

A guide to our service provision to workless people living in South Tyneside 2009 - 10

Provision overview

The service is on a “drop-in” basis, with no appointments necessary.

TEN Jobsearch Advisor Service

From the first day of unemployment, residents will have access to a comprehensive free job search service which includes: CV preparation; help with application forms and interview techniques; access to telephones, faxes and photocopiers; the latest information on job vacancies from newspapers and the Internet; together with information, advice & guidance support from qualified and experienced staff.

Premises TEN's Jobsearch Advisor Service is delivered through TEN Jobsearch Advice Shops in Fowler St. South Shields and the Viking Centre in Jarrow.

Opening times

South Shields: Fowler Street Monday to Thursday 9am to 5pm.
Friday 9 am to 4.30pm

Jarrow, Ellison Street Monday to Thursday 9am to 1pm – 1.30pm to 5pm
Friday 9am to 1pm – 1.30pm to 4.30pm

TEN Outreach Engagement /rapid response

TEN has a small team of Outreach Engagement Advisors that can work at a number of outreach venues. The outreach engagement team will also provide rapid response support alongside Jobcentre Plus and other partners in the event of major redundancies, usually on-site at the employer's premises.

Jobsmart

Jobsmart provides specific support for people wishing to take up employment. The initiative matches the skills and experience of clients from information held on our client database with vacancies identified through our network of employers across Tyne & Wear. The initiative is marketed to employers as a fully integrated FREE recruitment service, including sifting of CV's and application forms and pre-interview screening. The project actively promotes South Tyneside as a source of labour to employers across Tyne & Wear and has established an employer vacancy/skills matching infrastructure facility in the Borough that can also support the skill needs of inward investors.

TEN ICT, training/mentoring and audio/ visual learning resources

TEN Jobsearch Advice Centres provide computers for client use with full access to the Internet and email facilities for job search purposes, together with a wide range of specialised software programmes related to job search, adult careers guidance etc. We also deliver customised training in vocational and job search related skills and have a number of interactive and video training programmes on interview skills, writing job applications etc. TEN

is a UK - online registered Centre with a state of the art ICT training suite at it's Fowler Street premises.

Work Ready Support Grants

Work-Ready Support Grants (Global Grants) are currently not available due to no funding available

TEN Unemployed Forum

TEN has an established Unemployed Forum that meets on the first Wednesday of each month, in order to advise us on how to improve our services to better meet the job search needs of unemployed people in the Borough. The Forum elects annually two representatives to sit on the TEN Advisory Group.

3.1 TEN Jobsearch Advisor Service

Jobsearch support

TEN's services to workless people are delivered through a team of experienced and qualified Personal Jobsearch Advisors, all of which have been trained to a minimum of NVQ Level 3 in the provision of Information, Advice & Guidance (IAG) to Adults. TEN provides an integrated package to assist workless people to develop active and continuous job search strategies and to become more competitive in the labour market and to access relevant employment and training opportunities to prevent them moving into, or remove them from, long term worklessness.

The service allows for the development of individual Personal Development Plans identifying the best route for achieving the required skills level. This results in a variety of routes taken by clients to re-enter employment. Individuals are able to choose the routes which best satisfy their training and employment needs and receive intensive individual guidance and counselling support alongside the structured development activities. We recognize that some people are a considerable distance from being "work-ready" and therefore there is no time limit to support available from TEN – individuals can access help for as long as their progression route into work requires.

The client journey into work

As stated above, clients will take a variety of routes to reach their employment goal. However, all clients will undergo a similar journey en-route employment, e.g.:

Awareness Raising - about our service and what we can offer;

Initial Contact - possibly through a third party referral; targeted marketing etc.

Assessment and a systematic diagnosis of barriers faced by the client;

Creation of a flexible Individual Development Plan;

Identification of appropriate support/support agencies;

Activities;

Review;

Further support/activities;

Take up employment/referral to other agency

Tracking.

Informal training/mentoring

TEN Jobsearch Advice Centres also deliver customised informal training and/or mentoring in job search related skills and activities.

Basic Skills, Literacy & Numeracy

TEN Personal Jobsearch Advisors are trained to be able to identify any basic skills need a client may have and where appropriate, will refer clients to specialist agencies for support. With reference to Literacy & Numeracy issues, clients identified as having a learning need are referred initially to our in-house informal training and mentoring provision (see below) and undergo assessment using Target Skills, the Basic Skills Agency ICT-based assessment tool. Where appropriate, referrals are then made to specialist support agencies.

TEN ICT, informal training/mentoring and audio/ visual learning resources

The following resources will be available to clients at both TEN Jobsearch Advice Centres:

Computer based resources:

- Internet Access & email facility for client use
- Word-processing - This facility is available to clients that wish to produce their own CV, job application letters etc.
- Target Skills - A Basic Skills Agency programme to assess an individual's Numeracy & Literacy competencies
- Adult Directions - A sophisticated programme intended to assist people that are unsure of what type of career they want.
- Careers on the Net - A list of over 450 website addresses related to careers and Jobsearch.
- Coursefinder -Search facility that provides information and details about vocational training courses across the North-east.
- Futures - Learndirect Futures is a self-managed Internet programme offering help with Jobsearch skills, work and life skills.
- Careers Information Database (CID 2007) - a very user-friendly computer programme with information in text, still pictures, sound and video sequences on a wide range of career choices, suitable for people of all ages. Internet links to various websites can be made direct from the programme.
- Specialist Jobsearch Websites - a list of specialist Jobsearch websites for particular craft skills, jobs abroad etc.
- Jobsearch for Adults CD-ROM - advice and guidance on all aspects of job seeking, the programme includes video help and Internet links.
- Occupations 2006/7 (CD-ROM) -This programme contains extensive information about most occupations currently available.
- Benefits Guide -Information on Benefits available.
- Your Chance of Success - A programme intended mainly for younger clients providing information about various careers etc.
- CV3 Processor - An easy-to-use programme where users can select from a range of templates to produce CV's etc. together with a supporting letter.

Audio/Visual resources - below is a small selection of audio visual resources available:

- First Impressions Count (Video) - A video with a 100 practical do's and don'ts for successful job interviews. Includes preparing for tricky questions, personal presentation and basic body language.
- Game for a Job (Video) - A video about writing job application letters, responding to job adverts by telephone and interview skills.
- Interview Contrasts (Video) - A video about three job candidates whose good speculative job applications have got them to the interview stage, and contrasts their different performances at interview and why the successful candidate got the job.
- The 70% Solution (Video) - This video provides usual advice on making job applications and job interviews.
- Write Now (Video) - A video about writing job applications.

Library Resources - In addition to access to newspapers, periodicals & trade journals each centre will be equipped with over 30 library titles related to job search. For example:

Daily Telegraph Guide to working Abroad
Disability Rights handbook
30 Minutes Before a Job Interview
30 Minutes to Prepare a Job Application
101 Interview Questions
Successful interview Skills

3.2 Jobsmart

Jobsmart provides specific support for people wishing to take up employment. The initiative matches the skills and experience of clients from information held on our client database with vacancies identified through our network of employers across Tyne & Wear. The initiative is marketed to employers as a fully integrated FREE recruitment service, including sifting of CV's and application forms and pre-interview screening. The project actively promotes South Tyneside as a source of labour to employers across Tyne & Wear and has established an employer vacancy/skills matching infrastructure facility in the Borough that can also be used to support the skill needs of inward investors.

4. Delivery outcomes and the impact of TEN provision

TEN recognises the need to measure its performance in terms of its impact in the achievement of residents' sustained movement from key benefits into employment. However, whilst the introduction of a 26 week client tracking cycle will provide additional relevant information, we also recognise that until appropriate performance monitoring tools are available to us.

5. Quality standards, the monitoring and evaluation of our services.

TEN's approach to quality is via a commitment to, and the implementation of, the MATRIX Quality Standard for the provision of advice and information to adults. As such, it is fully compliant with best practice identified by the Adult Learning Inspectorate. TEN was first awarded the standard 2002 and was successfully re-assessed against the standard in October 2008. The Matrix Quality Standards measures performance relating to the following areas of activity:

1. People are made aware of the service and how to engage with it;
2. People's use of the service is defined and understood;
3. People are provided with access to information and support in using it;
4. People are supported in exploring options and making choices;
5. Service delivery is planned and maintained;
6. Staff competence and support they are given are sufficient to deliver the service;
7. Feedback on the quality of the service is obtained;
8. Continuous quality improvement is ensured through monitoring, evaluation and action.

As part of TEN's Quality Assurance process, an Internal Auditor undertakes a periodic audit at each facility to ensure that the appropriate information, resources and equipment are available to enable TEN to deliver its services fully. The audit process also examines both ICT-based and paper-based client records. The process is intended to identify areas where improvements can be made and forms the basis for the development of Action Plans to implement improvements.

TEN encourages local employers to participate in the development of our services, so that individuals can directly receive information about skills and personal attributes employers look for when recruiting. Feedback on the organisation's performance is gained from internal, partner and client evaluation mechanisms. TEN has also established an Unemployment Forum of unemployed people from a variety of backgrounds to continuously inform and advise us on the appropriateness of our provision and recruitment strategies.

Weekly meetings are held between management and staff to review and evaluate the effectiveness of the TEN in meeting its target objectives. Every three months written feedback from clients is sought using client evaluation questionnaires in order to inform this process. Monthly project performance reports are compiled that measure the outputs achieved against the targets set in the action plan. The results of these processes are fed into TEN's bi-monthly Management Committee Meetings and directions regarding suggestions for improvement are fed back into the monthly review meetings thereby ensuring that a cycle of continuous improvement is established.

6. Staffing resources

TEN currently employs 14 members of staff, 2 of whom work exclusively on the Jobsmart initiative. 9 have "customer-facing" roles: However, flexible working systems operate throughout the organisation and staff are often directed by their appropriate Operations Manager to undertake alternative roles dependant upon client demand, caseload management or other variables. All customer-facing staff are required to hold, or be working towards, a minimum of the NVQ Level 3 in Information, Advice & Guidance to Adults. Several staff have progressed to hold NVQ Level 4 and degree level qualifications in the discipline.

The remaining staff members are: the Chief Executive Officer; the Finance & Personnel Manager; an ICT Technician.

As an Investor in People, TEN develops itself in accordance with the following principles:

- a. Staff training and development activities will be directly related to meeting business and operational objectives.
- b. TEN is committed to ensuring equality of opportunity in the development of its staff and volunteer workers.
- c. TEN will have a planned approach to staff development and make appropriate budgetary provision for staff training.
- d. All staff training and development activities will be evaluated in terms of :
 - a) impact on individual, team and organisational performance
 - b) value for money

7. Value for money

Targeting of our services

TEN's activities will be funded from a "cocktail" of sources which allows TEN to provide a uniform service to workless people across the borough.

TEN is a not-for-profit organisation that endeavours to provide maximum value for money to its funding partners, whilst at the same time acting as a good employer to its staff. The culture of the organisation combines the traditional public service ethos, community and voluntary sector altruistic values with a business approach to financial efficiency. Thus focusing on the optimum balance between the cost of an activity and its corresponding value as a service to our clients.

8. Partnership working

Referrals to TEN services

TEN receives referrals from partner agencies such as Jobcentre Plus, South Tyneside College, training providers, other IAG providers etc. together with Tyne & Wear partner organisations and local Community & Voluntary Sector organisations. Referrals will be predominantly made by telephone with no appointments necessary for clients. As a matter of good practice, TEN has developed and distributed client referral forms for use by partner agencies to be completed with some basic client information to accompany the client. The form can also be used to enable the agency to record referrals they have made to us. Within any constraints that may exist within the Data Protection Acts, TEN will share information, on request, of individual client progress in the form of an individual client activity report to partner referral agencies in order to facilitate their tracking of clients referred to TEN.

TEN Referrals to partner/external agencies

Where appropriate, TEN Personal Jobsearch Advisors will refer clients to external agencies. At all times, TEN IAG provision will deliver impartial advice to clients and all referrals will be made on the basis of what is in the client's best interest in terms of their progression into work.

TEN is the leading locally-based non-statutory agency in the Borough of South Tyneside providing job search and related vocational and "employability" skills to workless people. TEN contributes actively to networking and sharing good practice and information within the STEP EIG Delivery Group and TEN already receives referrals from a number of partners including the Jobcentre Plus, Further Education Colleges, Voluntary agencies and training providers. TEN is a member of the Next Step Guidance Network which is the regional partnership established with central government funding to develop Information, Advice and Guidance services in Tyne & Wear. TEN also has a long history of successfully working with BME groups and individuals. It founded the Compact for Race Equality in South Tyneside, a Home Office funded project to support access to public sector employment and services for BME groups.

In addition to optimising partner referrals, activities to market TEN provision and encourage engagement will encompass the following strands of activity: Local newspaper advertising; mails-shots to potential referral partners & agencies; Information briefing sessions to staff working within referral agencies including Jobcentre Plus staff; the development of customised "quick guides to TEN provision" for staff from our partner networks; promotion of the provision through the Tyne & Wear Together network the Next Step network; leaflets and hand-outs for potential customers distributed to Jobcentre Plus offices, libraries, community centres, local mosques and other places of worship, partner organisations; doctors' surgeries and schools. Particular emphasis will be placed on attempting to target publicity distribution at economically inactive groups such as Lone Parents and people on Incapacity Benefits.

Who we work with:

In order for TEN to offer the highest standard of service to all our clients, we work with a range of agencies including: Jobcentre Plus, Next Step Tyne & Wear, South Tyneside Council and other local and regional organisations.

When you use our services you have a right to expect:

- polite and helpful staff
- a prompt response to your queries
- unbiased, accurate and impartial information on all opportunities available to you, provided either immediately or within an agreed timescale that is acceptable to you.
- information supplied in large print or languages other than English.

- access to confidential advice and guidance
- help finding suitable employment, training or educational opportunities.

In order to obtain the most benefit from our information, advice and guidance services, you should spend time considering what you want from us and be accurate in describing your personal details.

9. TEN Statement of Service to our clients.

Client Tracking

Within any constraints that may exist within the Data Protection Acts, TEN will share information, on request, of individual client progress in the form of an individual client activity report to partner referral agencies in order to facilitate the agencies' tracking of clients referred to TEN.

All TEN clients' progress will be monitored at monthly intervals and, where appropriate, their Personal Development Plan and corresponding activities will be reviewed and amended to achieve optimum progress into employment. Clients entering new employment will be monitored and tracked at 4, 13 and 26 weekly intervals to ascertain client retention in employment. A Mentoring Support Service will be available to all clients and post-employment support will provide mentoring support for up to 6 months after taking-up a job. Employers taking-on TEN clients as employees will be offered support through the TEN Jobsmart initiative.

Clients that have been referred to other agencies for support will be monitored and tracked at 4, 13 and 26 weekly intervals to ascertain the progress being made into employment. This tracking will be conducted by a dual track process, i.e. via contact with both the client and the destination referral agency. However, the optimum benefit from the dual track approach will be dependant upon the level of cooperation and capacity of destination referral agencies to provide information on client progress.

When referrals are made by us to other organisations, a copy of which will be given to the client, explaining why the referral has been made, who the contact person is, the time & date any appointment, etc. A third copy will be sent to the agency concerned for their records. All tracking activity and outcomes will be recorded on to the Hanlon Skills Register and the information will also therefore be accessible to our funding partners.

9. TEN Statement of Service to our clients.

Who are we?

South Tyneside TEN is a not for profit organisation, set up to help the unemployed residents of South Tyneside into work. Established in 1994, TEN operates a number of job search advice centres in the Borough of South Tyneside.

What we can offer you

Our services are totally free to all workless residents of South Tyneside, regardless of length of time you have been unemployed or whether or not you are in receipt of any State Benefits. TEN undertakes a number of activities, including providing the TEN Jobsearch Advisor Service, which is an independent and impartial information, advice and guidance service for workless people, together with practical help and support in finding a job.

How to get in touch:

Simply call in at one of our centres - no appointment necessary, or if you prefer Freephone 0800 0566357 for an Information Pack.

Services to workless job seekers:

TEN Jobsearch Advisor Service - From the first day of unemployment, residents have access to a comprehensive free job search service which includes: CV preparation; help with application forms and interview techniques; access to telephones, faxes and photocopiers; the latest information on job vacancies from newspapers and the Internet; together with support and advice from experienced staff. All staff delivering services to the public are assessed against relevant competencies identified in nationally recognised standards. Further details can be obtained from TEN on Freephone 0800 0566357

Supporting Equal Opportunity

We are committed to the promotion of equality of opportunity to all individuals and groups that use our services, irrespective of age, disability, race, nationality, religious or political belief, gender, marital status, sexual orientation or criminal record.

What do you think?

TEN continuously seeks the views of workless people in order to improve our services by regularly issuing questionnaires to people using our services. In responding to a questionnaire, you may if you wish remain anonymous. We have also established a TEN Unemployed Forum that meets monthly to advise us on service improvement. Membership is open to all unemployed people in the Borough, details about membership can be obtained by phoning 0800 0566357. We use responses from questionnaires and advice from the Forum to plan improvements to our services. TEN has a Client Complaint Procedure, details of which are included in the Client Induction Pack and displayed at all centres.

Achieving Quality

IN 2001 TEN achieved Level 2 of the PQASSO quality standards for voluntary organisations, Investors in People and accreditation to the Next Step Tyne & Wear Network. In respect of the delivery of our services, we operate within the Matrix Quality Standards accreditation to which was renewed in 2008. Further details about the PQASSO standards and the Matrix Quality Standards can be obtained from TEN on 0800 0566357. TEN was successfully reassessed for it's Investors in People award in November 2007.

Third Party Involvement Where information regarding a client is shared with a third party, this information is only released with the client's full agreement. From time to time, some of our services are audited by external organisations such as South Tyneside Metropolitan Borough Council and therefore our records may be subject to access by them. Complete confidentiality is maintained throughout all stages of audit.

Data Protection

Information on clients such as names and addresses, CV's etc. may stored electronically. In the storage of such information, TEN complies fully with the Eight Principles of Data Protection and all relevant legislation. No sensitive information, as defined in the Principles of Data Protection, is held in TEN electronic storage systems. Individual clients have the right to access their personal information at any time. Clients who do not wish to have their information stored electronically, should inform TEN in writing, however the range of services we are able to provide may be restricted in such circumstances.

Our Pledge: we promise to try to...

- put you the client first and offer a service at a time, place and pace that responds to your needs,
- provide clear impartial information to help you make the most appropriate personal choices about employment or learning opportunities,
- provide practical learning experiences that are relevant to your needs, enable you to monitor your own progress and that are related to your own long- term ambitions,
- provide an opportunity for you meet with people in similar circumstances to yourself and encourage the development of mutual support networks amongst our clients,
- offer the best possible service to all unemployed people in South Tyneside and actively seek to ensure that no-one is discriminated against on the grounds of ethnic origin, nationality, gender, religion, marital status, disability, age, sexual orientation, class, dependency care responsibilities or domestic address.

Client responsibilities

TEN expects its clients to behave responsibly whilst within its premises, taking due regard for the health and safety of themselves and others. TEN reserves the right to withdraw its services from clients whose conduct may be deemed as gross misconduct. Examples of such misconduct may include: vandalism or willful damage; theft or pilfering; aggressive or violent behaviour; racist activity; sexual harassment or misconduct; falsification of claims; serious breaches of health and safety regulations; abusive or threatening behaviour; intoxication by drugs, alcohol or solvents.

From time to time you will be asked to complete a feedback questionnaire to allow for the updating of our records and ensuring a quality service.

Client complaints

TEN has a client complaints and grievance procedure, details of which are displayed at all of the premises from which provides a service to clients. If clients have a complaint about either a member of staff or the service provided by TEN, they should raise the complaint with that person directly in the first instance. If this does not resolve the issue the matter should be referred the matter to the TEN Director, either by telephone on 0191 4557778 or write to: Director, TEN, 84-86 Fowler Street, South Shields, NE33 1PD.

South Tyneside Training & Enterprise Network (TEN)

TEN's activities are supported by a wide range of public, private and voluntary agencies. TEN is A Company Limited by Guarantee, Registration No.2957689 also a Registered Charity, No. 1045638. TEN, 84-86 Fowler Street, South Shields, NE33 1PD. Tel: 0191 455 7778 Fax: 0191 456 2519 Email: ten@southtynesideten.com