

A celebration of Leicester to Work

Showcasing our employment and
skills work across the council





Foreword by Leicester City Mayor, **Sir Peter Soulsby**

Leicester continues to go from strength to strength and is becoming increasingly more confident and attractive as a place to do business. Key to this success is putting in place the right conditions for businesses to grow, helping them to create jobs and wealth for the city.

But we have a collective responsibility to realise the potential of all our local communities, and to create as many opportunities as possible for them to be part of this success.

Making sure that people have the skills to get a job and progress in work, and that employers have people with the right skills to support business growth, remains an important priority.

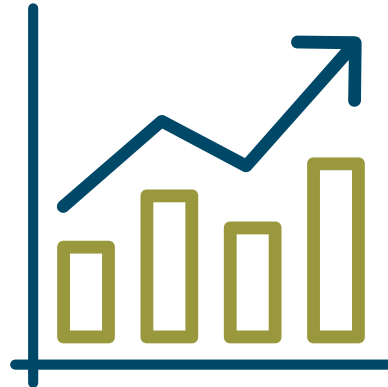
Our Economic Action Plan sets out how Leicester City Council will support those most in need to move into the labour market, gaining the relevant skills they need and addressing business needs.

This brochure highlights some of the key City Council activities and achievements that are delivering on this vision. I hope like me you can see how this work is delivering positive outcomes for all the individuals involved.



Key achievements since 2016

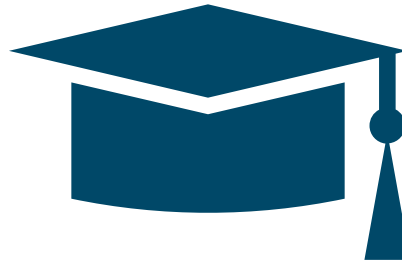
- Unemployment has fallen by **1.1%** from **6.3%** to **5.2%** over the past two years
- Over **1,000** people into employment
- **695** people into apprenticeships
- **68** graduate posts created within the Council



- Over **6,000** people supported through workshops, qualifications gained or one-to-one support
- **3,344** qualifications gained covering areas such as literacy, numeracy, English as a second language (ESOL) and IT



- Fourth annual apprenticeship graduation event held with over **600** attendees including **150** apprenticeship graduates



- New homelessness and social value policies adopted to support local communities and the most vulnerable



A FOCUS ON Young people

Our Connexions team provides guidance to young people to help them move into employment, education or training. Intensive support is provided to more vulnerable groups such as care leavers, with a focus on preparing them for the world of work, and importantly, giving them the skills needed to help them to stay in the workplace.

“To be honest, if her advice and support weren’t there, I don’t think I would’ve been able to accomplish so many things”

Care leaver quote about her Connexions personal adviser



A FOCUS ON Care leavers and looked after children

Our personal adviser team work with young people aged 16+ and support them into education, employment and training. The advisers work with partners to consider creative bespoke opportunities that will help our looked-after children and care leavers overcome barriers to employment. This includes helping with practical issues including bus passes and work clothes, as well as general advice and guidance. The team also supports young people to access higher education by providing bursaries and other financial support, giving young people the best chance to succeed.

A FOCUS ON

Apprentices and graduates within the council

Apprentices working towards a career in the city council's highways department have signed up to a new training standard. Delivered by Leicester College in partnership with their specialist subcontractor Construct Training Ltd, the two-year apprenticeship gives the trainees the chance to learn new skills in all aspects of highways work, including drainage, tarmacing, slab-laying and traffic management.



The latest intake of six recruits started their apprenticeships last April, seen here with former apprentice George Killen.

“I started my apprenticeship with the city council’s highways team back in 2012, and I’m now a skilled street mason. What’s good about an apprenticeship is that you get the opportunity to learn a range of skills, before choosing the specialism that suits you best, and if it all goes well, there’s an opportunity for a full-time career at the end of it.”

George Killen - former apprentice

Our resourcing team supports the council to recruit the right people with the right attitudes, skills and motivations, across a range of professional, technical and leadership roles.



Working with a range of council services including housing, economic regeneration and highways, the team helps to identify opportunities for entry-level apprentice and graduate posts. This meets our stated aim to develop careers in the Council for the next generation.

A FOCUS ON

Housing apprentices

Our housing department delivers an impressive apprenticeship programme, recruiting apprentices every year to deal with council house repairs across the city. The programme offers a range of multi-skilled and single trade apprenticeships and equips apprentices with a variety of transferable and practical skills.

Since 2016, 49 people have joined the programme as apprentices, and in 2018, 45 people graduated from their two, four or five-year apprenticeships. Of these 33 secured permanent jobs with the council, and others went on to secure jobs elsewhere. A real success story!





Since 2016, 95 people have joined us for a six-month contract, and many of these have been successful in gaining further positions within the Council and with other organisations.

A FOCUS ON Neighbourhoods and communities

Our award winning* Neighbourhood Improvement Scheme

Working in partnership with Job Centre Plus and Leicester College we provide a rolling programme of 10 six-month work contracts every six months. Applicants must be out-of-work and referred by the Job Centre to the college, where they complete a six-week course that covers a range of practical subjects including health and safety. They obtain the essential CCSS card and first aid certificates that construction employers require. Participants benefit from a two-day work experience placement, and are then invited for an interview for a position.

*Winner of the Partnership Award:
Leicester College Awards to Industry 2018

A FOCUS ON Creating new opportunities for women

Women in Construction

Every year a skilled team of female operatives deliver a free two-week training course for women to try out various trades, such as carpentry and plastering, learning new skills and gaining confidence along the way.



This has been a remarkable success, with over 200 women taking part since 2016 - some attending a single session and others attending for the full two weeks. Three women who attended in 2018 have succeeded in gaining an apprenticeship with the City Council, all helping to encourage more women into the construction industry.



A FOCUS ON Disability

The Employment and Travel Training Service works with eligible adults to support them to participate in voluntary or paid employment, training opportunities or independent travel. The service strives to support adults with a disability to:

- Prepare for paid employment, voluntary work or training opportunities
- Develop skills in their chosen areas of interest
- Develop employability through learning and development
- Develop skills and confidence to travel independently
- Undertake pre-interview preparation and coaching
- Provide training and practice to succeed at interviews

A FOCUS ON Supporting those in need

The Troubled Families Programme is a multi-agency partnership, led by the City Council, that uses a whole family approach to support families, specifically with:

- reducing offending behaviour and domestic violence
- improving health outcomes
- securing employment or training
- improving educational outcomes

Through the use of national and European funding the project has supported 230 adults to move from benefits into securing continuous employment.





Health & social care networking and recruitment event at City Hall 2018

A FOCUS ON Working with businesses

The City Council's Employment Hub works with businesses to encourage the increase and take-up of work experience, traineeships, apprenticeships, jobs and volunteering, specifically by those individuals who are more disadvantaged. Through this provision and working with our partners, including local colleges, universities, Leicester Education Business Company and Voluntary Action Leicester, we are helping to support local residents to secure opportunities.

Working in partnership with



Celebrating apprenticeship success at the Apprenticeship Graduation Ceremony

A key Leicester Employment Hub initiative is the popular apprenticeship graduation event - celebrating the achievements of apprentices from across the city with friends and family. The fourth annual event was held at De Montfort Hall in June 2018. The event goes from strength to strength every year, and plans are well advanced for the next event in June 2019.

Lilith attended the Apprenticeship Graduation Ceremony in 2018 after completing her Level 3 Management Apprenticeship at the LCB Depot.

“I started out my career in the hospitality sector as a pot washer and worked my way up to management level. As a mature student, I never thought I’d still get the chance to graduate, so to get that opportunity was a dream come true. I still today remember the super big grins on my family’s faces and the cheering and whooping they did when I walked on stage to collect my scroll.”



A FOCUS ON

Benefits support

Helping with Universal Credit

Universal Credit was introduced in Leicester on June 2018. It replaces six benefits with a single benefit with the aim of enabling people to move into work faster, stay in work longer and spend more time looking to increase their earnings. Universal Credit provides help with childcare costs, a dedicated Work Coach and scraps the 16-hour 'cliff edge' that prevents someone from working more than 16 hours for fear of losing benefits.

From April 2019 Citizens Advice will deliver Help to Claim which provides help for those requiring additional support to make and manage their Universal Credit claim. This has been designed specifically with vulnerable customers in mind and provides funding to help claimants submit their Universal Credit claim, and to help them to manage their Universal Credit payments.



Additionally, the Council offers thousands of hours of bookable two-hour PC sessions across the city. For example, there are 16 free to use PCs in our Customer Service Centre on Granby Street.

A FOCUS ON

Skills and Learning

Leicester's Adult Skills and Learning Service (LASALS) works to improve the lives of residents by working in partnership to raise aspirations, build achievement and protect the most vulnerable. The service engages and supports the most disadvantaged while remaining open to all. It provides learning opportunities that enable all adults to develop their skills and improve their wellbeing for themselves, their families and their communities.



LASALS learner destination data (2017-18) shows that 43% of learners continued in an existing programme of learning, 33% progressed to further learning and higher education, and 18% entered employment. Furthermore, last year a successful Sector Based Work Academy created self-employment opportunities for 46% of learners who attended the course.

Delivering Social Value for Leicester



A guide for suppliers and contractors
2018



of the Council's responsibilities is vast, and the range of what we buy and who we buy from reflects this. The council spends more than £300 million annually on goods and services, using over 4,000 different suppliers. We want Leicester to get the most out of this activity. Social value means essentially ensuring we get the absolute maximum value from every contract – that is, not just the supplies or services specified under that contract, but the additional social benefits we can secure, such as local job creation, work placements and educational experiences.

The Council has produced a guide for suppliers and contractors to show how it is possible to add that extra value to their tenders. Download the guide from our website.

Search **Do business with us** at leicester.gov.uk

New Homeless Strategy 2018-2023

Homelessness in modern Britain is not acceptable. Leicester City Council is committed to preventing homelessness and helping people find suitable housing that meets their needs. The new Homeless strategy reinforces our commitment to preventing homelessness rather than dealing with households at the point of crisis. We are working with the Dawn Centre to enhance the opportunities within the city council through potential work experience and volunteering opportunities.

A FOCUS ON

Delivering social value

Our commitment to social value

The City Council does business with and procures from a great many organisations, from large Infrastructure works to care contracts. The scope



Future priorities

- **Developing a new Employment and Skills Strategy to support local residents into employment, training and education, specifically supporting those most in need**
- **Increasing the numbers of Looked after Children/Care Leavers entering employment, training and education**
- **Increasing the range of City Council work experience and employment opportunities for priority groups**
- **Reducing language barriers by working with employers in Leicester to provide free, bespoke English (ESOL) lessons for their staff**
- **Developing new training centres for textiles and for construction skills**
- **Increasing the take-up of apprenticeships in Leicester, and using the Apprenticeship Levy to drive apprenticeship take up with external organisations**
- **Creating an internship programme supporting individuals with disabilities to provide work experience in the City Council and with external organisations**
- **Establishing a new Employer Diversity Group for Leicester businesses**
- **Increasing the retention of graduates from local universities**
- **Maximising social value through procurement and planning, linked to the Social Value Charter**

