young People 15-21 years	City wide, on-line and at Rosemount CC	Low confidence, lack of direction, lack of purpose and interest, lack of routine, negative experience of learning/education, no future prospects
ID	What organisation do you work for?	What do you think are the main barriers to employment for individuals?	Which groups of people do you think require support the most?	Do you have anything else to add?	Would you be interested in attending an online discussion session with other organisations which provide similar services to help shape our employability provision in Aberdeen?

1	EC-PC	Lack of IT confidence to be able to enter the workplace on their own without support.	Clients aged 40 plus who are long-term unemployed or not working.	No	Yes
2	Instant Neighbour	Literacy skills, confidence and self esteem, opportunity to gain experience	single young men		Yes
3	Apex Scotland	life circumstance, mental and physical health, poverty, convictions,	those with no or little employment history, those with convictions and those with young children		Yes
4	ENABLE Works	Mental Health barriers; convictions; disability. Also - lack of diversity in the job market in Aberdeen City, and a lack of employer awareness and understanding for individuals being supported.	Individuals with severe and enduring mental health barriers. Individuals with learning difficulties or autism spectrum conditions.		Yes
5	Elevator	CV preparation, interview skills and availability of jobs	Young people emerging from School, College and University and also over 55's	No	Yes
6	Pitman Training Aberdeen.	Up to date and certified skills.	All ages of career changers and those returning to the workplace after a period of unemployment due to for example raising kids.		Yes
7	NESCol	At the moment, furlough. The question might be better answered by employers. I suspect resilience is high up the list alongside communications, numeracy, digital literacy, transport, confidence, etc.	School leavers and 50+.		Yes
8	Apex Scotland	Criminal background, age, experience, confidence, financial worries, childcare, travel, clothing.	those with an offending background, those over 35 years and those with little too no work experience.		Yes
9	Aberdeen City Council Youth Work	Not having the skills or qualifications required for today's labour market; poor mental health; not having access to IT (so many job applications are online); lack of confidence	Young people leaving school with little or no qualifications and who lack the skills and know-how to find employment easily; people who are long-term unemployed and not seen as an attractive prospect by employers; people (middle-aged, but maybe not!) who have not kept up with what employers are looking for today i.e. IT skills	We need to have a much more flexible and responsive system for supporting people into employment. We need to get people thinking earlier about what careers they want to pursue. Work experience could be enhanced and made more meaningful for pupils.	No
10	Grampian Opportunities	Digital recruitment	People who need support to use technology		Yes
11	Prince's Trust	The main barriers we are identifying are: Long term unemployment (getting back into work), mental health	We don't find that any particular group within who we work with		Yes

		issues, limited work experience. We have a high number of young people who live in a jobless household and need support in building routines, confidence and a want to work.	(16-30) need more support than another although the type of support may vary.		
12	Mastrick Community Centre	training, support and opportunity	16-25	n/a	No
13	Old Torry Community Centre Association SCIO	Declining number of employment opportunities, high skills set requirements especially digital skills	All ages	We are interested in opportunities that Kickstart may offer for local jobs	Yes
14	Barnardo's Works	Work Experience Lack of confidence Poor application Skills Poor interview skills MH barriers Lack of documents to prove Right to Work / Bank accounts Anxiety Transport Issues- Young people who are able to drive are able to get jobs much easier. Poverty A lot of Modern Apprenticeships require qualifications at National 5 and above. Young people who would have moved into a trade in previous decades are not able to get that opportunity due to poor school grades.	Work Experience Lack of confidence Poor application Skills Poor interview skills MH barriers Lack of documents to prove Right to Work / Bank accounts Anxiety Transport Issues- Young people who are able to drive are able to get jobs much easier. Poverty		Yes
15	University of Aberdeen	Ability for individuals to demonstrate workplace experience. Some sectors have a distinct gap (e.g. life sciences) which require specific skills and have limited opportunities to train and develop entry-level individuals. Disconnect between skills and experience of individuals and understanding from employers to identify skills/potential in applicants.	Low socio-economic status / care experienced individuals / disability / international students / redundancies from specific industries who require reskilling/upskilling	Is this work being connected to the Scottish Government Careers Review? We have submitted a response to this survey (in June) and it might be useful to link the information being gathered with these two surveys plus others that may be ongoing. Regionally there is a wide range of careers support (e.g. DYW, SDS, DWP, Councils, Universities, College) so the landscape could be confusing for individuals wishing to seek support.	Yes
16	TRE-LIFE CIC	Lack of confidence and self-esteem, employability skills, residents in rural locations, lack of experience, lack of relevant skills	Long-term unemployed, young people, women returning to work after raising a family, family carers, BAME, high unemployment geographical areas, 50+, ex offenders, YP from a care background,		Yes

17	Scottish Childminding Association	cost	All	no	No
18	DWP	opportunity- Digital skills- transport links from city to towns/villages especially within the shire	over 50's		Yes
19	Pathways	Lack of vacancies and increased competition	Lower skilled		Yes
20	Northfield Community Learning Centre	Getting over the first hurdle eg CVs application	Long term employed who suddenly became unemployed.		Yes
21	ACC	childcare/benefits/skills/IT/confidence	women returners to work, those who speak English as a second language, Criminal justice learners	we have the targeted learning package going to committee on Thursday and hope to have a programme of groups and classes organised fairly soon.	Yes
22	Station House Media Unit	The current job market in itself is a barrier, in Aberdeen this has been affected by both Covid and the downturn in the oil industry. Self confidence, self esteem and anxiety are major barriers we see just now.	Young people, people with disabilities, parents and women returners.		Yes
23	Elevator/Business Gateway	Self employment - confidence and funding - we help people gain skills and confidence but they need to put the work in and often underestimate it. Proper market research helps massively but due to financial pressures this step is often rushed	Below 35 years old, people leaving oil and gas industry		Yes
24	Fedcap Employment Aberdeen	Health & Wellbeing issues, lack of knowledge of the labour market, lack of understanding IT platforms,	Aged over 50, ethnic minorities, care experienced, people with convictions, long term unemployed.	No	Yes
25	Aberdeen Foyer	in work poverty, fair work, confidence , self esteem and motivation	Young people, Parents, over 50's, those with health conditions and disabilities, people with convictions, people in recovery from substance use		Yes
26	Aberdeen Foyer	dealing with the weight of poverty and the ongoing uncertainty; not knowing how to navigate complicated systems that may require working with multiple agencies - who to speak with to make decisions, know where to go for what; time it takes to sort things out; digital - connectivity, skills, kit; pressure of being unemployed, stigma - getting the right help; choices for training, access to funding to support moving into work; time and support to look for higher income jobs/ retrain	This question should be - where can we make the most difference, targeting those who without the support would not progress - young people experiencing disadvantage and slipping through the gaps, women, single parents, older people in the workforce - intersectionality also comes into play e.g. disabilities, protected characteristics, etc	An inclusive strategic response to employability needs is required that has ambitious stretch aims using current unemployment rates as the baseline. connected with economic needs and vacancies	Yes

27	CFINE	Skills, experience, qualifications, mental health, self-confidence	Long term unemployed, young people, vulnerable, low income, isolated		Yes
28	WorkingRite	Consistent relationships helping to navigate the transition from school to the workplace. Lack of knowledge of how to access provision.	Those in minority groups/protected characteristics. Young people in general. Single parents.	no.	Yes
29	Creative Learning, ACC	lack of confidence, unclear of future prospects, own perceptions of own ability (not feeling good enough), social anxiety (intensified by Covid-19)	15-19 years from our experience, there is opportunity at this stage to turn things around for this age group,	Creative learning started an initial conversation to expanding work for older adults before summer, we are still interested in exploring this, if still relevant?	Yes

ID	What organisation do you work for?	What evidence do you have to support your answers above? (please provide links / information on data)
1	EC-PC	These are the majority of our clients.
2	Instant Neighbour	Kickstart opportunities that we have had, applicants mainly single young men. This group are the main users of our foodbank too.
3	Apex Scotland	https://www.gov.scot/publications/regional-employment-patterns-scotland-statistics-annual-population-survey-2018/pages/7/
4	ENABLE Works	All evidence is anecdotal for Aberdeen City.
5	Elevator	SDS published information, observation that the less experienced or least practiced need the most help
6	Pitman Training Aberdeen.	https://www.pitman-training.com/advice-hub/careers-advice/the-10-most-in-demand-skills/ and https://www.pitman-training.com

7	NESCol	Mostly anecdotal.
8	Apex Scotland	https://www.gov.scot/publications/regional-employment-patterns-scotland-statistics-annual-population-survey-2018/pages/7/
9	Aberdeen City Council Youth Work	It's mainly anecdotal just now, what I'm hearing and picking up from others.
10	Grampian Opportunities	Requests for support
11	Prince's Trust	Our answers above come from our one to one caseworkers' discussions with young people engaging in our service. Also recorded as part of funding.
12	Mastrick Community Centre	Multiple applications per single apprenticeship position speaks for itself
13	Old Torry Community Centre Association SCIO	Contacts with community and information sharing with partner organisations
14	Barnardo's Works	https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/labourmarketeconomicanalysisquarterly/march2021 https://www.gov.scot/binaries/content/documents/govscot/publications/statistics/2021/08/labour-market-monthly-briefing-august-2021/documents/labour-market-monthly-briefing-august-2021/labour-market-monthly-briefing-august-2021/govscot%3Adocument/Labour%2BMarket%2BMonthly%2BBriefing%2B-%2BAugust%2B2021.pdf
15	University of Aberdeen	National reports (e.g. Skills Development Scotland, Association of Graduate Careers Advisory Services, Institute of Student Employers, Graduate Outcomes)
16	TRE-LIFE CIC	Experience and government labour statistics
17	Scottish Childminding Association	just talking with them and finding out there situations
18	DWP	employability
19	Pathways	N/A
20	Northfield Community Learning Centre	Pathways

21	ACC	the population needs assessment - currently working with schools to identify the biggest needs in specific areas
22	Station House Media Unit	Recent data shows Aberdeen 32 out of 32 authorities for school leavers moving into a positive destination on leaving school.
23	Elevator/Business Gateway	Universal credit numbers, experience from the last oil and gas downturn
24	Fedcap Employment Aberdeen	No documents to provide at this moment in time
25	Aberdeen Foyer	Our own data and that of our partners, UC data, SIMD, FSS update reports, Population Needs Assessment, regional skills assessments, furlough figures, Scottish Govt publications and other publications/reports
26	Aberdeen Foyer	Various data sources publicly available, e.g. SDS, ONS, LOIP
27	CFINE	Internal evaluations, research & experience
28	WorkingRite	We have a broad range of data on how a relational model of employability could work for all of these groups. Maximising flexibility and focussing on wellbeing.
29	Creative Learning, ACC	100% of those who have taken part NOLB increased their overall Confidence/ 100% of those who have taken part NOLB increased their future prospects/100% of young people have gone on to further education (2020/21) "THIS IS PROBABLY THE BEST THING [I HAVE EVER DONE]. I AM MORE CONFIDENT THAN I EVER WAS. BEFORE I WOULDN'T EVEN ASK SOMEONE FOR ANYTHING IN A SHOP." - NOLB young person. /"NOLB HAS helped my confidence I feel more eager to show people my work . I used to be scared of people criticising me. This has pushed me on more with my drawing and its better than it ever could have been. Ever since I took this class, I feel more eager to show my work. I am proud." -NOLB Young person

