

St Mungo's

# Workwise Annual Report

## Lambeth Housing tenants affected by welfare reform

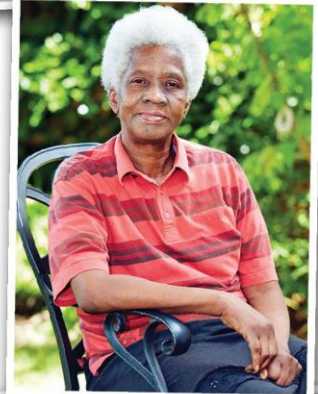
### Year Three 2017-18

**Author**

Yusuf Pickstock, St Mungo's

**Title**

Workwise Annual Report  
1 April 2017 – 31 March 2018



## CONTENTS

## PAGE

1. Project summary	3
2. The challenge	6
3. Analysis of data	7
4. Cohorts and demographics	8
5. Profile of jobs gained	16
6. Volunteering	20
7. Work Placements	21
8. Workwise HACT Social Impact Valuation Statement	22
9. What the tenants say about Workwise	24
10. Workshops	28
11. RollOnMonday	29
12. Angela's story	30
13. Dawn's story	31
14. Dawn Mccalla-Cox – Security Guard	32
15. When the benefits stop – A case study	33
16. St Mungo's Skills and Employment	35
17. Resident Engagement Team	35
18. Partnership working	36
19. Progression Fund	38
20. Digital Inclusion	39
21. Health	39
22. Foodbank	39
23. St Mungo's Welfare Rights Team	40
24. Centre 70 and SHP Tenancy Support	40
25. Members of Parliament advice surgeries	40
26. Tenancy sustainment	41
27. What next	41

## Project summary

The Workwise service has now completed a third year of delivery in Lambeth. The team has continued to deliver its vision of more jobs and greater opportunities for Lambeth tenants. Strong results were achieved across the areas of delivery, collaboration and being forward-looking and tenant-focused. This report aims to give a summary of the work carried out and to highlight achievements and barriers Lambeth tenants have faced over the year.

Workwise is a partnership between St Mungo's and Lambeth Housing Services. It is an employment, training and advice project that supports Lambeth tenants who are affected by the impact of welfare reform and are therefore at risk of losing their tenancies and becoming homeless. Workwise provides tailored support to equip tenants with the skills, knowledge and confidence to get into work or move closer to employment, thereby helping to manage any shortfall in rent, housing benefit or universal credit payments made to sustain their tenancies.

Workwise is co-located within the Welfare Reform team at Lambeth Council and is a solution to help tenants back into work. The team works in partnership and navigate tenants' journeys with the aid of an employment officer, welfare solutions officers, a housing benefit liaison lead, income officers and managers who all aim to support and inform on a range of solutions available to assist tenants. These include debt/money and benefits advice, mutual exchanges, downsizing, a lodger scheme or exploring and supporting pay and stay options. In addition, the team support more vulnerable tenants and those affected by the benefit cap with short-term discretionary housing payments to alleviate the hardship in rent shortfalls. Workwise also works very closely with Centre 70, a local charity which provides tenants with benefits and debt advice and support with utilities and available grants.

Tenants are impartially made aware of the steps which can be taken to mitigate the impact of changes to their welfare benefits. Those impacted by welfare reform are assessed to determine sources of assistance required and directed to appropriate support. The Welfare team effectively achieves this by tailoring offers to tenants in order to attempt to mitigate the impact of benefit cuts. In the 2017-18 fiscal year Workwise focused on supporting tenants affected by the size criteria (bedroom tax), the roll-out of Universal Credit and the implementation of the revised benefit cap.

Workwise has identified that the majority of households affected by welfare reform have experienced long-term unemployment and require significant support to successfully prepare them to be ready for the labour market. However, with the roll-out

of Universal Credit, changes in circumstances have been more frequent and, for many, a journey into the unknown.

Third Year Funding for the Workwise service was provided by Lambeth Housing Services and the reporting period ran from 1st April 2017 to 31st March 2018.

The Workwise staff reviewed the first two years of delivery and carried lessons learnt and impact targets into year three. The staff are now seamlessly embedded into the Welfare Reform team and have gained an in-depth understanding of case management having worked with **525** households by the end of year three. They are empathic to tenants' circumstances and use their experience to signpost to appropriate welfare solutions.

There is a healthy diversity of opinion within the partnership and often different perspectives on decisions and outcomes. However, it can honestly be said that everyone involved in the partnership has a genuine wish to improve tenants' circumstances. Workwise staff liaise closely on case management with officers who help tenants explore their options, while remaining primarily focused on employment. Welfare officers have made a significant impact in understanding tenants' needs and provided validation on calculations and better-off scenarios. Indeed, the Workwise team has had a significant focus on money management sessions and better-off calculations in 2017-18 which will be illustrated further in this report.

The team highly commend Lambeth Council's provision of a dedicated employment officer to the Housing team and Workwise. This resource has been an invaluable conduit to referrals and positive progression. The officer has provided detailed reports and carried out initial assessments and screening to assess if employment and welfare options are realistic, as well as highlighting new tenants for support. They have also brokered valuable employment opportunities for participants with a broad range of employers.

In 2017-18 there was additional focus on working with benefit-capped households in social housing. They made up **41%** of the Workwise cohort for the year. Many of them were in receipt of Income Support and had very young children. These tenants have proved to have more complex needs and have generally been further away from returning to the labour market. Many have been families and single parents who are otherwise not required to seek work because of caring responsibilities, sickness or disability.

There was also a focus on tenants who claim Universal Credit and are in rent arrears. This is the fastest growing welfare reform group in Lambeth: roughly **1000** households

have been affected since Universal Credit was phased in during early 2016. It is envisaged that Universal Credit claimants will make up the largest welfare reform cohort by June 2018.

As living costs continue to rise and budgets become tighter, many tenants are still struggling with today's economy, leaving bills missed or unpaid, including rent. Though having a secure home is a typical priority, some tenants are "bullied" by creditors and big companies who can cut off their services and hold them to ransom. The Workwise team emphasises the roof over their head as a priority and can help tenants find debt support. The Workwise team has empathy and tries to understand tenants' situations. Some are in terrible financial difficulty, although with employment and welfare support this may only be temporary.

Many tenants have had eviction panels and attended court to make agreements to address their rent arrears and shortfalls. Workwise staff understand and reinforce the importance of tenancy sustainment and paying rent. The team feels privileged to work on a project that helps tenants avoid homelessness. For a third year Workwise has maintained a **100%** tenancy sustainment rate for all tenants who engaged with the service.

Prior to the under-occupancy charge, Universal Credit and total benefit cap, many tenants were able to survive on welfare payments. However, with deductions in Housing Benefit for these cohorts, payment delays for Universal Credit claimants and a decreasing Discretionary Housing Payment budget, this has now proved simply unsustainable. Workwise provides a reality check, benefit and in-work calculations and guides tenants through the processes to achieve and maintain work and receive eligible in-work benefits. This support has proved a genuine motivator for tenants to strive for employment as the only long-term option to mitigate their circumstances and maintain their tenancy.

After three years embedded within the Lambeth Council team, St Mungo's staff have found a cohesive way of working to complement options available to tenants. The three-way approach of the welfare team, debt advice from Centre 70 and employment support has proved an effective partnership to support tenants in increasing their income and helping to mitigate welfare reform measures. The buy-in and engagement with Workwise from tenants has been outstanding and the distance travelled in their journeys has been extremely positive. Partnering with organisations such as these means we can offer a more holistic service where tenants can obtain support, progress in their lives, work and sustain a home.

## The challenge

As a specialist employment team, Workwise continues to support clients but often has to challenge expectations to enable them to move closer to the employment market.

Key barriers we tackle:

- Lack of motivation to engage regularly
- Lack of understanding around paying rent regularly or budgeting skills (financial literacy)
- Lack of understanding of the employment market
- Low confidence leading to low initiative to contact the team to ask for help when needed e.g. interview secured
- Self-awareness of personal barriers to employment
- Poor IT skills, literacy and numeracy needs and low desire to improve these
- Attendance and timekeeping
- Poor communications skills in general
- Poor diary management and general organisational-planning skills e.g. looking up google maps to get to a new destination for interviews or appointments
- Limited understanding of what employers want and need
- Ability to read and understand job specifications and apply themselves when completing job applications
- Generic CVs
- Negative attitudes
- Unrealistic salary expectations

## Analysis of data

Workwise initially aimed to work with **150** tenants over the duration of the 2017-18 contract. Demand for employment support by tenants remained high and the team engaged with **147** households over the year.

**36 / 24%** of tenants were from north of the borough, **47 / 32%** were from south and **47 / 32%** central Lambeth. This represents an even spread of referrals and engagement across the borough based on need. **17 / 12%** of tenants were from tenant management organisations, which are not directly managed by Lambeth Housing Services, but still affected by welfare reform.

A total of **552** one-to-one sessions were attended by **147** tenants over the year. These were sessions held by one of the dedicated Work Coordinators, who help clients to move towards their work and learning aims. The discussions centre on both long term goals (dream jobs) and short term (work to help with their current financial situation).

**266** work-focused sessions have been attended, which are designed to provide support. The coordinators use coaching and motivational interviewing techniques to empower clients to work towards their own goals.

Work Focused Sessions	
CV Workshops-CV completed	86
Employability Workshops	24
In Work Benefit Calculations	41
Interview techniques sessions	18
Supported Job Interviews	62
Job Application forms completed	34
Business Coaching Session	1
<b>Total</b>	<b>266</b>

**107** tenants were recorded as undertaking Foundation Skills sessions. These were primarily single sessions and workshops focusing on money management (e.g. income and expenditure), benefits claims, and Discretionary Housing Payment applications or to achieve development goals.

**74** tenants were recorded as having attended basic skills assessments that support them with their literacy, numeracy or ICT support needs. This aids referral to suitable local training provision. Staff report that they are increasingly seeing a higher number of tenants with basic skills needs. This has been partly evident in the growing number of tenants who struggle to understand letters from local authorities or government departments.

<b>Basic Skills Sessions</b>	
Basic Skills Assessment completed	44
ICT Assessment completed	30
<b>Total</b>	<b>74</b>

**390** referrals were made by the team to employment, education-training, work placements, volunteering or advice opportunities.

<b>Referrals made</b>	
Employment	150
Education	101
ETE Referral to Specialist Agency	65
Advice	42
Work placement or Volunteering	32
<b>Total</b>	<b>390</b>

Workwise referrals resulted in the following outcomes:

- **68** tenants secured full-time work
- **22** secured part-time work
- **90** households improved their income
- **13** work placements gained
- **53** places gained on education and training courses
- **30** qualifications recorded as achieved so far
- **13** volunteering positions gained

## **Cohorts and demographics**

During 2017-18 Workwise worked with the following categories of cases:

<b>Case Classification</b>	<b>Cohort</b>	<b>Percentage</b>
Bedroom Tax	53	36%
Universal Credit	26	18%
Benefit Capped Households	60	41%
General Needs	8	5%
<b>Total</b>	<b>147</b>	<b>100%</b>

The Workwise team has reported on performance by cohort and looked at trends in case classification.



## Equality and Diversity

The Workwise service objectives and reporting structure supports groups identified by the Equalities and Human Rights Commissions Strategic Plan 2016-19 as being particularly in need.

Workwise aims to ensure Lambeth tenants have the opportunity to participate to their full potential in the labour market and we support individual households to be financially autonomous. Additionally, we work with businesses to encourage the best use of talent and broker positions on behalf of our clients. The team understands that employment is an important aspect of personal fulfilment and that just and fair conditions at work are a fundamental human right.

Workwise works with people with protected characteristics, where disclosed, including younger adults, older people, disabled people, women, lesbian, gay, bisexual and transgender people, and ethnic and religious minorities. We are aware that these groups experience disproportionately low employment rates, over-representation in low-pay sectors, pay gaps, or poor treatment at work. The team hopes that this 2017-18 Workwise Annual report demonstrates impact and labour market progression for **all** including with under-represented groups.

### Gender

Of the **147** tenants engaged with by Workwise there has been a ratio of male **36 / 24%** to female **111 / 76%**. The team was already aware from previous years' data that welfare reform seems to affect women to a higher degree than men. However, this has been even more prevalent with the increase in benefit-capped cases. Universal Credit roll-out shows early indications of reversing this trend.

Case Classification	Total	Male	Percentage	Female	Percentage
Bedroom Tax	53	14	26%	39	74%
Universal Credit	26	17	65%	9	35%
Benefit Capped Households	60	4	7%	56	93%
General Needs	8	1	12%	7	88%
Total	147	36	24%	111	76%

### Legacy cases

The team carried **58** legacy cases (that is, tenants who had previously been on a St Mungo's employment programme) to year three, **24** of whom were affected by the bedroom tax and **8** Universal Credit claimants who had previously claimed Jobseekers Allowance. Additionally, we worked with **26** benefit-capped households, previously seen by St Mungo's under Workwise or the Lambeth Tenancy Rescue project which ended in December 2015.

## Age range

The majority age range of referrals to Workwise in previous years were tenants aged **51-65 (66%)** (this is because, in 2015/16, for example, the project focused on tenants affected by spare-room subsidy removal or bedroom tax). However, with the introduction of Universal Credit and benefit cap referrals, the age range has shifted in year three. **40 (27%)** of tenants were aged **51** to pension credit age in 2017-18. Within the Universal Credit cohort, Workwise met an increased number of tenants aged 18-24, whereas this cohort were only tenants' dependants in year one.

Detailed Age Grouping	Number of Clients	
15 - 19	2	1%
20 - 24	7	5%
25 - 29	10	7%
30 - 34	29	20%
35 - 39	23	16%
40 - 44	22	15%
45 - 49	14	10%
50 - 54	20	14%
55 - 59	12	8%
60 - 64	8	5%

## Ethnicity

Ethnic Origin	Number of Clients	Percentage of Clients
Black or Black British: Caribbean	48	33%
Black or Black British: African	49	33%
White: Other	6	4%
White: British	17	12%
Client does not wish to disclose	8	5%
Mixed: Other	5	3%
Black or Black British: Other	2	1%
Asian or Asian British: Bangladeshi	1	1%
Mixed: White & Black Caribbean	6	4%
Arab	2	1%
Mixed: White & Black African	1	1%
Other ethnic group	2	1%

## Disability

Disability	Number of Clients	Percentage of Clients
No	133	90%
Yes	12	8%
Client does not wish to disclose	2	1%

Disability Type	Number of Clients	Percentage of Clients
Autistic Spectrum	1	1%
Hearing Impairment	1	1%
Learning Disability	2	1%
Mental Health	3	2%
Mobility	3	2%
Progressive or Chronic Condition	2	1%

**12** tenants engaged with Workwise during 2017-18 who declared a disability at the point of registration. This equates to **8%** of the overall Workwise cohort and the team agree that the numbers are relatively low. Employment support is offered to all tenants that wish to look for work, but equally understand that some tenants are unable or not required to seek work because of sickness or disability.

Of the **12** tenants with declared disabilities **4** were in receipt of Employment Support Allowance at the point of registration. A further **4** had previously been on ESA but had to apply for other out of work benefits when their claims were re-assessed. **3** tenants were able to claim Job Seekers Allowance and **1** went on to claim Universal Credit.

**8** jobs were gained by tenants with a declared disability indicating a job outcome rate of **67%**. This is a rise of **29%** from figures recorded by Workwise in 2016-17.

## Demographics by case classification

### Bedroom tax - removal of the spare room subsidy

The Removal of the Spare Room Subsidy, commonly known as the bedroom tax, was introduced in April 2013. Workwise has worked with tenants who have been affected for three years. It is the largest of all welfare-reform affected cohorts in Lambeth, but is soon to be superseded by Universal Credit.

Total clients: 53

Gender	Number of Clients	Percentage of Clients
Male	14	26%
Female	39	74%

Parent	Number of	Percentage of
Yes	49	82%
No	11	18%

Marital Status	Number of	Percentage
Single	47	89%
Separated	2	4%
Widowed	1	2%
Divorced	1	2%
Married	2	4%

Economic Status	Number of	Percentage
Job seeker	44	83%
Long-term sick/disabled	2	4%
Part-time work < 24 hrs/wk	7	13%

Preferred Language	Number of Clients	Percentage of Clients
English	46	87%
Portuguese	2	4%
Tigrinya	1	2%
Lingala	1	2%
Spanish	1	2%
French	1	2%
Arabic	1	2%

Detailed Age Grouping	Number of Clients	Percentage of Clients
15 - 19	2	4%
20 - 24	1	2%
25 - 29	2	4%
30 - 34	7	13%
35 - 39	3	6%
40 - 44	3	6%
45 - 49	7	13%
50 - 54	14	26%
55 - 59	8	15%
60 - 64	6	11%

UK/EEA Nationality	Number of Clients	Percentage of Clients
EEA (Incl. Switzerland)	2	4%
Non UK/EEA	6	11%
UK (Incl. Republic of Ireland)	45	85%

Care Leaver	Number of	Percentage
No	48	91%
Yes	2	4%
Unknown	3	6%

Disability	Number of Clients	Percentage of Clients
No	44	83%
Yes	8	15%
Client does not wish to disclose	1	2%

Offending History	Number of Clients	Percentage of Clients
Yes	8	15%
No	45	85%

- 74% or roughly three quarters of the bedroom tax cohort seen by Workwise during 2017-18 were female.
- Data from Lambeth in April 2017 showed that 1,463 households were affected by the bedroom tax. The average age of those affected was 53.6 years.
- During 2017-18 52% of all tenants were between 50 years and pension credit age on Workwise. The least affected were tenants aged 18 to 25 years. These were generally tenants who succeeded possession of their property or were

tenant's non-dependents who needed support to increase their household income.

- 85% of tenants affected by the bedroom tax were UK nationals, whilst 4% were from the EU and 11% were Non UK-EEA nationals. Of this cohort 8 of these households had indefinite leave to remain in the UK.
- 96% of bedroom tax cases seen by Workwise were single people. Only 4% of the cohort were married or had a declared partner.
- 31 tenants or 38% of parents affected by the bedroom tax have dependent children.

## Universal Credit

Universal Credit was introduced into Lambeth on 8 February 2016 for new benefit claimants in single-person households with “straightforward” claims. This has subsequently seen a phased rollout to full service. By the end of March 2018, all Lambeth tenants with a change in their circumstances were being referred to Universal Credit, except for households affected by the benefit cap. For the first time Workwise also saw bedroom tax cases that were also on Universal Credit.

### Total clients: 26

Gender	Number of Clients	Percentage of Clients
Female	9	35%
Male	17	65%

Parent	Number of	Percentage
Yes	14	54%
No	11	42%
Unknown	1	4%

Marital Status	Number of Clients	Percentage of Clients
Single	23	88%
Divorced	2	8%
Separated	1	4%

Economic Status	Number of Clients	Percentage of Clients
Job seeker	24	92%
Part-time work < 24 hrs/wk	2	8%

Preferred Language	Number of Clients	Percentage of Clients
English	23	88%
French	1	4%
Arabic	2	8%

Detailed Age Grouping	Number of Clients	Percentage of Clients
20 - 24	6	23%
25 - 29	1	4%
30 - 34	1	4%
35 - 39	2	8%
40 - 44	6	23%
50 - 54	4	15%
55 - 59	4	15%
60 - 64	2	8%

UK/EEA Nationality	Number of Clients	Percentage of Clients
Non UK/EEA	2	8%
UK (Incl. Republic of Ireland)	24	92%

Disability	Number of Clients	Percentage of Clients
No	24	92%
Yes	1	4%
Client does not wish to disclose	1	4%

Care Leaver	Number of	Percentage
No	18	69%
Yes	6	23%
Unknown	2	8%

Offending History	Number of Clients	Percentage of Clients
No	20	77%
Yes	6	23%

- There is a more even ratio of male (65%) to female (35%) within the Universal Credit cohort, unlike other welfare reforms.
- Although Workwise is seeing younger claimants under Universal Credit (23% under 24 years), 38% of tenants were aged between 50 years and pension age.
- The care leavers on Universal Credit seen by Workwise were aged between 18-24 years. All were in arrears and most were on introductory tenancies. This group have been highlighted as a priority group for support going forward during 2018-19.

## Benefit-capped households in social housing

The Workwise team had a significant focus on this cohort during the 2017-18 contract year. On 1 April 2017 there were **102** affected families that were being supported by the partnership. Workwise sees this area of work as a priority going forward and will undertake further specific work to support this group during 2018-19. The majority of tenants seen by Workwise and impacted by the benefit cap are single parents with several dependent children, who do not qualify for an exempting benefit or have significant long-term obstacles to returning to employment.

Gender	Number of Clients	Percentage of Clients
Female	56	93%
Male	4	7%

Parent	Number of	Percentage
Yes	60	100%

Marital Status	Number of	Percentage
Single	50	83%
Divorced	1	2%
Couple	2	3%
Married	3	5%
Widowed	2	3%
Separated	2	3%

Economic Status	Number of Clients	Percentage of Clients
Job seeker	54	90%
Part-time work < 24 hrs/wk	2	3%
Other adult	1	2%
Long-term sick/disabled	1	2%
Full-time work > 24 hrs/wk	2	3%

Preferred Language	Number of	Percentage
English	38	63%
Somali	5	8%
Lingala	5	8%
Yoruba	1	2%
French	5	8%
Portuguese	1	2%
Bengali	1	2%
Arabic	2	3%
Twi	2	3%

Detailed Age Grouping	Number of Clients	Percentage of Clients
25 - 29	6	10%
30 - 34	19	32%
35 - 39	14	23%
40 - 44	13	22%
45 - 49	7	12%
50 - 54	1	2%

UK/EEA Nationality	Number of Clients	Percentage of Clients
Non UK/EEA	7	12%
UK (Incl. Republic of Ireland)	53	88%

Offending History	Number of Clients	Percentage of Clients
No	55	92%
Yes	5	8%

Care Leaver	Number of Clients	Percentage of Clients
No	55	92%
Yes	3	5%
Unknown	2	3%

Disability	Number of Clients	Percentage of Clients
No	59	98%
Yes	1	2%

**90%** of all benefit capped cases seen were single parents with dependent children. The reason for benefits being capped in the private rental sector is mainly due to high rents set by private landlords. Within social housing, the main cap reason is Child Tax Credit for dependent children.

With the lowered cap now rolled out to affected claimants since 7 November 2016 the benefit cap has been set at the following rates inside London:

- £442.31 a week if you are a couple or have children and live in London
- £296.35 a week if you are a single person and live in London

Currently in Lambeth there are **no** council-social housing tenants **without** children that are affected by the cap at the lower rate.

Workwise and the Welfare Reform team have been proactively working with the Department for Work and Pensions, commissioners and have engaged with affected households to review their financial circumstances and ability to pay rent, while working to identify employment opportunities.

- 14% of the benefit cap cohort seen by Workwise were married or considered themselves to be part of a couple. 3% did not wish to disclose their status.
- 55 tenants or 92% of the cohort declared themselves to be single parents with dependent children.

#### Declaration of criminal convictions – all clients

Jobs by Offending history	
Jobs achieved	9
Cohort	19
Total	47%

From initial discussions and recording at enrolment it was established that **19 / 13%** of all Workwise participants had self-declared criminal convictions. **9 / 19 (47%)** of the cohort gained employment during 2017-18. This demonstrates a **1%** rise in achievement for this cohort over the last 12 months. This is lower than the average job outcome rate for the project and highlighted again as a priority focus for 2018-19.

#### Unemployment profile

Length of unemployment at point of registration:

Length of unemployment	Cohort	Percentage
0-6 months	52	35%
7-12 months	18	12%
13-23 months	14	10%
24-35 months	5	3%
36+ months	58	39%
Total	147	

### Benefit type at the point of registration:

Benefit Type	Number of Clients	Percentage of Clients
Jobseekers Allowance	28	19%
Universal Credit	29	20%
Employment and Support Allowance	9	6%
Income Support	56	38%
No eligible benefit - awaiting	25	17%

### Profile of jobs gained

Lambeth tenants have engaged well with Workwise and worked hard to find jobs in what has proved to be a competitive employers market. In reporting jobs, the Workwise team has broken down the reporting of weekly hours worked into 30+, 16-29, 8-15 and under 8 hours. The team recorded **90** job entries over the 12 month period 1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018.

It is generally seen that, although clients may have achieved a job outcome, those working under 16 hours a week will not necessarily sign off an eligible employment benefit/credit. For the purpose of the project, these positions are seen more as increasing household income. Tenants are made aware that if they undertake work and still claim employment benefits, they must declare their weekly hours of work to their Job Coaches or advisor at the DWP. Tenants claiming Housing Benefit also need to report any changes in circumstances. It is stressed that overpayments in benefit need to be avoided where possible, to avoid additional debt.

The team has built strong links with Housing Benefit liaison to support tenants engaging with Workwise. This has proved extremely productive when requesting removal of the benefit cap.

Workwise has witnessed instances where clients have built up their hours in multiple part-time jobs in order to move away from claiming Income Support, Jobseekers Allowance, Employment and Support Allowance, Universal Credit or to mitigate the Benefit Cap.



### Jobs gained by case classification

Jobs by Case Classification	Jobs	Cohort	Percentage
Bedroom Tax	40	53	75%
Universal Credit	25	26	96%
Social Housing Benefit Cap	24	60	40%
General Needs	1	8	12.5%
Total	90		

Workwise has significant experience in working with bedroom tax cases from its three years of delivery. At the end of year three, **75%** of this cohort have gained employment through interventions from the team.

**25** jobs were achieved by Universal Credit claimants. We found that this group was more transient and were taking up more temporary positions. A revised progression rate of 20 -26 (**75%**) was agreed when multiple jobs were taken away.

The team has worked extensively with benefit-capped households during 2017-18 and there is evidence that that jobs gained have lifted and mitigated the benefit cap and households have improved their income. **40%** of the cohort gained employment outcomes over the year.

### Single Parents with Dependent Children

Single Parents with Dependent Children	Tenants	Jobs	Percentage
All	82	39	48%
Bedroom Tax	23	17	74%
Universal Credit	4	3	75%
Benefit Cap	52	19	33%
General needs	3	0	0%

Supporting single parents with dependent children is an area of priority for Workwise and the local authority, especially those affected by benefit cap reduction. There is evidence that single parents with dependent children are working and increasing household income.

### Jobs gained by hours

Jobs by hours worked per week	
Employment (30hrs or more-week)	37
Employment (16-29-week)	23
Employment (8-15 hrs-weeks)	16
Employment (less than 8 hrs-week)	6
Client registered as self employed	8
Total	90

### Jobs achieved by sector

Jobs gained 30+ hrs per week	Self-Employment
Administration x10	Administration x1
Social Care x3	Childminder x1
Construction x2	Employability Coach x1
Retail x5	Horticulture x1
Public Sector x3	Hair & Beauty x2
Domestic Cleaning x2	Driver x2
Catering x1	<b>Jobs Gained 8-15hrs per week</b>
Porter x3	Domestic Cleaner x4
Engineer x2	Retail x3
Driver x1	Social Care x4
Security x3	Administration x2
Customer Service x2	Public Sector x2
<b>Jobs Gained 16-29hrs per week</b>	Security x1
Administration x3	<b>Jobs Gained 0-8hrs per week</b>
Teaching Assistant x2	Customer Service x1
Social Care x4	Domestic Cleaning x1
Public Sector x1	Engineer x1
Customer Service x2	Exam Invigilator x1
Porter x1	Hair & Beauty x1
Beauty Therapist x1	Translator x1
Catering x1	
Domestic Cleaning x3	
Fitness Consultant x1	
Nursery Practitioner x2	
Security x2	

### Jobs achieved by length of unemployment

Length of unemployment	Jobs	Percentage
0-6 months	43	47%
7-12 months	16	18%
13-23 months	10	11%
24-35 months	2	2%
36+ months	19	21%
Total	90	

The analysis demonstrates that **59** jobs achieved were by tenants who were unemployed or under-employed for up to one year. This is no surprise, as recent work history is more appealing to potential employers. All of this cohort were in rent arrears at the point of first engagement and continued in-work support was provided to ensure arrears continued decreasing. Naturally, the longer a tenant is out of work the more isolated and generally less confident they become about returning to the labour market. It is interesting that very few jobs are achieved by tenants who have been unemployed for between one to three years. However, Workwise can show that an impact has been made with those who have been unemployed in the longer term. **23%** of jobs were achieved by tenants who have been unemployed for two years or more. Within the 36 months + cohort, evidence shows that some had previously been out of the labour market for up to 10 years or more.

### Jobs achieved by benefits type

Jobs by Benefit type	Jobs	Percentage
Jobseekers Allowance	18	20%
Employment Support Allowance	6	7%
Income Support	21	23%
Universal Credit	28	31%
Other benefits	17	19%
Total	90	100%

### Jobs Achieved by Legacy Cases

Jobs by Legacy case	
Total Jobs	40
Total clients	56
Jobs as percentage of cohort	71%

**56** tenants were carried into year three of Workwise from year two or another St Mungo's Work and Learning programme, including Lambeth Tenancy Rescue (benefit cap project). **71%** of this cohort achieved a job outcome during this contract year. This demonstrates that some tenants need longer or more intensive support to make the leap into employment from benefits.

## Employment sustainment

While Employment sustainment is not a KPI for Workwise, it is recognised that the team needs to evaluate the job entries recorded and measure whether the cohort achieves sustainable employment. This is an ongoing exercise at the time of the current evaluation, but some key themes were highlighted.

Of the **90** jobs achieved throughout the year 80 or **89%** of these were still active at the end of May 2018. From experience of working with Lambeth tenants, reasons for jobs ending have included:

- Temporary contract ended
- Not passing probation period - early termination
- Travel cost - hours available
- Location and accessibility
- Zero hours contracts, not guaranteed hours
- Better paid work, career progression
- ID issues
- Sickness

## Volunteering

A close working relationship with local organisations has helped facilitate opportunities within the local community for our tenants engaging with Workwise. For many who have been away from the workplace for some time or who have no work history, volunteering is a great first step in returning to the labour market.

**13** volunteering outcomes were recorded over the year. Tenants were active within their local community and gained positions in schools, community centres and charity shops. **4** tenants engaged with the council's Get Set Go volunteering programme gaining valuable experience within the performance and planning team.

- A number of tenants have gained voluntary positions within local schools as classroom assistants, after school clubs and lunchtime supervisors. There is a hope that more of these will become paid positions. There is already evidence this year of **2** benefit capped tenants gaining full-time work in these settings.
- **2** Workwise participants have gained volunteering opportunities within St Mungo's.
- Workwise recognise the importance of volunteering and have made it a priority in 2018-19 to increase the number of volunteering opportunities, especially with the benefit-capped cohort.

## Work Placements

13 work placements were gained by Workwise participants during the year. 3 placements were provided by Marks and Spencer across their stores in Victoria and the West End. Each participant was given two weeks unpaid experience within a store setting. The placements were brokered through our partnership with Gingerbread, the single-parent charity. They had a brief to provide placements for single parents with dependent children, so this tied in well with the Workwise cohort. Feedback was mixed, as participants were put on a reserve list for paid positions, which have yet to become open.

Other work placements gained were in retail, warehousing, childcare, domestic cleaning and in administration. The administration placement resulted in paid employment after a two-week trial.

- The team will be making work placement creation a priority during 2018-19, mindful of the fact that these should translate into more sustainable job outcomes as a consequence.

Workwise 2017-18 HACT Social Value Calculation based on 12 months delivery from 01-04-17-31-03-18

Annual budget	Associated outcome / value	Does this require a survey or data from organisational records?	In which region is this activity?	Average person value	No. of participants/beneficiaries				Total value	Total minus deadweight
					Age unknown	Under 25	25-49	50+		
£ 147,716	◆ Full-time employment	Organisational records	London	£ 14,433		5	35	20	£ 910,787	£ 774,169
	◆ Part-time employment	Organisational records	London	£ 1,229		1	12	9	£ 43,249	£ 36,762
	◆ Self-employment	Organisational records	London	£ 11,588			6	2	£ 96,490	£ 82,016
	◆ Vocational training	Organisational records	London	£ 1,124		3	38	12	£ 95,304	£ 81,008
	◆ Regular volunteering	Organisational records (Employment survey if data not already collected)	London	£ 3,249		2	18	6	£ 107,095	£ 86,747
	◆ General training for job	Organisational records	London	£ 1,567		30	354	160	£ 1,316,654	£ 1,119,156
	◆ Employment training	Organisational records	London	£ 807		16	256	101	£ 400,173	£ 340,147

Overall budget	Overall social impact	Analysis of benefit	
		Budget : social impact	Net benefit
£ 147,716	£ 2,520,005	1 : 17.06	£ 2,372,289

## **HACT Social Value**

Lambeth Housing was keen that the social impact of the work undertaken over year three of Workwise was evaluated. The value that communities derive from programme investment can be difficult to quantify, so we worked to develop a set of financial values which could be attributed to particular interventions based on the initial budget. The total Workwise budget for 2017-18 equated to £147,716. This consists of salaries and on costs incurred by St Mungo's (£93972) and a match funded post and on-costs incurred by Lambeth Council (£47716). There was additionally £6028 budgeted for the Progression Fund provided by Lambeth Council. The aim was to gain a cost-benefit ratio for 12 month's operational delivery. There has been consistent data collection by the team using St Mungo's Opal management information system. Evaluating and reporting of data has been key in validating outputs on a weekly and monthly basis. We have used the Housing Association Charitable Trust's (HACT) measuring tool in this exercise.

There were many other sustainment and wellbeing values that could have been attributed to the analysis, but due to the limited timescale in writing the evaluation a decision was made to use the main KPI outcomes achieved and validated for the year. These were then measured against the HACT values for London, contained in the Social Value Bank. When thinking about community value, there was a wish to assess the positive impact that comes from employability work with tenants affected by welfare reform. The results demonstrate a cost-benefit ratio of 1:17. The results of this statement are being shared with the Lambeth Resident Engagement Team as part of their community investment work. They are also being shared internally with St Mungo's colleagues.

## What the tenants say about Workwise

Tenants were asked to feed back on the service provided over the year. An online survey was created with a link emailed to all tenants that had accessed the service. The survey was live for two weeks and tenants were encouraged to feed back. **24** tenants responded to the request, prompting the following questions and responses.

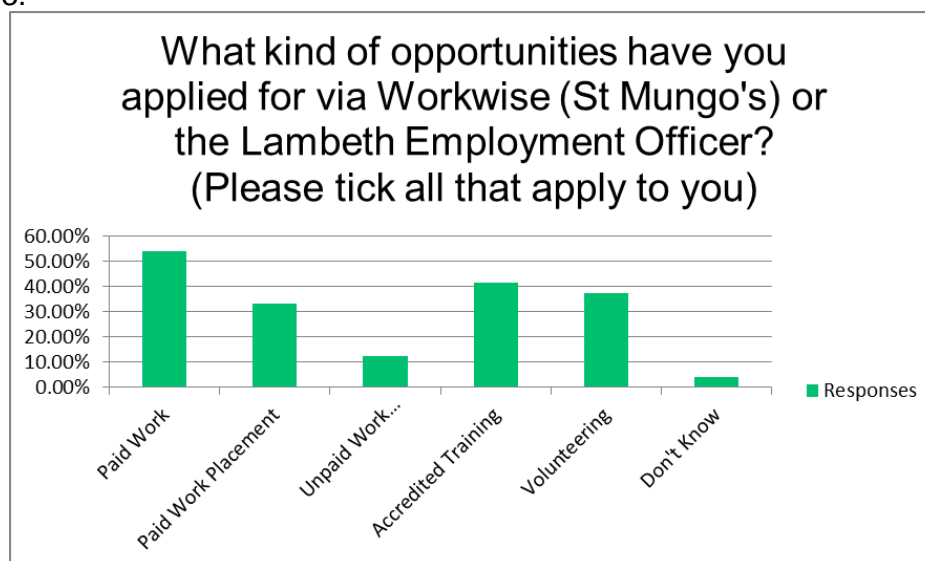
1. Overall, how satisfied are you with the Workwise service that you have received this year?

Answer Choices	Responses	
Very Satisfied	79.17%	19
Somewhat Satisfied	16.67%	4
Neither Satisfied or Dissatisfied	4.17%	1
Somewhat Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Prefer not to answer	0.00%	0
	<b>Answered</b>	<b>24</b>
	<b>Skipped</b>	<b>0</b>

2. How well did the Workwise Service meet your personal needs? e.g. helping with employment goals, referrals to training or signposting to support services.

Answer Choices	Responses	
Very Satisfied	79.17%	19
Somewhat Satisfied	16.67%	4
Neither Satisfied or Dissatisfied	4.17%	1
Somewhat Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Prefer not to answer	0.00%	0
	<b>Answered</b>	<b>24</b>
	<b>Skipped</b>	<b>0</b>

3.





4. Do you think that you have benefitted from the support and information, advice and guidance provided by the Workwise service?

Answer Choices	Responses	
Yes	100.00%	24
No	0.00%	0
If no, is there a reason for this?		0
	<b>Answered</b>	<b>24</b>
	<b>Skipped</b>	<b>0</b>

5. Are you now more confident about your employability skills and knowledge to apply for your desired job role?

Answer Choices	Responses	
Yes - More Confident	75.00%	18
No - Less Confident	0.00%	0
Don't Know - Confidence Unchanged	25.00%	6
	<b>Answered</b>	<b>24</b>
	<b>Skipped</b>	<b>0</b>

6. Please comment on your experience of the Workwise service and staff.

*"I felt the staff were very supportive & informative, always happy to find out the information on my behalf if not to hand."*

*"I found the member of staff very knowledgeable and helpful."*

*"I found the staff to be pleasant and helpful in dealing with my concerns."*

*"Being helpful and taking notice of situations and adapting to customers problems."*

*"The staff at Workwise were very helpful and they listened to you and took time to find out what your aims were and what you actually wanted to achieve. And helped you to achieve them."*

*"Advice from my adviser and his colleagues was good and professional. The staff always have time for me and they help me a lot."*

*"My experience is that they actually listen to you and work with you to help achieve your goals. My situation is convoluted and when I presented my situation and goals to my work coach at the JC, his only aim is to get me into full time employment. With workwise, I presented the same personal story but from the start, and my co-ordinator immediately acknowledged every aspect and facet of what I told him, then identified courses and routes to achieve. Everything planned thus far, with the exception of sustainable part time employment, has come to fruition. All of this achieved in the space of less than two months is fantastic and I look forward to the next step."*

*"Very good."*

*"I found the staff to be very helpful and positive, working with them was a real confidence boost and the support and advice I received have been invaluable. I am going to an interview and I feel confident in my ability thanks to all the confidence building workshops, interview techniques etc. Thank you all for this wonderful experience."*

*"When I joined up with workwise, I was a very anxious person. I have trained and attended workshops which have helped me a lot with my confidence. I find it easier to speak to people and I have more self-belief due to completing courses and earning certificates. This lets me know I can achieve more than I expected. Thank you workwise."*

*“Very helpful and good knowledge of information. Ongoing support. Patient staff.”*

*“I am extremely happy with all the help and support that they have are still giving me and if it wasn't for them I wouldn't know what to do. They have showed me how to survive and be positive about situations and I know I owe them a lot.”*

*“Whenever I needed help with applying or questions the help and input was there.”*

*“Very helpful staff always there to work with you.”*

*“Very helpful always there for me when I call to see someone.”*

*“The staff were extremely helpful with advice training that lead to paid employment within months, I am so happy where I am over joyed!!”*

*“Staff are very professional and supportive in their endeavours to assist and meet client's needs.”*

*“Staff create a very encouraging environment where clients feel confident in discussing their needs.”*

*“I felt the support was always there with any enquires I had or the support team was always happy to find query that information & relay it back to me. I also felt happy with the way the service felt like it was suited to my needs.”*

*“Supportive, polite, patient & will try to help or give a solution if possible or point in the correct direction. Compliments of the season to all the staff I've encountered with.”*

*“Excellent service from my advisor. Very supportive and informative.”*

## **7. Please comment on areas to improve the Workwise project.**

*“I felt the resources were limited & didn't match up to the customer care.”*

*“None I think of at present.”*

*“I think that the job vacancies that are sent via email should pertain to the client's qualifications or work experience, rather than random jobs that they may be under-qualified to do.”*

*“No improvement.”*

*“Can't think of anything that could improve their services.”*

*“The service is excellent and should be in every borough of London.”*

*“They are all doing a wonderful job.”*

*“More work emails relating to each person's skills and experience. Continued extra help with food vouchers and travel Interview skills.”*

*“I have improved extremely well and I am now able to look for a job.”*

*“I think we need more help with first time interviews what to expect etc. things to say and not to say.”*

*“They are all doing a fantastic job.”*

*“There are always improvements to be done in any working environment and in the case of St Mungo's its more resources to assist staff to carry out their duties effectively.”*

*“Seems like more funding could help with supporting the service. More contracts-offers.”*

*“More communication amongst staff. Continue good work.”*

8. Did you access the Workwise progression fund? e.g. travel expenses for interviews or items to help you move towards your goals

Answer Choices	Responses	
Yes	54.17%	13
No	45.83%	11
If yes, please explain how it helped you? If no, is there a reason for this?		13
	<b>Answered</b>	<b>24</b>

*"I am yet to claim travel expenses for employment, but was advised which would make a big difference financially, as starting work is always a tight squeeze when getting started."*

*"Travel for work placement at M&S Marble Arch."*

*"I've benefited from Smartworks which is a fantastic concept. The assistance with travel is somewhat biased as it only covers buses and trams. Living in London where train and tube is necessary to get from A - B swifter and timelier. Journeys on buses-trams usually means more transfers-changes. Any journey to an interview should be the easiest, quickest and least interrupted journey, helping you to arrive at your interview fresh, relaxed, prepared and focused. A heavily interrupted journey can have the opposite effect. I think that travel cards for all modes of transport would be more beneficial."*

*"Yes, I was able to travel to all appointments which I would have struggled to do otherwise."*

*"No I try to manage. But would access if needed."*

*"It helped with my travel expenses to get to work."*

*"Had an interview to go to had no clothing and Workwise send me to a company that help me with my clothing."*

*"I received support applying for a passport which was needed as proof of ID."*

*"Assisted me in obtaining an ILR Biometric ID to enable me to get back to work and continue to live in this country."*

*"I was offered travel expenses for interviews and to cover me up to four weeks into employment."*

*"I have a freedom pass."*

9. Would you like further support in getting back into work or training?

Answer Choices	Responses	
Yes	83.33%	20
No	16.67%	4
If yes, please explain what kind of support you would like to receive		14
	<b>Answered</b>	<b>24</b>
	<b>Skipped</b>	<b>0</b>

*"I would like further help, such as information on jobs etc"*

*"Employment within the construction industry."*

*"To get help to complete more job applications."*

*"Continued support when I am in work."*

*"Urgently looking for part time work - and immediately available."*

*"Help with condensing my CV."*

*"After I have my baby."*

*“More courses to improve my c.v.”*

*“More up to date information.”*

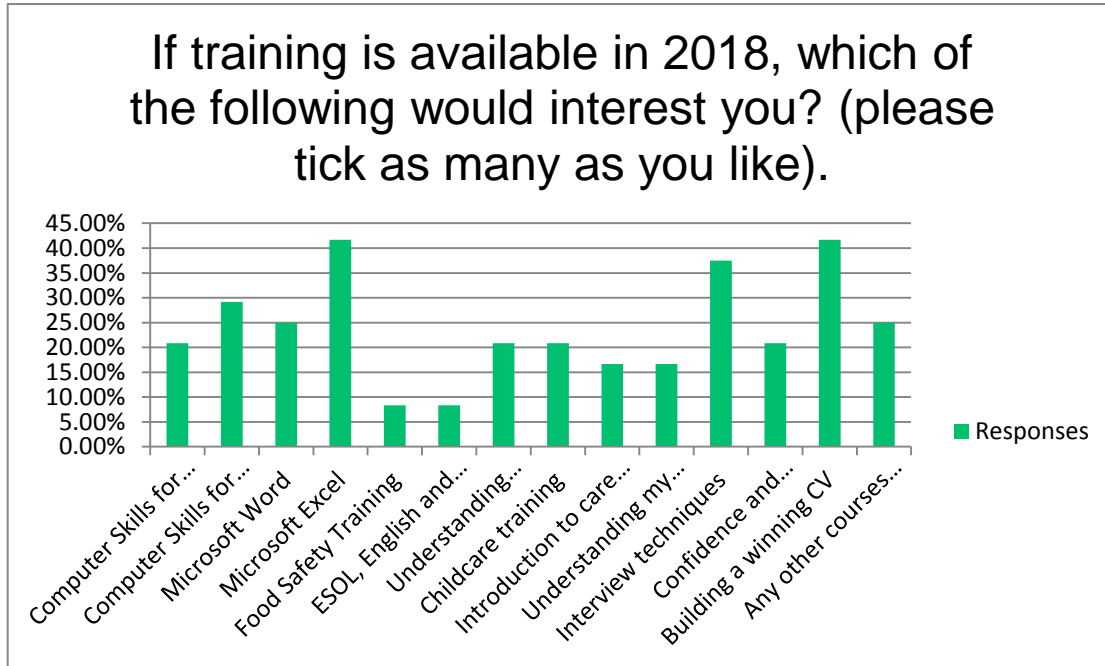
*“Help with childcare, so I can attend interviews.”*

*“Would still welcome job Alerts.”*

*“Child care support (expenses).”*

*“Similar to previous..Cv's, training & job vacancies also workshops.”*

10.



## Workshops

Workwise recognised that the team needed to develop a series of in-house workshops at our base. The Employment Project Officer has led on this and formed a relationship with **Breyer Group**, one of Lambeth’s contractors. They were keen to engage with Workwise and offered support as part of their community investment initiatives. They allocated staff to help deliver workshops to tenants affected by welfare reform. These have included CV workshops, Interview techniques, and effective job search skills.

The workshops have proved to be a networking hub for tenants to engage with each other and the team to engage with them on opportunities to improve employability prospects. The team also offered weekly group drop-in sessions at where tenants could access computers and have support with applying for online jobs. Both staff and tenants found the workshops useful for client and group engagement and will focus on providing a workshop timetable for 2018-19.

# St Mungo's RollOnMonday programme

## What is the RollOnMonday programme?

RollOnMonday is a work-placement programme, offering our most 'job ready' clients paid work-placement opportunities in various entry-level administration roles within law firms.

## A brief look back at the programme

Founded in partnership with RollOnFriday, an online community for people working within the legal sector, the RollOnMonday programme formally launched in January 2014. Through the RollOnFriday network, and with the support of our programme partner, Osborne Clarke, RollOnMonday offers St Mungo's clients meaningful work-placement opportunities within law firms and their associated organisations.

## Key benefits for our clients:

- Working alongside a professional and supportive team
- Learning and using a range of transferable skills
- Becoming more confident in their abilities
- Gaining up to six months of paid work experience

## Placements in more detail

The RollOnMonday programme works with a range of law firms, which provide entry-level administration roles across their organisations in various departments, such as:

- |                   |             |          |
|-------------------|-------------|----------|
| -Central Services | -Facilities | -Finance |
| -Human Resources  | -Marketing  | -Events  |

Each placement is created specifically for St Mungo's and is only offered to our clients. Each position is carefully defined and the law firms will provide a job description, so clients have a clear understanding of the role and know what they can expect to learn and experience during the placement.

**RollOnMonday** has provided **11** Workwise participants with placements and paid employment since this successful partnership commenced. Positions have been taken up at a number of law firms including BPP Law School, DWF LLP, Freshfields LLP, Clifford Chance LLP, White & Case LLP and Shearman and Sterling LLP. These placements are paid at the London Living Wage of £10.20 per hour.

## Angela's story



Angela has been working in Lambeth Council's Central Income team for two-and-a-half years. She believes the support she got from Workwise was an essential part of getting her out of debt and back into work after being impacted by welfare reform.

"I was a senior support worker working with challenging teenagers in residential care. I could only get work outside London which was very stressful, and one day I just took the plunge and came back home. I thought with my experience and qualifications I'd get agency work easily – but I didn't have a DBS check.

"While I was waiting four months for a DBS check I couldn't find work, I got into rent arrears because of the 'Bedroom Tax.' I saw a sign for Workwise and asked if I could be referred.

"What they're good at is taking away the excuses. They take away the excuse that you can't go to an interview. They put me in touch with a charity that provides an interview suit and bag so you feel confident you're making the right impression. They paid fares, taking away the excuses about not going. They have an expert look over your CV and job applications. Best of all, they're never judgemental. I was feeling very vulnerable about not working.



“I was temping in Hackney when they advised me to apply for this job. Working in Lambeth feels much less stressful and it is closer to home. As a result of this experience, I’ve learned about income and finance and I’m looking to go back to advocacy work with additional skills.

“Whilst in this job I’ve seen a lot of different people come to Workwise with different kinds of skills – such as catering, or painting and decorating – and I think they can help everyone.”

## **Dawn’s story**



Dawn had 20 years’ experience working in Housing – from filing clerk to senior property manager – before losing her job through illness. For the last three months she has been working part-time in Lambeth Council’s Income Team, with support from Workwise to find a job that gives her time to study and to get ready to start her own business.

“Workwise were great at communicating. The fact that they listened, and didn’t try to push me into working full-time just to earn money, was refreshingly different from other agencies who’ve asked ‘Why do you need to study?’ I don’t ‘need’ to study - but after the illness I *do* want and need to plan my life rather than just floating through it. I’m studying the Level 3 Award in Teaching and Education so I can teach my creative skills to others.

“Workwise put me in touch with a charity that will find you the right outfit for job interviews and boost your confidence. They had different styles for informal and formal interviews. I feel that Lambeth really appreciate the skills and experience I bring to this role.

“When I was ill, all my usual creative outlets – knitting, sewing, designing cards for people – weren’t giving me any stress relief. I found a jewellery toolset and since then I’ve won competitions and had my jewellery designs featured on television. St Mungo’s are planning a pop-up shop and have asked me to participate. They are also helping me with business coaching and a business plan for my own jewellery business.”

Case studies courtesy of Peter Green, Lambeth comms

## **Dawn Mccalla-Cox – Security Guard**



I grew up in South London and have had a range of jobs in the past, including being a homemaker for my children. However, in 2014 I was able to get an SIA door supervisors security licence. This allowed me to get work at events as a steward or as security staff. I signed up with quite a few agencies and received assignments at large retailers including Boots and Tesco. Unfortunately, these were temporary assignments with not guaranteed hours.

With support from Workwise and the DWP, I was able to renew my SIA badge and look for more sustainable work within security. The Workwise team talked to me about Park Plaza hotels and were able to secure me an interview as a security guard based in Westminster.



Park Plaza Hotels looked past my circumstances and saw my potential and enthusiasm and gave me a chance that I'm really grateful for. Since joining Park Plaza Hotels in January 2018 I have learnt so much, and every day is a new experience. My position involves floor checks, handling keys for rooms/windows and balconies as well as maintaining security of the building especially once closed to the public at 11pm.

I love the family feel of the company and there are avenues available at Park Plaza to progress. I have been getting in to the routine of daily shifts. At present I do 12 hour days or nights and manage this well within a rota system. I know exactly what I am going to be doing in the week ahead, which allows me to plan my time well. I have a steady income now and am able plan for the future.

In 3 years' time I see myself with the company, still trying to have a positive impact in everything I do. Park Plaza is expanding and opening new branches and I aim to grow with the company whilst updating my skills and experience.

## When the benefits stop

Client initials have been changed – no case studies to be reused without consent-anonymity.

MM is a single parent with a three-bedroom council flat and is affected by the bedroom tax (removal of the spare room subsidy). The household is under occupied by one room, so have a 14% deduction in Housing Benefits payments. MM has worked at a GP surgery in Lambeth for the last 15 years. She works 16 hours a week and earns £8.60 per hour. The salary, along with Child Benefit, Child-Working Tax Credit and Housing Benefit brought in a modest income which was manageable.

### Income from benefits and work

	Yearly	Weekly
Child Tax Credit	£3,328.80	£64.02
Working Tax Credit	£3,669.77	£70.57
Housing Benefit	£2,860.13	£55.00
Child Benefit	£1,076.40	£20.70
Client Earned Income (net)	£7,135.44	£137.22
<b>Totals</b>	<b>£18,070.54</b>	<b>£347.51</b>

In September 2017 MM's son turned 19, Child Benefit, Child Tax Credit and Working Tax Credit were stopped, which meant the household lost **£146.75** a week or **£7,631** per year. This resulted in rent arrears and unmanageable living expenditure. A change was needed. The case was referred to Workwise and an action plan was developed to move forward.

Income from benefits and work

	<b>Yearly</b>	<b>Weekly</b>
Child Tax Credit	£0.00	£0.00
Working Tax Credit	£0.00	£0.00
Housing Benefit	£3,304.19	£63.54
Client Earned Income (net)	£7,135.44	£137.22
<b>Totals</b>	<b>£10,439.63</b>	<b>£200.76</b>

As her current employer was unable to offer additional hours, MM agreed that her only option was to get a second job. Income and expenditure was looked at and all non-priority outgoings were put on hold. A job search was conducted and GP surgeries and their vacancies in Lambeth were sourced. MM saw a vacancy for an afternoon receptionist at a local practice. It paid less than her current role, but she felt it was still worth applying for as the times suited and any additional income would help.

MM was invited to attend an interview for the receptionist role, but failed to secure the position as she was seen as overqualified due to her current position. However, after discussions with the practice manager, an alternative position was offered as a floating administrator (this also paid more). MM accepted the position and has increased income from a second job by 18 hours a week.

Income from benefits and in work

	<b>Yearly</b>	<b>Weekly</b>
Child Tax Credit	£0.00	£0.00
Working Tax Credit	£560.29	£10.77
Housing Benefit	£0.00	£0.00
Client Earned Income	£13,111.95	£252.15
<b>Totals</b>	<b>£13,672.24</b>	<b>£262.93</b>

The additional 18 hours work at £8.60 per hour increased household income by £62.17. This was made up from basic entitlement to Working Tax Credit and increased earnings. However, due to the Housing Benefit taper and bedroom tax, there was now a nil qualification of Housing Benefit. The Workwise team proactively worked with MM's non-dependent son and supported him to make a claim for Jobseekers Allowance in his own right. He was then able to contribute an additional **£57.90** to the household. The Workwise team are continuing to support the non-dependent son and brokering work experience opportunities within an office environment, hopefully leading to paid employment.

## St Mungo's Skills and Employment

Tenants registered with Workwise have been able to access other opportunities available from the wider St Mungo's Skills and Employment team.

These include:

- Three Workwise tenants have been training in Construction as part of the **Construction Multi-skills** and **ReVive (Painting and Decorating)** social enterprises, now operating from Southwark and Camden.
- Many Workwise tenants have enrolled with the **Recovery College** in Southwark where over 40 free courses are offered, from yoga and meditation to psychology and poetry. It is a relaxed and informal environment but for many can be the first step into learning and many go on to accredited courses afterwards.
- We have a dedicated **Business Start Up** team based in Southwark. Four Lambeth tenants have met for one-to-ones with our volunteer Business Consultant. He can support and mentor clients who aspire towards self-employment – giving guidance on business plans, cash flow, tax and book keeping, marketing funding and more. Experts also run specialist workshops and networking meetings.
- Workwise participants have been referred to the **Basic Skills** team and **Cedars Community College** for support with functional skills: literacy, numeracy and IT. One tenant is getting help with her reading and writing three days a week at both Southwark and Cedars Road.
- We refer some tenants to the **Wellbeing Centre** in Wix's Lane, Clapham. They can access positive activities, relaxation and alternative therapies. This has been an invaluable resource to our Lambeth Housing tenants who often feel low in confidence due to health issues, unemployment or worries about money and housing.

## Lambeth Resident Engagement Team

Workwise has strong links with the Lambeth Residents Engagement Team. They have funded a number of Workwise participants to undertake the CIH Housing Level 2 qualification, as well as an Award in Teaching and Education (formerly PTTLS). This has been delivered in partnership with High Trees Development Trust. The Workwise team is working with partners to develop further bespoke courses for 2018-19. Training dates and timetables are being organised.

## Partnership Working

We have worked hard to service existing and build new relationships, network with other agencies, and create a diverse range of opportunities and partners that our tenants can benefit from.

### Employer Partnerships:

- **Breyers** – We have continued to strengthen this relationship and have worked closely to organise bespoke in-house workshops and interviews for our clients.
- **Park Plaza Hotels** – Security officers, administration, customer service and catering-hospitality
- **Lambeth Parks and Open space** – Park attendant positions
- **Mears** – We have worked with Mears' Care Division to put forward good candidates for their care roles (home care work based in Lambeth).
- **Mitie and MI Homecare** – Links have been secured to support training and employment for tenants interested in care-work.
- **ABM** – Train station, train cleaning and depot work

## Young People

**Prince's Trust** (South London) – The Work Coordinators have attended networking opportunities with the Prince's Trust. Any clients meeting the criteria can be referred to their Fairbridge and Team programmes.

- **Spear** – Another organisation for young people offering employment support based in Clapham Junction – have supported one client to get their CSCS card.
- **Straight Talking** – Peer Education and courses about the realities of early parenthood, healthy relationships, child sexual exploitation and sexting. They employ teenage mothers and young fathers to deliver these Straight Talking Peer Education.
- **Drive Forward** – Employment, job brokerage and training opportunities, primarily but not only for young people leaving the care system.
- **Mybnk** – Partnership work with young people, they have created innovative, high impact and high energy workshops on topics such as saving, budgeting, public finance, social enterprise and start-up entrepreneurship.

## Local partnerships

- **Notting Hill Housing Genesis** is working with local partners in Walworth and wider Southwark to bring new jobs and training opportunities to local residents. Workwise has built strong links and their team are pleased to accept Lambeth referrals for their opportunities. Reciprocally, Workwise opens opportunities to their Southwark clients where available.
- **Smartworks** - 12 clients have been referred to this excellent service for women in Islington and Ladbrooke Grove which provides free interview outfits, including shoes and bags as well 1-1 interview coaching. This has made a substantial difference to clients' self-esteem and really makes them look the part! They have been an invaluable resource to Workwise delivery.
- **Suited and Booted** – We are a referral partner for this interview clothing service for men. They have been amazing, seeing tenants at short notice to kit them out for interview.
- **Ace of Clubs** – Ace of Clubs is a family-like community providing transformative support for those who are homeless, vulnerable and otherwise marginalised in our area. They have provided CIEH accredited Food Hygiene level 2 training and ICT level 1 courses.
- **High Trees** – We regularly refer into the classes already offered at this training provider in Tulse Hill. The Workwise team have met with High Trees to plan some specialist training for our client group. They are currently facilitating the Community In to Housing Level 2 (CIH) course for our tenants.
- **MI Computer Solutions** – Offer a range of training including English, Maths, and IT courses.
- **Lambeth College** – We have created a contact at the college so we receive updates on all employment-employability related opportunities.
- **Gingerbread** - They had a brief to provide placements for single parents with dependent children, so this tied in well with the Workwise cohort.
- **Free2Learn** – We have referred clients to forklift truck driver and security SIA training at this provider (they have other sites across London which our work and learning team also refer to).

## Partnership links to establish in 2018-19

- **Wandsworth Workmatch** - construction jobs, apprenticeships and other training opportunities are being created in regeneration areas like Nine Elms on the South Bank.
- **Better GLL Leisure** - the UK's largest leisure operator and charitable social enterprise
- **Battersea Base** - 17,000 long-term jobs in retail, hospitality, leisure and estate management.
- Referring tenants with young children to children's centres. Explore feasible offer and assess effective means of engaging parents to family learning courses and ESOL classes. Ascertain crèche facilities on offer at sites to help mothers with pre-school children attend classes. (ESOL classes at children's centres are better attended than those at sites with no crèche.)

Children's Centres in Lambeth:

- Sunny Hill CC
- Streatham Hub CC
- Hitherfield CC

## Progression Fund

Lambeth Housing Services provided a Progression Fund of £6,028 for Workwise tenants, which was administered by the team. Tenants that engage with support or gain employment can apply to the fund for help to remove financial barriers which may have held them back in their journey into work. Tenants are asked to meet part of the cost when appropriate.

Examples of items the fund has been used for are:

- The cost of DBS checks
- Driving licence - renewal or other essential ID (e.g. passport-birth certificate or part of the cost towards a biometric ID)
- Equipment for job - training course or course fees
- Travel costs – e.g. for interviews - costs towards first month of a new job or until first pay cheque received
- Uniform-specialist clothing
- CSCS cards
- Mobile phone or top-up for employer contact
- Specialist software

## Digital Inclusion

Through our Initial data and our experience with tenants we know that digital literacy is a significant support need amongst tenants affected by welfare reform. We recognise how important digital literacy is to any jobseeker, particularly with the roll-out of Universal Credit, Universal Job match and new “Find a Job” service.

We ensure:

- All new Workwise tenants get support and assistance to set up an email account
- We provide informal IT support in our one-to-one education, training and employment sessions, including support access to .gov services
- We refer clients to IT classes at MI Comput Solutions, High Trees, Ace of Clubs, St Luke’s Hub, Lambeth College and St Mungo’s

## Health

Many of our Workwise tenants have been unemployed for a long time which can leave them feeling low and depressed. We have found that sport and physical activity or meaningful use of time can make a positive difference to how people feel about themselves. We encourage our clients to access free opportunities such as SilverFit in Brockwell Park, the St Mungo’s Wellbeing Centre in Clapham for complementary therapies and other wellbeing activities. We have also encouraged many clients to register with the Lambeth Leisure Pass scheme where they get considerable concessions on gym and fitness classes in the borough (many didn’t know this existed). We also encourage clients to obtain other offers that they are entitled to, such as discount Oyster card if they are on a work-related benefit and, in some cases, a Freedom Pass.

## Foodbanks

Workwise is an official referrer to the Lambeth Foodbank. For tenants who are struggling with a financial crisis this can really help. It can lessen the load for our job seeking clients, who often have a lot on their mind. We have visited the West Norwood Foodbank to learn more about how they operate and ensure we make appropriate referrals. We provide vouchers to those clients who are most in need. There are further foodbanks based in Ferndale Road, Brixton and, more recently, St Margaret’s Church in Streatham.

## **St Mungo's Welfare Rights Team**

The staff on Workwise have had great training and support from the St Mungo's welfare rights team since starting the project in early 2015. They have always been available to answer specific queries and questions and their panel of experts come up with innovative solutions to problems faced by our tenants. The team has also come out to Lambeth and provided training. Their specialisms include:

- Universal Credit
- ESA
- PIP
- EEA nationals and benefits
- Work and Benefits
- Benefit Cap
- Move on and benefits

Workwise staff would like to thank the St Mungo's Welfare Rights team for their continued support and know that if they have any questions or queries large or small they can e-mail the team and one or more of the staff will respond with detailed answers and possible solutions.

## **Centre 70 and SHP Tenancy Support**

Centre 70 and SHP Tenancy Support also work on contracts with Lambeth Housing Services and support tenants affected by welfare reform at Union Road. We have developed close links with them and work jointly to refer and support clients. The Work Coordinators have attended team meetings to promote the service to their support workers and work alongside two Centre 70 staff on Wednesdays and Thursdays. This has been an invaluable resource, as our clients often have significant housing, benefit and debt problems, which can make it hard to focus on employment. Partnering with organisations such as these means we can offer a more holistic service where clients can obtain support and progress in their lives and work.

## **MP Advice Surgeries**

Workwise have made tenants aware of their local MPs and directed people to them for advice when they have exhausted other options. The three constituency MPs in Lambeth are Helen Hayes (Dulwich and West Norwood), Chuka Umunna (Streatham) and Kate Hoey (Vauxhall). The Workwise team has found the MPs' case workers to be extremely diligent and responsive to tenants' situations. The main issues raised with MPs during 2017-18 have been around immigration, nationality and employment. The MPs' caseworkers have liaised with tenants within agreed timeframes and positive progress has been made.



## Tenancy Sustainment

The majority of tenants referred to Workwise have had significant rent arrears due to the shortfall in Housing Benefit as an impact of welfare reform. Many have faced pre- eviction and eviction panels and, in many cases court proceedings. Other tenants are managing to stay on top of their rent but are still desperately struggling financially. For those who engaged with employment support, the risk of homelessness has greatly reduced. Of the **525** households worked with over the period 01/02/2015 to 30/03/2018, some have downsized, one gave up his succeeded tenancy for a university place, two moved out of borough and four are very close to eviction or in prison. **100%** of those that have **engaged** with Workwise have maintained their tenancy.

## What next?

### Targets for 2018-19

Supporting a minimum of **150** tenants

#### Target group:

- Social Sector Size Criteria (all categories)
- Benefit cap
- Universal Credit
- Lone parents on Income Support (youngest child 3+)
- Long term unemployed (24+)
- Leavers from care
- Ex-offenders
- Those in rent arrears that need to increase their household income

#### Target outcomes for 2018-19 (1 April 2018 – 31 March 2019):

- 75 jobs overall (Lambeth want 85)
- 60 full-time jobs
- 15 part-time jobs
- 50 training outcomes
- 25 volunteering and 10 paid work placements
- Mitigating the impact of the benefit cap for 30% of the cohort

#### Actions

- Workwise clients from 2017-18 are contacted to discuss their support plans and carry-in's re-opened on 2018-19 contract.
- Work with Welfare Solutions Officers on case reviews. A dedicated Work Coordinator will attend case conferences.

- Build stronger links with employers, training and placement providers across Lambeth. This has become even more important with the weekly increase in Universal Credit cases and focused work with tenants affected by the benefit cap.
- Build closer links with providers that have crèche facilities or nursery places that can be negotiated for tenants and increase participation.
- Work with the resident engagement team to develop a timetable of workshops and courses available for tenants to access throughout 2018-19.
- Referral process for new cases refined with Employability Officer and Welfare team. Widen participation and access under-represented groups.
- Work Coordinators will conduct outreach surgeries to ensure full borough coverage and engagement with those who are harder to reach. This is more important with the regional decant of area income teams.
- Case management process is reviewed, “no actions” periodic organisational report is run weekly to look at quality and frequency of actions.
- Under Opal, case classification additional fields are opened to potentially widen the project scope. This will accommodate those seen from disadvantaged groups which are not traditional welfare cases, or the wider benefit cap cohort.
- Private Rental Sector benefit cap work was parked during 2017-18. However, the team is open to these and Temporary Accommodation referrals during 2018-19 and will provide bespoke KPI reports to show progress with these cohorts.
- Opportunities e-mail's to tenants will be more specific and tailored to their individual job search.

The Workwise Team

