

Skills Development Scotland
2008 / 2009 Year End Report
for the
Argyll & Bute
Community Planning Partnership

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1. Introduction

Skills Development Scotland (SDS)
Community Planning Partnership Report
2nd Edition (May 2009)

Welcome to the second edition of the bi annual SDS Community Planning Partnership Report. It builds on the 2008/2009 Half Year Update that was issued in February 2009.

The Report is aimed at updating partners on topics that we feel will be of interest to them and as a source of information to inform future planning.

It is anticipated that the format of the Report will highlight significant pieces of work as they are completed e.g. the School Leaver Destination Return and the School Leaver Destination Return Follow Up. There will be regular updates on SDS Skills Programmes and SDS Key Post School Customers. Each edition will also contain an article on an aspect of SDS delivery that we feel will be of interest to our partners.

If anyone has any comments on the content or suggestions for future features contact John Eddyshaw at john.eddyshaw@careers-scotland.org.uk

This edition contains as its main feature the Skills Development Scotland Year End Performance Report for 2008/2009. This is significant in that it marks the first full operational year of SDS's existence and reflects the wide range of areas that SDS contributes to.

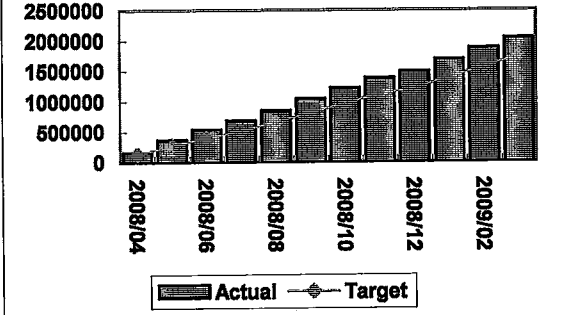
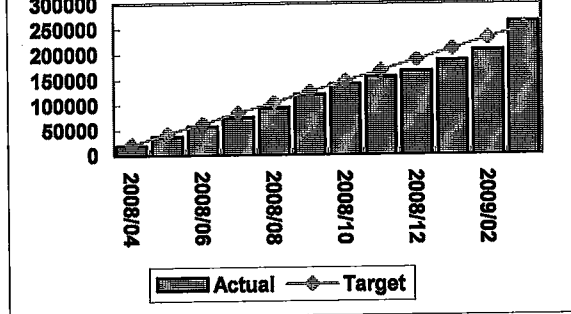
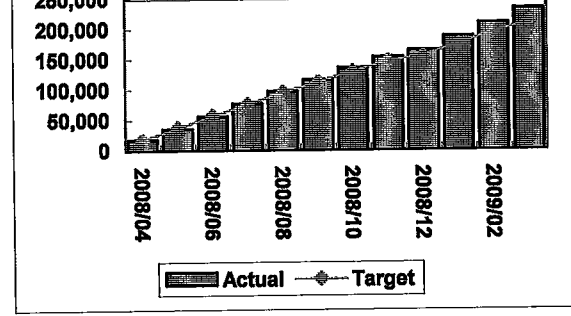
The area of SDS activity that is profiled in this edition is Learn Direct for Business. The main focus of this aspect of SDS activity is to offer support to employers including assessing training needs, developing training plans, identifying suitable courses, information on funding and help to access free resources. Skills development and utilisation is a key focus of SDS activity and Learn Direct for Business supports employers realise their employees full potential.

Looking ahead to future reporting, it is anticipated that the School Leaver Destination Return Follow Up Report for 2007/2008 will be available in June. The results of the follow up will be made known to partners through a special edition of the Community Planning Partnership Report.

2. Key Performance Indicators

Information Advice and Guidance

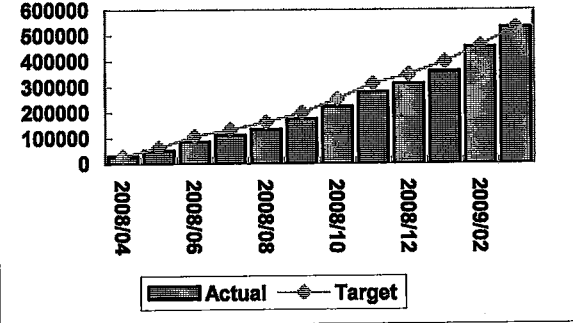
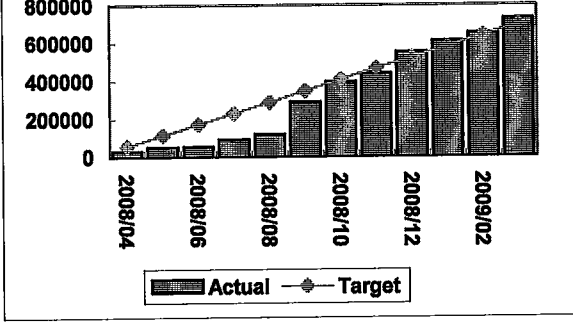
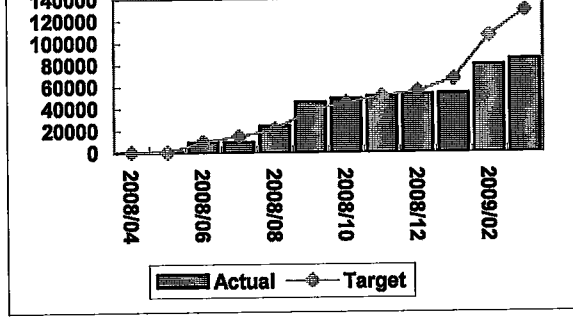
Number of enquiries made to Skills Development Scotland from people seeking information and support to make effective career, work or learning decisions through our websites, contact centres, public access centres or through high profile events.

Measure Description	Performance	Commentary
<ul style="list-style-type: none"> Enquiries through the Careers Scotland and Learndirect Scotland branded websites. The websites assist individuals (adults and young people) to access information to meet their career planning and development needs. 	<p style="text-align: center;">Website Visits</p>  <p style="text-align: center;">Variance = 18% over target</p>	<p>This is a national statistic not available at Local Authority level.</p>
<ul style="list-style-type: none"> Enquiries through the Careers Scotland and Learndirect Scotland telephone contact centres relating to careers advice, development and training programmes. 	<p style="text-align: center;">Telephone Enquiries</p>  <p style="text-align: center;">Variance = 5% over target</p>	<p>This is a national statistic not available at Local Authority level.</p>
<ul style="list-style-type: none"> Enquiries through Careers Scotland branded public access centres located throughout Scotland. 	<p style="text-align: center;">Visitors to Public Access Centres</p>  <p style="text-align: center;">Variance = 11% over target</p>	<p>This is a national statistic. Visitors to the Argyll & Bute centres represent 1% of national total. During the current operating year there were 3134 visitors to the centres across Argyll.</p>

Measure Description	Performance	Commentary																					
<ul style="list-style-type: none"> The number of branded learning centres which meet or exceed the requirements of the Quality Enhancement and Development strategy. 	<p style="text-align: center;">Branded Learner Centre Network - QED</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Branded Learner Centre Network - QED Data</caption> <thead> <tr> <th>Period</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/04</td> <td>~10</td> <td>~10</td> </tr> <tr> <td>2008/06</td> <td>~20</td> <td>~20</td> </tr> <tr> <td>2008/08</td> <td>~40</td> <td>~40</td> </tr> <tr> <td>2008/10</td> <td>~100</td> <td>~100</td> </tr> <tr> <td>2008/12</td> <td>~180</td> <td>~180</td> </tr> <tr> <td>2009/02</td> <td>~380</td> <td>~350</td> </tr> </tbody> </table> <p style="text-align: center;"><i>Variance = 7% over target</i></p>	Period	Actual	Target	2008/04	~10	~10	2008/06	~20	~20	2008/08	~40	~40	2008/10	~100	~100	2008/12	~180	~180	2009/02	~380	~350	<p>There are 17 centres within the Argyll & Bute area with all of them achieving this quality standard</p>
Period	Actual	Target																					
2008/04	~10	~10																					
2008/06	~20	~20																					
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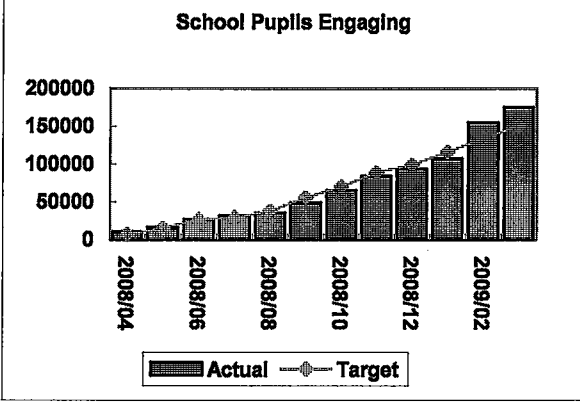
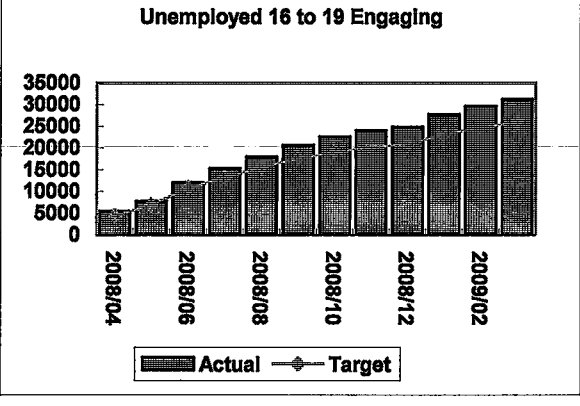
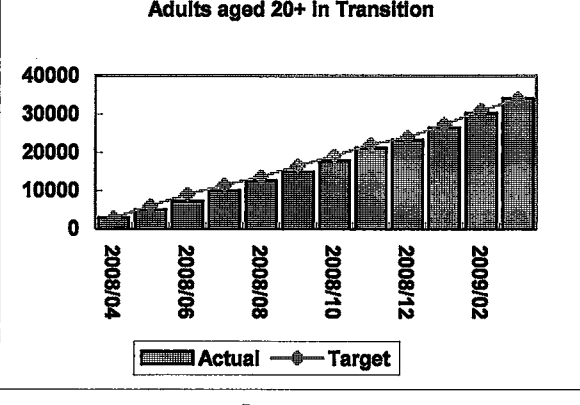
Engagement with Individuals

Number of interventions with individuals to support their career/learning choices, career change or skills development.

Measure Description	Performance	Commentary
<ul style="list-style-type: none"> Delivery to individuals to support their career planning through career guidance, improve their readiness to enter the labour market through employability support or aid their personal and social development through mentoring support. 	<p style="text-align: center;">Face to Face Interventions</p>  <p style="text-align: center;">On target</p>	<p>Numbers of individuals receiving face to face support in Argyll & Bute was 5,370 this is 1% of national total.</p>
<ul style="list-style-type: none"> Engagements with individuals who access learning opportunities through our Branded Learning Centres, undertake a Learning Byte or use their Individual Learning Account (ILAs) to fund a course. 	<p style="text-align: center;">Learner Engagements</p>  <p style="text-align: center;">Variance = 4% over target</p>	<p>This is a national statistic not available at Local Authority level.</p>
<ul style="list-style-type: none"> Events 	<p style="text-align: center;">Events</p>  <p style="text-align: center;">Variance = 34% under target</p>	<p>This is a national statistic not available at Local Authority level.</p>

Engagements with Our Key Customer Groups

These are unique individuals receiving targeted needs led support i.e. young people aged to 20 both in school and post school and those of all ages who are in Transition. The In Transition group relates to individuals who are facing career change or redundancy, and college students including those who discontinue their studies

Measure Description	Performance	Commentary
<ul style="list-style-type: none"> Number of pupils being supported by us to progress their career choices and to make a successful transition into work, training, or further education. 	<p style="text-align: center;">School Pupils Engaging</p>  <p style="text-align: center;">Variance = 17% over target</p>	<p>We supported 1,933 school pupils in Argyll & Bute, 1% of national total</p>
<ul style="list-style-type: none"> Number of unemployed 16 to 19 year old clients receiving personal support through case management to secure training, work or learning opportunities. 	<p style="text-align: center;">Unemployed 16 to 19 Engaging</p>  <p style="text-align: center;">Variance = 20% over target</p>	<p>Argyll & Bute accounts for 1% of national total.</p> <p>Further analysis on this group is detailed later in this report.</p>
<ul style="list-style-type: none"> Number of adults in transition engaging with us to make effective career decisions or to develop their skills and progress their careers. 	<p style="text-align: center;">Adults aged 20+ In Transition</p>  <p style="text-align: center;">On target</p>	<p>Argyll & Bute accounts for 1% of national total.</p> <p>Further analysis on this group is detailed later in this report.</p>

Engagement with businesses

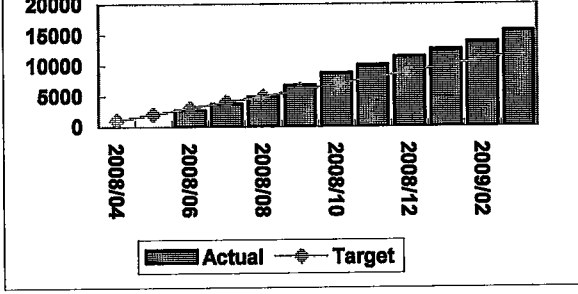
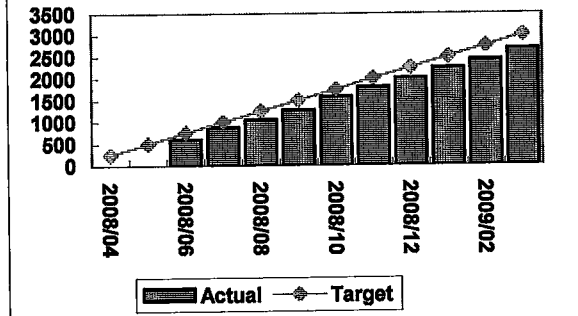
Number of learning providers / small businesses whom we support to increase learning opportunities

Measure Description	Performance	Commentary																					
<ul style="list-style-type: none"> Number of additional learning providers added to the National Learning Opportunities Database (NLOD) to increase the learning opportunities available to individuals with whom we engage. 	<p style="text-align: center;">NLOD - Additional Learning Providers</p> <table border="1"> <caption>NLOD - Additional Learning Providers Data</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/04</td> <td>~20</td> <td>~10</td> </tr> <tr> <td>2008/06</td> <td>~50</td> <td>~20</td> </tr> <tr> <td>2008/08</td> <td>~100</td> <td>~40</td> </tr> <tr> <td>2008/10</td> <td>~150</td> <td>~60</td> </tr> <tr> <td>2008/12</td> <td>~250</td> <td>~100</td> </tr> <tr> <td>2009/02</td> <td>~300</td> <td>~150</td> </tr> </tbody> </table> <p style="text-align: center;"><i>Variance = 61% over target</i></p>	Year	Actual	Target	2008/04	~20	~10	2008/06	~50	~20	2008/08	~100	~40	2008/10	~150	~60	2008/12	~250	~100	2009/02	~300	~150	<p>This is a national statistic not available at Local Authority level.</p>
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2009/02	~300	~150																					
<ul style="list-style-type: none"> Number of Small and Medium Size Enterprise engagements to encourage and support small businesses to develop and train their staff. 	<p style="text-align: center;">SMEs - Staff Development & Training</p> <table border="1"> <caption>SMEs - Staff Development & Training Data</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/04</td> <td>~1000</td> <td>~500</td> </tr> <tr> <td>2008/06</td> <td>~3000</td> <td>~1500</td> </tr> <tr> <td>2008/08</td> <td>~7000</td> <td>~3500</td> </tr> <tr> <td>2008/10</td> <td>~12000</td> <td>~6000</td> </tr> <tr> <td>2008/12</td> <td>~20000</td> <td>~10000</td> </tr> <tr> <td>2009/02</td> <td>~30000</td> <td>~15000</td> </tr> </tbody> </table> <p style="text-align: center;"><i>Variance = 114% over target</i></p>	Year	Actual	Target	2008/04	~1000	~500	2008/06	~3000	~1500	2008/08	~7000	~3500	2008/10	~12000	~6000	2008/12	~20000	~10000	2009/02	~30000	~15000	<p>Further analysis on this group is detailed later in this report.</p>
Year	Actual	Target																					
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Outcomes

Benefits for individuals as a result of the programmes or activities delivered by Skills Development Scotland. We will track outcomes for key customers to show progressions and sustainability over time – we will seek, with the support of partners, to increase positive outcomes and sustainability for these key customers.

Measure Description	Performance	Commentary
<ul style="list-style-type: none"> Unemployed young people aged 16 to 19 who we supported to progress into a positive outcome i.e. employment, education or training. 	<p style="text-align: center;">Unemployed 16-19 to Positive Outcomes</p> <p style="text-align: center;">Variance = 2% over target</p>	<p>70.4% of all young unemployed progressed onto a positive outcome in Argyll & Bute.</p>
<ul style="list-style-type: none"> Unemployed young people aged 16 to 19 we supported, who have sustained their positive outcome for at least 3 months. 	<p style="text-align: center;">Unemployed 16-19 Sustaining 3 Months</p> <p style="text-align: center;">Variance = 9% over target</p>	<p>Of those young people progressing 76.8% sustained this outcome for at least three months.</p>
<ul style="list-style-type: none"> Number of people completing Modern Apprenticeship programmes, obtaining SkillSeeker Vocational Qualifications and Get Ready for Work participants moving into a job, starting a SkillSeeker programme or going on to Further Education. 	<p style="text-align: center;">Positive Outcomes from National Training Programmes</p> <p style="text-align: center;">Variance = 23% over target</p>	<p>This is a national statistic. However, further analysis of achievement within the Local Authority area is detailed later in this report.</p>

Measure Description	Performance	Commentary																					
<ul style="list-style-type: none"> Number of young people aged 16 to 19 completing Modern Apprenticeship programmes, obtaining SkillSeeker Vocational Qualifications and Get Ready for Work participants moving into a job, starting a SkillSeeker programme or going on to Further Education. 	<p style="text-align: center;">Young People - Positive Outcomes from Skills Programmes</p>  <table border="1" data-bbox="518 436 1098 728"> <caption>Young People - Positive Outcomes from Skills Programmes</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/04</td> <td>~1,000</td> <td>~1,000</td> </tr> <tr> <td>2008/06</td> <td>~2,500</td> <td>~2,500</td> </tr> <tr> <td>2008/08</td> <td>~4,000</td> <td>~4,000</td> </tr> <tr> <td>2008/10</td> <td>~6,000</td> <td>~6,000</td> </tr> <tr> <td>2008/12</td> <td>~8,500</td> <td>~8,500</td> </tr> <tr> <td>2009/02</td> <td>~11,500</td> <td>~11,500</td> </tr> </tbody> </table> <p style="text-align: center;"><i>Variance = 31% over target</i></p>	Year	Actual	Target	2008/04	~1,000	~1,000	2008/06	~2,500	~2,500	2008/08	~4,000	~4,000	2008/10	~6,000	~6,000	2008/12	~8,500	~8,500	2009/02	~11,500	~11,500	<p>This is a national statistic. However, further analysis of achievement within the Local Authority area is detailed later in this report.</p>
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2008/12	~8,500	~8,500																					
2009/02	~11,500	~11,500																					
<ul style="list-style-type: none"> Number of adults on the Training for Work programme who have entered employment. 	<p style="text-align: center;">Adult Job Outcomes from Training</p>  <table border="1" data-bbox="518 884 1098 1198"> <caption>Adult Job Outcomes from Training</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2008/04</td> <td>~200</td> <td>~200</td> </tr> <tr> <td>2008/06</td> <td>~500</td> <td>~500</td> </tr> <tr> <td>2008/08</td> <td>~800</td> <td>~800</td> </tr> <tr> <td>2008/10</td> <td>~1,200</td> <td>~1,200</td> </tr> <tr> <td>2008/12</td> <td>~1,600</td> <td>~1,600</td> </tr> <tr> <td>2009/02</td> <td>~2,000</td> <td>~2,000</td> </tr> </tbody> </table> <p style="text-align: center;"><i>Variance = 11% under target</i></p>	Year	Actual	Target	2008/04	~200	~200	2008/06	~500	~500	2008/08	~800	~800	2008/10	~1,200	~1,200	2008/12	~1,600	~1,600	2009/02	~2,000	~2,000	<p>This is a national statistic. However, further analysis of achievement within the Local Authority area is detailed later in this report.</p>
Year	Actual	Target																					
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2008/10	~1,200	~1,200																					
2008/12	~1,600	~1,600																					
2009/02	~2,000	~2,000																					

3. SDS Skills Programmes

National Training Programmes - New Start Training Assignments created between 1st April 2008 and 31st March 2009

New Starts 01/04/2008 to 31/03/2009								
Unitary Authority Area (based on Trainee Address (Employer address if within or adjacent to Unitary Authority Area))	Training Programme	Total	Total Starts by Unitary Authority Area	Training Programme	Total	Total Starts by Unitary Authority Area	Training Programme	Total
Argyll & Bute	MA 16-19	128	Argyll & Bute	MA 16-19	18	Argyll & Bute	MA 16-19	147
	MA 20+	30		MA 20+	5		MA 20+	35
	Skillseekers	78		Skillseekers	4		Skillseekers	80
Argyll & Bute Total		236	Argyll & Bute Total		27	Argyll & Bute Total		262
Argyll & Bute	GRFW	108				Argyll & Bute	GRFW	106
	Lifeskills	4					Lifeskills	4
Argyll & Bute Total		110	Argyll & Bute Total			Argyll & Bute Total		110
Argyll & Bute	TFW	58				Argyll & Bute	TFW	58
Argyll & Bute Total		58	Argyll & Bute Total			Argyll & Bute Total		58
Total New Starts		403			27			430

3. SDS Skills Programmes

National Training Programmes - Number of Trainees in Training as at 31st March 2009

In Training as at 31/03/2009								
Unitary Authority Area based on Trainee Address <small>(Employer address is used where the Unitary Authority Area is not known)</small>	Training Programme	Total	Unitary Authority Area based on Employer address <small>(Employer address is used where the Unitary Authority Area is not known)</small>	Training Programme	Total	Total in Training by Unitary Authority Area	Training Programme	Total
Argyll & Bute	MA18-19	381	Argyll & Bute	MA18-19	44	Argyll & Bute	MA18-19	426
	MA20+	77		MA20+	17		MA20+	94
	Skillseekers	77		Skillseekers	1		Skillseekers	78
Argyll & Bute Total		535	Argyll & Bute Total		62	Argyll & Bute Total		587
Argyll & Bute	GRFW	37				Argyll & Bute	GRFW	37
	Lifeskills	1					Lifeskills	1
Argyll & Bute Total		38	Argyll & Bute Total			Argyll & Bute Total		38
Argyll & Bute	TFW	18				Argyll & Bute	TFW	18
Argyll & Bute Total		18	Argyll & Bute Total			Argyll & Bute Total		18
Total in Training		581			62	Total in Training		683

3. SDS Skills Programmes

National Training Programmes - Positive Outcomes achieved between 1st April 2008 and 31st March 2009

Achievements - 01/04/2008 to 31/03/2009							
Unitary Authority Area based on Trainee Address (Even if the trainee is registered with another Unitary Authority)	Type of Achievement	Total			Total Achievements by Unitary Authority Area	Type of Achievement	Total
Argyll & Bute	MA 16-19 - Achievement of Qualification	85			Argyll & Bute	MA 16-19 - Achievement of Qualification	85
	MA20+ - Achievement of Qualification	63				MA20+ - Achievement of Qualification	63
	Skillsseekers - Achievement of Qualification	100				Skillsseekers - Achievement of Qualification	100
Argyll & Bute Total		258			Argyll & Bute Total		258
Argyll & Bute	GRFW - Job Outcome	40			Argyll & Bute	GRFW - Job Outcome	40
	GRFW - Progression from GRFW to Mainstream S/S	1				GRFW - Progression from GRFW to Mainstream S/S	1
	GRFW - Progression Into Full-time education	8				GRFW - Progression Into Full-time education	8
Argyll & Bute Total		49			Argyll & Bute Total		49
Argyll & Bute	TFW - Job Outcome	35			Argyll & Bute	TFW - Job Outcome	35
	TFW - Retention in employment	32				TFW - Retention in employment	32
	TFW - Other Approved Qualification	27				TFW - Other Approved Qualification	27
	TFW - Self Employment	1				TFW - Self Employment	1
	TFW - VQ 2 Outcome Payment	1				TFW - VQ 2 Outcome Payment	1
Argyll & Bute Total		96			Argyll & Bute Total		96
Total Achievements		403			Total Achievements		403

4. SDS Key Post School Customers

More Choices More Chances (MCMC)

Young people under the age of 20 who are not in employment, education or training are known as the MCMC group and are a priority group for Skills Development Scotland and our partner organisations. During the operating year (1st April 2008 – 31st March 2009) we supported **344** unemployed clients by delivering **1,172** tailored activities, e.g. guidance interviews, employability workshops, etc. to enable them to progress into a positive outcome. This support enabled **70.4%** of those we engaged with to progress into education, employment or training opportunities and **76.8%** of them sustained this positive outcome for at least 3 months.

Within the MCMC group individuals can be either Unemployed and Seeking or Economically Inactive. This is a very fluid group but a snapshot of the cohort has been provided as at 31st March 2009.

Unemployed & Seeking

This relates to unemployed 15-19 year olds, who are known to SDS Careers and have been in contact within the last 8 weeks. (Note: Percentages may not total 100%, due to rounding)

Unemployed seeking status by gender & age						
Age Group	Male	%	Female	%	Total	% Age
15/16	26	53%	23	47%	49	28%
17	39	62%	24	38%	63	36%
18/19	40	63%	23	37%	63	36%
Total	105	60%	70	40%	175	

Unemployed seeking status by age & duration (based on most recent u/e status)						
Age Group	0-3 months	3-6 months	6-12 months	1-2 years	Total	
15/16	41	8	0	0	49	
17	53	7	2	1	63	
18/19	57	2	2	2	63	
Total	151	17	4	3	175	86% 10% 2% 2%

As stated previously the MCMC group is very fluid and **62%** of the current unemployed seeking cohort had secured at least one positive destination since leaving school:

% of Positive destinations since leaving school	0	1	2	3	4 or more
	38%	36%	22%	2%	2%

Economically Inactive

This relates to individuals who are not seeking employment or training for a range of reasons. These individual circumstances may involve sickness, prison, pregnancy, caring for children or other dependents or taking time out.

Economically Inactive status by gender & age						
Age Group	Male	%	Female	%	Total	% Age
15/16	0	0%	3	100%	3	6%
17	2	20%	8	80%	10	20%
18/19	13	35%	24	65%	37	74%
Total	15	30%	35	70%	50	

4. SDS Key Post School Customers

Economically Inactive status by age & duration (based on most recent u/a status)

Age Group	0 -3 months	3-6 months	6-12 months	1 -2 years	2+ years	Total					
15/16	3	0	0	0	0	3					
17	2	1	5	2	0	10					
18/19	4	2	13	13	5	37					
Total	9	18%	3	6%	18	36%	15	30%	5	10%	50

MCMC Cohort by Geography

By analysing the postcodes of 96.0% of the 225 individuals in the MCMC cohort we are able to provide information about the localities within the local authority where the MCMC cohort are living. The 12 intermediate data zones showing the highest % of the MCMC cohort are displayed below:

Intermediate Datazone	%	Intermediate Datazone	%
Oban South	12.0%	Kintyre Trail	4.9%
Campbeltown	10.7%	Garelochhead	4.9%
Rothesay Town	9.3%	Helensburgh West and Rhu	4.0%
Hunter's Quay	8.9%	Helensburgh North	4.0%
Dunoon	8.4%	Whiskey Isles	3.6%
Helensburgh East	7.1%	Bute	3.1%

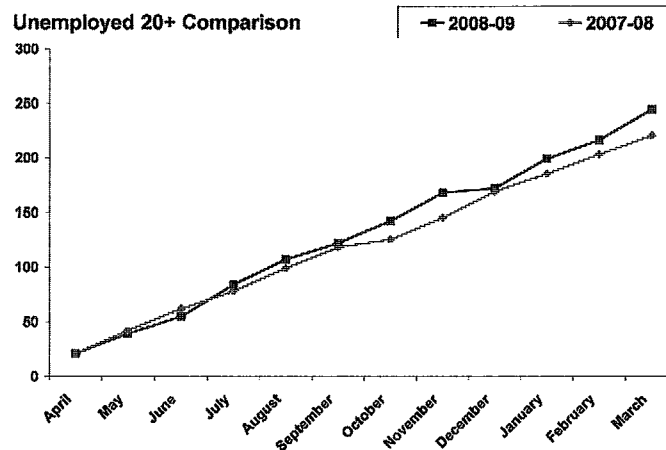
Adults 20+

This relates to all adults aged 20+ who are in transition and have received individual face to face career planning/employability support from Skills Development Scotland during the period 1st April 2008 – 31st March 2009. This includes individuals who are currently unemployed and seeking, those in employment looking to develop their career, or those facing redundancy supported through our PACE activities.

Status	Unemployed	Employed	Other	Total
Total Supported	244	224	20	488
%	50%	46%	4%	

* Other includes individuals 20+ who are in education or economically inactive

The graph below clearly shows the increase in engagements with unemployed adults commencing during the year 2008 - 09. The gap on last year has continued to widen and this must give us concern for the year ahead but also give us cause to plan in partnership to support this growing group. Joint working between SDS and JC+ on the IES strategy will enhance support available by coordinating our delivery.



5. Learndirect Scotland For Business (Lds4b)

Learndirect Scotland For Business (Lds4b)

Lds4b offers free, impartial advice and support to all small and medium sized businesses via

- The web
- Helpline
- Face to Face (Training Partners)

The objective of the service is "encouraging and assisting small businesses to become more competitive through employee training and development.

In the financial year 2008-2009 it is estimated that

- 28,361 SMEs used SUFI branded on line resource materials
- 3,209 SMEs using SUFI branded learning bytes
- 408 Business support helpline calls
- 1,138 SMEs engaging through Training Partners

Research undertaken shows that there is an appetite to increase delivery of the service more widely

Future Measures of Success

What has been achieved to date has been achieved with the resources available to meet the potential demand for services certain actions require to be undertaken to build up not just the volume but also the quality of employer engagement including workforce development

- Convince the business community of the benefits and commercial outputs that can be achieved by engaging with Skills Development Scotland.
- Ensure that all employers and people in work are offered a consistent and effective business-centred service by multi-disciplined SDS advisers.
- Promote, with absolute clarity, what is on offer to businesses at all skills levels – from bespoke careers-related activity, through to participation in National Programmes.

Enable key intermediaries, partners and stakeholders to understand what SDS offers employers, whilst realising the objectives set out in the Skills for Scotland strategy and our operating plan.

learndirect scotland for business	Argyll and Bute
SMEs using SUFI on line resource materials	636
SMEs using SUFI learning bytes	72
Business Support Helpline calls	9
SMEs engagements through training partners	12
Total lds4b interventions per local authority area	729