



scottishdevelopmentcentre  
for mental health

# Orkney Adult Employability Review

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# Contents

	Page Number	
<b>1.</b>	<b>Introduction</b>	<b>4</b>
<b>2.</b>	<b>Policy background</b>	<b>5</b>
2.1.	Workforce Plus	5
2.2.	Skills Development Scotland	6
2.3.	Pathways to Work	6
2.4.	Scottish Centre for Healthy Working Lives	7
2.5.	Social Enterprise Strategy	7
2.6.	Community Planning	7
2.7.	Client specific developments	8
<b>3.</b>	<b>Methods</b>	<b>10</b>
<b>4.</b>	<b>Main findings and recommendations arising from the 2003 work</b>	<b>11</b>
4.1.	Employers	11
4.2.	Providers	11
4.3.	Recommendations	12
<b>5.</b>	<b>Economic activity and disability in Orkney - the statistical picture</b>	<b>14</b>
5.1.	Economic activity	14
5.2.	The economic picture	15
5.3.	Disadvantage	16
<b>6.</b>	<b>Findings from the consultations</b>	<b>18</b>
6.1.	Results of the consultation with service providers	18
6.1.1.	Service provider capacity	18
6.1.2.	The clients served	19
6.1.3.	Evidence of a difficult labour market	20
6.1.4.	Views on progress	20
6.2.	Views of adult service users	22
6.2.1.	Barriers	22
6.2.2.	Views about work, support and opportunities	23
6.3.	Views of the wider stakeholder group	25
6.4.	Other stakeholder issues	28
6.4.1.	The role of Employability Orkney	29
6.4.2.	Changes in statutory support for this agenda	29
6.4.3.	Access to statutory employment	30
6.4.4.	Engaging with other employers	30
6.5.	Client specific issues	31
6.5.1.	People with mental health issues	31
6.5.2.	People with physical disabilities	32
6.5.3.	People with learning disabilities	32
<b>7.</b>	<b>Conclusions</b>	<b>33</b>
<b>8.</b>	<b>Recommendations</b>	<b>34</b>
8.1.	Strategic recommendations	34
8.1.1.	Renew the Employability Forum	34
8.1.2.	The role of social enterprise	35
8.2.	Operation recommendations	36
Appendix 1.	Issues addressed in the providers' survey	38
Appendix 2.	Service users survey	44

## 1. Introduction

This report is a review of progress made on Orkney in the last four years with developing and implementing an adult employability strategy throughout the islands, for those who face barriers to employment.

In 2003, The Scottish Development Centre for Mental Health was commissioned by Highlands and Islands Orkney to work with stakeholders and service users, and conduct a survey of employers, with a view to developing an employability strategy.

In 2007, SDC was approached by HIE Orkney to refresh the strategy. Funding for the study had been secured through the national team of Workforce Plus. The new work on adult services aimed to update the current strategy and seek the views of stakeholders as to the next steps.

This report therefore reviews how the 2003 strategy has worked, what progress had been made, revisits the issues identified at the time to see if they were still relevant and to refresh this strategy for the future.

## 2. Policy Background

Since 2003, there have been a number of significant developments in policy in the area of employment and employability support.

### 2.1. Workforce Plus

In 2006, The Scottish Executive produced *Workforce Plus, an employability Framework for Scotland*, which sets out the targets, plans and supports for helping people to move from welfare into work, and to tackle poverty, disadvantage hand in hand with economic growth. *Workforce Plus* aims to reach 66,000 individuals across 7 areas - Glasgow, Renfrewshire, Inverclyde, Dundee, North and South Lanarkshire and West Dunbartonshire. Partnership working is vital to achieving this target and the *Workforce Plus* framework has established a National Delivery Group, local Workforce Partnerships and a Workforce Plus Team.

There is a parallel but linked agenda of working with the NEET strategy group to reduce the numbers of young people in Scotland who are NEET, or young people who need more chances and choices. A separate report has been produced for Orkney, examining similar issues and strategies to this report.

The Employability Framework identified four main stages in the employability journey, from inactivity to employment. Service mapping undertaken within the Workforce Plus areas has generally shown that positive activity, i.e. the first step in the journey, is generally under represented in services, as is aftercare, with the bulk of the resources currently targeted on the transition into employment.

To achieve the targets of *Workforce Plus* in the seven areas, it is necessary to engage with people who currently face an array of barriers to accessing employment and this includes people who have mental health problems, who form a large proportion of the current population that is claiming Incapacity Benefits. SDC is currently supporting the *Workforce Plus* team at national level to develop and implement the mental health aspects of the strategy. In addition, SDC is currently working with 8 local area partnerships,<sup>1</sup> to map service provision and partnerships, and to assist with action planning at local level, in relation to mental health and employment issues.

One of the key objectives of Workforce Plus is to improve the performance of employability services through collaborative partnership working, with a focus on 6 key themes:

- Early intervention
- Client focused intervention
- Employer engagement

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<sup>1</sup> The City of Edinburgh is also one of the local areas, due to its City Strategy Pathfinder status.

- Sustaining and progressing employment
- Joined up planning and delivery of services
- Better outcomes.

The Workforce Plus initiative is working on some core components that will create more effective employability services. These include common assessment approaches, individualised services, effective referral and case management, targeting real jobs and developing skills to meet the demands of employers and engaging individual clients and employers in the design of new services.

Most of the Workforce Plus target areas have adopted business plans with strategic objectives for achievement which include:

- Increasing the numbers of jobs available in the area
- Reducing the number of people on workless benefits, and increasing the numbers of people in work, with specified numbers to be achieved at certain milestones
- Improving partnership working and ensure an integrated and holistic programme of delivery across the four stages of employability progression
- Investment in infrastructure and alignment of funding to ensure better outcomes and performance.

## 2.2. Skills Development Scotland

From April 2008, the functions of Careers Scotland, the key skills development agendas of Scottish Enterprise and Highlands and Islands Enterprise and the Scottish University for Industry will be merged into a new organisation Skills Development Scotland. Programmes that have a role to play in supporting people to upgrade skills for employment, such as Get Ready for Work, Modern Apprenticeships and Training for Work, will be transferred to the new agency.

## 2.3. Pathways to Work

‘Pathways to Work’ was set up by the Department of Work and Pensions to encourage people claiming Incapacity Benefits to return to work. Pilots were introduced in 7 areas in 2003/04 and rolled out nationally in 2007. New benefit claimants were required to attend a series of work-focused interviews. They were also offered a condition management programme run in co-operation with local health providers to help them to better manage their health condition, including depression. A Return to Work credit of £40 per week for one year when a client moved into employment has proved a successful component of the programme. The evaluations showed success in moving people off

Incapacity benefit and into work, although success with people with mental health problems has been more limited.<sup>2</sup>

Orkney has a condition management programme, delivered by NHS Highland. A condition management practitioner visits Orkney two days per week, with more capacity planned in the near future, due to high demand.

DWP plans for the future include extending the Pathways approach to existing IB claimants, together with reform of Incapacity Benefit to create a new Employment and Support Allowance and a new assessment of entitlement.

#### 2.4. Scottish Centre for Healthy Working Lives

The impact of health conditions, in particular mental ill health, on working life and the economy has received increasing focus over the last few years, in recognition partly of the significant cost to the economy of ill health. The annual economic costs of sickness absence and worklessness in the UK associated with working age ill-health are estimated to be over £100 billion. This is greater than the current annual budget for the NHS and equivalent to the entire GDP of Portugal.<sup>3</sup>

SCHWL addresses both workplace health, and how to encourage more access of inactive individuals into employment. This has come about due to the increasing recognition of the health benefits of working.

#### 2.5. Social enterprise strategy

In 2007, the Scottish Executive published its strategy and action plan for supporting and growing more social enterprise activity in Scotland, linked to public service delivery. The action plan is currently being refreshed, but over the next 3 years, a significant investment will be made by the Scottish Government in social enterprise support.

There is now a comprehensive set of social enterprise intermediaries who can offer support, together with the consolidation of work through HISEZ.

The Local Social Economy Partnership on Orkney includes HIE Orkney, Orkney Islands Council and Voluntary Action Orkney, and operates as a forum within the Economy Group of the Orkney Community Planning Partnership.

#### 2.6. Community planning

Since the original research on Orkney, the Local Government in Scotland Act 2003 underlined the role of Community Planning Partnerships, as a key method

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<sup>2</sup> Bewley, H., Dorsett, R. & Haile, G., 2007, *The impact of Pathways to Work*. Research Report No 435. London: Department for Work and Pensions.

<sup>3</sup> 'Working for a Healthier Tomorrow – Dame Carol Black's review of the health of Britain's working age population', 2008, London TSO

of promoting and sharing best practice in the planning and delivery of public services.

The aims of Community Planning are to ensure that people and communities are genuinely engaged in the decisions made on public services which affect them and to ensure a commitment from organisations to work together, which was reflected in the Regeneration Outcome Agreement.

The purpose of the ROA was to provide a strategic framework which links national and local priorities for tackling disadvantage with spend and activities, through mainstream resources, aimed at improving outcomes for disadvantaged areas and groups. The concordat agreed between central and local Government in 2007 includes a commitment of local Government to reach a Single Outcome Agreement with the Scottish Government as soon as possible, to be based on the national outcomes and indicators but reflecting local priorities. The agreement is initially with the Local Authority, with the possibility of this being extended to Community Planning Partnerships. The SOA is expected to be in place during 2008/09.

The development of SOA's therefore presents an opportunity to place employment and employability within the scope of Community Planning.

## 2.7. Client specific developments

The area of mental ill health and employment issues has gained more prominence since 2003. Major reports have been published, such as The Social Exclusion Unit's report in 2004,<sup>4</sup> and more recent policy documents have noted the link between mental health and well-being and employment, and have estimated the significant resources being lost to the economy and significant costs being borne by government of supporting large numbers of inactive individuals with mental health issues - £8.6 billion in Scotland.<sup>5</sup>

Over the past 10 years, the proportion of all claimants of incapacity benefits who are claiming because of mental health problems has risen from 26% to 40% and it has overtaken musculoskeletal disorders as the commonest cause of claiming. This has happened because whilst the total number of new claimants has fallen, the number with mental health problems has stayed the same.<sup>6</sup>

In the learning disabilities field, the recognition of the value of employment has led to a greater emphasis on supported employment, and a reconfiguration of day centres as more work-focused services.

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<sup>4</sup> Social Exclusion Unit, 2004, Mental Health and Social Exclusion. London: Office of the Deputy Prime Minister.

<sup>5</sup> SAMH, 2006, What's it worth? The social and economic costs of mental health problems in Scotland. Glasgow: SAMH.

<sup>6</sup> Evidence summarised in the Royal College of Psychiatrists' 2008 report 'Mental Health and Work', submitted as evidence to Dame Carol Black's Review.

Supported employment is defined as a real work of over 16 hours a week, in an integrated setting with on-going support.<sup>7</sup> Research has found that individuals were highly satisfied with supported employment, and the barriers of the welfare benefits system were found to be less of an issue than expected. Supported employment however was not firmly embedded as a primary strategy for improving quality of life and providing opportunities for social inclusion. A more coordinated and strategic approach was called for.

Workforce Plus is currently examining the potential of supported employment to increase the employment rates of disabled people.

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<sup>7</sup> 'Go for it! – supporting people with learning disabilities and/or autistic spectrum disorder in employment', 2005, Scottish Executive at <http://www.scotland.gov.uk/Publications/2005/06/14102552/25532>

### 3. Methods

The aim was not to start from scratch, but to build on the 2003 work, in the light of developments over the last four years. That work had involved an extensive questionnaire undertaken with service providers and a focus group with service users.

The framework used for the 2008 work was that developed through Workforce Plus, and local results and views referenced to good practice and national developments in these areas.

The approach in the original research, where local agencies formed a reference group to oversee and comment on the work, was replicated. Two meetings were held with these stakeholders, at the start of the work and at the draft report stage.

The statistical picture of the target groups on Orkney was reviewed and collated, and compared against 2003 benchmarking data, and compared with local information held by Jobcentre Plus.

An assessment was made in conjunction with HIE Orkney of the employment and economic situation on Orkney, to identify changes and trends over the last few years and assess the level of employment opportunity going forward.

Two questionnaires were devised to reflect the views of service providers on changes and progress since 2003: one for service providers which sought to identify changes in service provision etc. and one questionnaire which sought the views of service users. The service user questionnaire was circulated in draft for comment prior to being circulated through services for adult service users to complete.

These survey forms were available in email or paper form, or could be completed online at [www.surveymonkey.com](http://www.surveymonkey.com).

Staff in local organisations and in the statutory sector were interviewed, face-to-face and over the telephone.

The draft recommendations were considered with HIE Orkney.

## **4. Main findings and recommendations arising from the 2003 work**

The main findings in 2003 were derived from the employers and service providers' questionnaire results, together with a focus group organised with service users. The focus group information reinforced the findings, and highlighted the issues of discrimination, lack of opportunity and other barriers.

### **4.1. Employers**

The overall numbers of opportunities on Orkney were found to be low, and there was nothing to suggest that this would alter in future, unless new employers set up on Orkney. The target groups appeared to make up under 1% of the workforce, which was well below the national rates of employment amongst disabled people.

The main problems being experienced were in the recruitment and retention of skilled tradespeople and professional/managerial staff. The responses of employers involved in recruiting for these occupations were negative about employing the target groups in these capacities.

Many employers appeared essentially unconvinced about the benefits of employing these groups, felt that they would not have suitable jobs to offer, and the costs of additional supervision, and the risks to health and safety, were too great to be affordable. Employers would be amenable to taking individuals if they could do the job well, but many did not appear to think that the clients could do the job. The two groups particularly referred to as being unsuitable were people with physical or mobility problems, and people with serious mental health problems.

Some employers reported having bad experiences with employment programmes, mainly over the poor quality of applicants being put forward. There was no clear evidence that employers had a problem with being approached by a number of different agencies to take people into employment, but in any case, about a third of employers reported no approaches had been made.

There was lack of awareness and information about the types of support employers might be able to access, and many misconceptions about the needs of the target groups. The two statutory employers were both supportive but neither expressed a commitment to be involved.

Thus the overall picture presented by the employer sample was not encouraging.

### **4.2. Providers**

Leadership in this area did not appear to have come from the statutory agencies, except through specific work with young people with special needs,

which had a national framework of guidance. There was no strategic approach across all groups, supported by guidance and development support from within the public bodies.

Many providers felt ‘hamstrung’ by the lack of support from local employers, significantly from the two main statutory employers, and by the limited opportunities, particularly over work placements.

The ‘supply’ side, i.e. the preparation of individuals who can take up opportunities, and the fair and equitable chance for all groups and individuals to share in these opportunities, also needed to be developed.

The services were catering for a reasonable proportion of all people with special needs on Orkney, but there were gaps in provision, particularly in employability development and supported employment for people with mental health problems, effective job matching of individuals with occupations, and provision of work experience and placements as a means of developing employability. Employment outcomes appeared to vary greatly.

There was evidence of lack of a ‘joined up’ approach between providers. There was limited evidence that providers ‘shared’ clients in order to meet the range of individual needs, nor that people could move between one service and another if their needs changed or as part of a planned progression towards the labour market. There was some evidence of a ‘revolving door’, where clients moved between services without being able to make a real progression towards the labour market.

There was a concern that existing programmes favoured more able people who could make the transition into the workforce relatively quickly, while those with higher support needs were less well catered for.

There was some evidence that the structure of activity was being determined by funding, not necessarily individual need, and that a more flexible approach from funders would be beneficial. Providers and funders would benefit from taking a more analytical approach together, clarifying where they could substitute for their own gaps in provision by working more closely with other agencies on a client-sharing basis.

### **4.3. Recommendations**

Six key factors were identified as the basis for the recommendations:

1. The low level of activity in the local labour market, and the current low level of opportunity
2. The need to increase networking between providers, make the best use of existing resources, and increase the level of job readiness amongst people with special needs
3. The need to address gaps in current provision

4. The need to develop a constructive engagement with employers, that recognises their pressures and practical concerns
5. The need to create long-term change in attitudes
6. The need to involve service users in this change process.

The strategic recommendations made were:

- Create new employment opportunities for people with special needs
- Build an employability network
- Develop additional opportunities to address gaps
- Establish a service user employment initiative within statutory employers
- Develop an employer awareness and information service
- Investigate a new career development initiative for employers tied to employment access guarantees
- Monitor impact.

The detailed practical recommendations made were:

- Formation of an Orkney Employability Network, with organisations directly involved in developing employability and providing advice, to develop a shared approach to assessment and individual support
- Securing funding for a Network Coordinator to develop a range of practical and strategic activities, including service user involvement
- Ensure this new network has a role in Community Planning, and is linked into the future development planning for Orkney
- The network to produce a business plan for investment in new services, in a funding partnership with Jobcentre Plus
- Create new employment opportunities by establishing a social enterprise development project
- Influence employer attitudes through an information and advice service focussed on training on the Disability Discrimination Act, production of a health and safety toolkit, and aim to set up an employers' forum when there is practical assistance to offer
- Establish a specific initiative to increase employment of people with special needs within the statutory sector, as a role model for other employers.

## 5. Economic activity, disability and other changes on Orkney - the statistical picture

Key indicators of change in the patterns of population, employment and economic inactivity were examined, comparing statistical information between 2003 and 2007.<sup>8</sup>

### 5.1. Economic activity

Analysis of national statistical information on economic activity on Orkney found the following:

Indicator	2003	2007	Remarks
Population	19,310	19,800	2.5% increase
Percentage of working age people	59.8%	60.10%	Ageing population
Employment rates	78.60%	78.30%	
Employee jobs	8100	9100	Possibly more part-time jobs
Business stock	1575	1420	Possibly changes in farm businesses
Economic activity rate	83.90%	84.20%	Possibly more part-time jobs
Unemployment rate	1.5%	1.7%	
Economically inactive	14.90%	15.80%	A 'real' increase of 250 people
Economically inactive people not wanting to work	1000	1300	Possibly associated with the reported age of this group - 50% to 60% are reported to be over 55
Economically inactive people wanting to work	N/A	500	

Another significant change is the increased numbers of economic migrants working on Orkney.<sup>9</sup> Migrant workers were mentioned occasionally in 2003, but they are now reported to have taken up a proportion of jobs in fish processing, hospitality and other relatively low paid or seasonal occupations. The estimate of the number of migrant workers on Orkney is 200.

<sup>8</sup> The information presented here is derived from the NOMIS database, the Scottish Economic Assessment series reports published on the Scottish Government website, and the Labour Force Survey. Some figures are 2002 or 2004 ones where a 2003 figure could not be found.

<sup>9</sup> In HIE Orkney's economic update in 2007 30 requests for NI numbers from the EU Accession countries were recorded in 2006

Information from the Department of Work and Pensions' Tabulation Tool shows a comparison of the level of claimants of the main benefits in Orkney between the two periods: <sup>10</sup>

Indicator	2003	2007
Job Seekers Allowance claimants	200	132
Incapacity Benefit claimants	620	630
Disability Living Allowance claimants	720	510
Income support claimants	390	380
Disabled caseload	80	110
Lone parent caseload	90	90

Thus apart from a marked decrease in those claiming Job Seekers Allowance and Disability Living Allowance claimants, figures are broadly similar.

An analysis of the Incapacity Benefit claimant caseload by Jobcentre Plus on Orkney recently suggests that between 50-60% of all IB claimants are now people over the age of 55. This may account for the findings of the Labour Force Survey of an increase in the numbers of inactive people who do not want to work, set against an increase in economically inactive people over the period.

This analysis would suggest that the potential numbers of people who could benefit from employability services is in the region of 500 adults, i.e. inactive people who want to work, including people on JSA who have health conditions, IB claimants and those on Income Support.

The Jobcentre reported that only a small number of people are making use of the Permitted Work rules, <sup>11</sup> some of whom were self-employed people trying to get their business re-started after a claim for IB.

## 5.2. The economic picture

In Orkney, the public services of public administration, health and education account for around 35% of all jobs.<sup>12</sup> Construction, transport and communications sectors account for a higher proportion of jobs than the Highlands and Islands as a whole. Small businesses employing less than 49 employees account for around 70% of all employment on Orkney. Business start

<sup>10</sup> Figures are for all claimants of each benefit, not those claiming only these benefits, at May 2003 and May 2007

<sup>11</sup> These rules allow individuals in receipt of Incapacity Benefit to work for less than 16 hours per week, and earn up to £88.50 for up to 52 weeks, or earn up to £20 per week for an indefinite period. If the work is organised through a recognised support organisation, this is called 'Supported Permitted Work'.

<sup>12</sup> HIE Orkney Economic Update April 2007

ups per head of population are above the average for the Highlands and Islands, and the report notes that self-employment rates are higher in rural areas, where employment opportunities are more restricted.

Average earnings in Orkney are below the Scottish average, due to the high proportion of employment in relatively low paying sectors such as tourism, agriculture etc. Orkney has a high dependence on tourism income, and efforts have been made in recent years to reinforce the Orkney brand in food, drink and crafts in order to attract tourists, including niche tourism.

The report concludes that Orkney has experienced positive trends in terms of low unemployment and population growth, but notes that the Gross Value Added per employee (a measure of economic output) is lower in Orkney, reflecting the fact that economic activity generates a relatively lower level of wealth for the community.

With a possible economic slowdown due to the current financial uncertainties, the employment of people with barriers might be expected to fall down the priority list. HIE Orkney believe that the economy in Orkney might be somewhat buffered, but the increasing inflow of migrant workers will continue to have an impact on vacancy rates.

Thus, the economy on Orkney is unlikely to grow significantly in future, and the level of opportunities for people with barriers to employment offered by employers is unlikely to improve.

### **5.3. Disadvantage**

Orkney has none of its 27 datazones in the worst 15% of datazones overall in Scotland, however it does have almost 60% of its datazones in the worst 15% against the domain of 'geographical access to services'.<sup>13</sup> This domain is intended to reflect the additional time, money and inconvenience of having to travel to access basic services.<sup>14</sup>

There is emerging agreement however that the nature of deprivation in rural areas, in terms of social, environmental and economic challenges, is arguably as great as the differences between urban and rural areas. Populations in rural areas of Scotland tend to be older, resulting in more chronic health conditions, older people can have more difficulty in accessing services, core services themselves may be lacking, average earnings are lower and the cost of living is higher. There are people experiencing disadvantage throughout rural areas, and they often live in close proximity to people with very different circumstances. This results in small pockets of deprivation existing within relative affluence. Deprivation in a rural context involves a complex

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<sup>13</sup> SIMD 2006 General Report

<sup>14</sup> This was down slightly from 2004, when 63% of datazones were in the worst 15%

interaction between factors associated with income, social circumstances, access to services and choice.<sup>15</sup>

During this study, these factors have often been referred to by consultees, particularly in reference to the North Isles and the remote islands. Small pockets of individual households and families can experience deprivation, and be affected by difficulties in accessing jobs on Mainland, accessing support services based in Kirkwall or Stromness, and in finding transportation that can help them find and keep employment.

In addition, there is an undoubted challenge in providing employment support services, where the unit costs of service provision are greater due to transportation costs and the low economies of scale that can be achieved in a dispersed community such as Orkney.

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<sup>15</sup> Farmer JC, Baird AG & Iversen L (2001) Rural deprivation: reflecting reality. *British Journal of General Practice* 51: 486-91.

## **6. Findings from the consultations**

In broad terms, there has been progress within employability services and increased awareness and community support for the need to help people with barriers to employment, but many of the original findings still hold true, and some of the 2003 recommendations remain to be fully implemented. There appear to have been a range of reasons for this.

### **6.1. Results from the consultation with service providers**

The survey information service providers were asked to complete was in three parts:

- An indication of client numbers and types of clients served
- Assessing the 'distance travelled' against the key issues identified in the 2003 study and the reasons given by participants for progress or lack of it
- An assessment of significant developments and other views on what needed to be done.

15 providers responded, compared to 9 in 2003, which could be evidence in itself of greater awareness of employability issues.

#### **6.1.1. Service provider capacity**

From service providers' responses, the estimated number of places appears to be higher than found in 2003 - around 400 compared to 220. This could however be a result of the greater number of service providers who responded to the survey in 2008, and that the 2003 figure was an underestimate of the number of places available at the time.

Questionnaire responses included some statutory providers such as the Community Mental Health team who had not been included in 2003, which may reflect a greater recognition of the importance of employment for people with mental health issues.

During the period, the Orkney Blide Trust, which works with people with mental health issues, opened a drop in centre in Kirkwall and the numbers of people it can support in this group has expanded considerably. In addition, two new services have been created through Employability Orkney: a supported employment service and Restart Orkney, a furniture reuse project. Voluntary Action Orkney have also expanded provision through introducing a supported volunteering project.

On the other hand, Grainshore Training Centre closed during the period.

Thus it still seems the case that Orkney is relatively well-provided for, in terms of the number of places pro rata to the numbers of inactive people identified through the statistical analysis of those who might want to work.

#### 6.1.2. The clients served

The distribution of places to client groups as reported by providers was:

Client group	Total numbers	As a %age of total places
People with severe and enduring mental health problems	50	12
People with mild/moderate mental health problems	87	22
People with learning difficulties	99	25
People with substance misuse problems	28	7
People with 'dual diagnosis'	23	6
Young people (as a single category)	43	11
Long term unemployed (as a single category)	61	15
Physical disabilities	10	0
Ex-offenders	1	2
Other groups	0	0

This appears to be broadly the same as was found in 2003.

Provision for people with physical disabilities, ex-offenders and those with substance misuse is still small. Provision for people with mental health problems is still disproportionately low compared to the likely number of people affected. In 2003, an estimate was made of around 200 people with moderate to severe mental health issues who might be unemployed on Orkney, with another group experiencing mild to moderate mental health problems whose numbers could not be estimated.

With around 50% of IB claimants now claiming as a result of mental health issues, the estimate could now be as high as 300 people. Survey responses indicate around 140 places for all people with mental health issues, of which only around 40 appear to be specifically in employment-related services. The proportion of places for this group to the total number of places is 34% compared to the 2003 figure of 37%.

The survey suggested that around 40 young people are represented in adult services, comprising around 11% of the places. This finding has been considered in the corresponding report on the NEET group.

The representation of people with learning disabilities has increased to 25%, which is an increase from 57 people in 2003 to almost 100 in the 2008 analysis. There have been a number of initiatives developed which are specifically aimed at this group, such as Orkney College's Moving On and Personal programme courses.

### 6.1.3. Evidence of a difficult labour market

That Orkney lacks opportunities to enter the labour market, and that this effect has grown since 2003, can be seen from the survey.

The percentage of people who are reported to have attended more than one service in the past has trebled - 72% of people were judged to have been in services before compared to 23% in 2003.

Almost 60% of clients have been in the same service before - compared to 6% that was reported in 2003.

Thus the 'revolving door' effect is significantly higher than in 2003, which suggests that although more people may be involved in employability services, they are unable to access employment opportunities and therefore cannot progress out of services.

The Workforce Plus target areas have analysed their services according to the four main stages in the employability journey, and have generally found most services to be in the transition between being out of work and entering employment. In Orkney, it would appear that the majority of the services are involved in the early stages of positive activity and engagement and progression, with a low level of activity in the transition phase, and limited aftercare support. The establishment of Employability Orkney's supported employment initiative has increased capacity in the last two stages, but the lack of capacity generally and the focus of services appears to reflect the limited employment opportunities that Orkney's economy is able to offer.

### 6.1.4. Views on progress

The issues on which providers were asked to indicate progress and the results of the analysis are contained in Appendix 1.

Providers were asked to rank progress on a scale of 1 to 10, with 1 being 'no progress' and 10 'major or significant progress'.

In general, no questions were scored with a 9 or 10. The mean and median scores were all below 5.6 and 5.5 respectively. This would suggest that those surveyed did not feel that major or significant progress had been made.

The areas of lowest perceived progress, with the least progress ranked first, were found to be:

1. Harmonising client assessments
2. Involving service users in planning and development
3. Improving sustainability of providers
4. Linking employability issues into the planning processes on Orkney

5. Changing employers attitudes
6. Increasing access to jobs in the statutory sector

The areas of most perceived progress, with the most progress ranked first, were found to be:

1. Networking between agencies
2. Access to advice services
3. Staff training and development
4. Changing attitudes in the community
5. Coordination between agencies

The most significant developments were reported to be the creation of new opportunities, through Employability Orkney and Restart Orkney, Orkney Soap, the St Colms enterprise pilot and VAO's supported volunteering programme:

The establishment of social firms and Employability Orkney. The closure of Grainshore Training Centre  
 Orkney Soap, Employability Orkney and the expansion of the volunteer bureau  
 The strengthening of partnership between the voluntary sector and the emerging common desire to want to formalise partnership and become more effective for our clients and more efficient  
 People are realizing that people with disabilities can work. Also there is a reduction in the numbers of "able bodied " people around so employers are widening their search and are more pliable about giving someone a chance.  
 I can get all the places I need for any positive results that I get  
 Changes in legislation  
 Greater awareness of and understanding of specific barriers  
 Sheltered/supported work opportunities e.g. Shetland Soap Company and Furniture initiative, Businesses becoming slightly more aware of the issues and open to giving people opportunities for employment.  
 The opening of Orkney Soap, Employability Orkney, Restart Orkney and the closure of Grainshore Training Centre, and the development of the pilot enterprise project at St Colms  
 Changes in legislation  
 The creation of Employability Orkney - supported employment agency and Restart, also the ongoing developments in day care provision of St Colms pilot projects  
 The development of Employability Orkney though there have been issues which prevented it being fully effective, the growth and development of the Volunteer Centre and the development of more networking between agencies.

There is also evidence in the providers' views of better cooperation and partnership working, although this could be improved further. Other views expressed were:

Most services have now stated their commitment to partnership working and much has been done in taking this forward. However, it seems there are lots of different partnerships still not communicating across the way. Some work needs to be done to co-ordinate this and this would be best served if there was a dedicated post to take this forward. There is a big piece of work being done to share resources and deliver joint services between Orkney NHS and Orkney Islands Council, but that needs to incorporate the voluntary sector too to be truly effective

I am just starting here and each new case is individual. I have the time to search out a suitable place for BOTH SU and employer. My intention is not to have hundreds of SU's but a core of people who are in employment and remain there.

As I am on my own here I do as I think and as long as I am keeping things ticking over it is fine. If it grows then either my hours will increase(16) or another person will be employed.

As a new provider I am sitting on the wall as I am finding my feet

In order for further progress to be made Orkney needs an Employability Strategy. We need to become part of the bigger picture, and each organization needs to be aware of its individual role. We need targets and we need to be able to measure our progress.

Often it is the culture of services and the culture which develops amongst service users which creates barriers to employment. Often service users do not want to engage with employment although many do. It is the hard core of those unwilling to engage which is the hardest nut to crack.

The views of providers would suggest that some progress has been made in increasing the profile of the employability agenda, with a corresponding improvement in community and employers attitudes towards people with barriers to employment, but that this has yet to be reflected at a strategic level.

## **6.2. Views of adult service users**

34 service users responded to the survey, from a range of groups. Users were asked for their comments on work and what it would mean to them, what support they would like, their assets, what work they would like to engage with and what new opportunities they would like to see offered in Orkney.

They were also asked to score themselves against a number of barriers to them gaining employment.

The detailed responses and analysis are contained in Appendix 2.

### **6.2.1. Barriers**

Service users were asked to rank the extent of the barrier on a scale of 1 to 10, with 1 being 'not a problem' and 10 being 'a big problem'.

The biggest barriers were reported to be (in descending order of difficulty):

1. Lack of qualifications
2. People's own skills
3. Lack of experience

#### 4. Discrimination

Practical barriers such as lack of transport and welfare benefits were not reported to be significant issues.

In the narratives however, some service users alluded to the impact of employment being 'reduced income' or having less money, which would suggest that although welfare benefits issues did not feature highly as an issue for all service users, there is still concern for some people about the financial impact of taking a job. More people however saw employment as offering them potentially more money than people who thought it would result in less money.

Thus the problems which were more commonly reported were those internal to the client. In 2003, discrimination and stigma was seen as being a very significant barrier. When taken with the reported views of service providers that employers and the community on Orkney were more supportive of people with barriers to employment, it would appear that service users have also recognised this as a real change, and although discrimination is reported in service users' comments, it is not an issue for all.

There appeared to be a clear demand for skills training and qualifications which was not being met.

#### 6.2.2. Views about work, support and opportunities

Only 3 service users appeared not to want work, or be ambivalent about it. It seems that attitudes towards work are more positive than was reported in 2003, with many people reporting that work, and paid employment, would make a big difference to their lives. Typical comments were:

*Life would not be so boring  
Apart from filling your days and the wage of course, making a better life for me  
and my family  
Extra money, be friendly with work colleagues, getting to know more people  
Learning something new  
It would get me out a lot more and meeting the community and I would be more  
independent*

Some service users reported long working histories - 30 years or more - when asked what they could offer an employer. Many reported that they had good social and communication skills, and would be hard working responsible employees. One or two had highly useful qualifications in terms of the labour market, e.g. knowledge of the Sage bookkeeping/accounting package, a counselling qualification:

*I can talk to people quite easily, good listener, certificates in childcare  
Good with people  
Get on well with people, enjoy office work  
Good learner  
Computer (ECDL), Sage packages, organised  
I am a sea farer with catering experience. I hold sea survival, fire fighting, first aid, ships cooks, Food Hygiene cert, catering officer cert, health & safety, RSA business Admin. 30 years experience at sea in the catering industry  
Twenty years experience in an office environment  
I have communication skills punctuality a large knowledge of pc's and pc applications I am dedicated to my work  
Supervisory skills hands on approach*

When asked what stopped them working at the moment, some answered that they didn't know, or were not quite sure. This suggests that some individuals could benefit from being introduced more consistently to the idea of work.

Many of the other comments were related to the impact of peoples' health or disability status. Only some mentioned employer attitudes or lack of jobs as being the reasons why they were not working:

*Not many opportunities - very tired in the morning - and having anxiety illness  
Having a learning disability  
Don't know who to speak to about jobs/how to get a job  
Suitable jobs, illness  
Financial reasons, mental health problems, travel problems  
I'm on methadone as a recovering heroin addict, people think of me as a dirty smackhead so won't employ me  
Employers see my wheelchair and not me  
Back injury  
Enjoy my volunteering  
I live on Orkney  
No transport, using local buses  
Lack of degrees and my age  
Severe lack of confidence*

When asked what would give them better support to move into work, many said they needed someone to help or a buddy, some said it was more qualifications and training, some wanted accompanied transport to get to work.

The type of work that people would find most satisfying was wide ranging, but work outdoors or working with their hands, office work, working with people and working with animals were most frequently mentioned.

When asked what support would help them hold down a job, a quarter answered that they would not need any support, with most of the rest saying it

would consist of positive encouragement from others, or someone to give them support.

In the views of the service users who responded, many would like to see more supported work places like Orkney Soap and Restart, and more volunteering, but many stated they wanted to see more general support for people with disabilities, from employers and the community overall:

*Better support for people with a disability*  
*More work prospects for people who have a disability*  
*Wider range of courses able to be studied at college*  
*More employment agencies and less qualifying periods of unemployment before you can get help with funding of training*  
*More music-based opportunities*  
*More voluntary work - flexible part-time work*  
*Changing attitudes of employers*  
*More things to do*  
*Would like to see businesses set up that are supportive to people with special needs*

### **6.3. Views of the wider stakeholder group**

At the first meeting of the wider stakeholder group held in January 2008, the attendees broadly reflected the service providers in which areas had shown the most improvement since 2003:

- The development of an employability network drawing providers together to understand issues
- Social enterprise activity
- Supported volunteering
- Improved awareness (although recognising that there was more to be done here).

The areas of least improvement deviated somewhat from the survey, with employer engagement and awareness identified as needing a lot of work still, and thus forming a significant barrier to more progress being made.

Concern was voiced about those with physical disabilities or severe and enduring mental health problems still being under represented in services, which the survey bore out. Other areas identified as making the least improvement were:

- Practical partnerships between services
- A need for joint protocols and more structure
- Services do not constitute a 'whole system'.

Future priorities were judged to be employer engagement, developing more social enterprise activity and providing business advice to support this, to increase the access to Occupational Therapy and link this with job retention and to pursue the statutory employers to increase the level of employment opportunities on offer.

For people with severe and enduring mental health problems, new possibilities in developing a clubhouse model were being examined at the moment, through Orkney Blide, and there may be other opportunities to develop peer support projects.

Other issues raised were that the expectations of service users had to be raised but that equal weight had to be given to different disability groups.

At the second wider stakeholder group meeting in March, when the findings were presented, attendees were asked to rank priorities for action, from the list of priorities that had been determined from the questionnaire survey.

The main priorities were seen as being:

- Harmonise client processes
- Incorporate employability issues into Orkney Community Planning and address providers' sustainability issues
- Increase access to jobs in the statutory sector
- Create more opportunities through social enterprise
- Tackle employer's attitudes.

Participants were also asked to respond to a number of questions, which the researcher had identified during stakeholder interviews:

- Should adult and young peoples' services and strategies be developed together or separately?
- How best to support the development of new social enterprise ideas
- What are the implications of the finding that over half of IB claimants are over 55?
- Why is the apparent demand for more training and qualifications not being met?

Participants thought that Orkney was too small for separate strategies and services on young peoples' and adults' employability, and that the two areas should be joined, but recognise that young people also want different kinds of activities in their services. There was some evidence that all age services worked better than separate services. There was a strong view that services should be person-centred, and therefore would respond to these differences. There was also a greater need for early intervention with young people before they came to need adult services.

There was some support for the idea that new services should not be created, but that personalised support was the way forward. There was a discussion about using different 'pots' of money to put together individual funds for training and support, using Direct Payments (now called self-directed support), Individual Learning Accounts and Jobcentre Plus discretionary funds. If Jobcentre Plus staff could gain more flexibility to put together personalised programmes for individuals, support could be provided by local providers.

In terms of support for social enterprise development, the desire to minimise the number of networks and forums on Orkney also came into play. There was a desire for a multi-agency approach, possibly coordinated through Employability Orkney. 'Small but worthwhile' social enterprises were seen as the way forward, possibly tied in with employers who had contract or other work to offer.

The implications of the finding that over half of IB claimants are over 55 was less clear. It would have consequences for the economy, placing more pressure on young people to enter employment, but then it was noted that young people have more willingness to work and they can be prevented from entering the 'revolving door' that now clearly exists on Orkney. This group may be more interested in supported volunteering rather than employment, which would allow them to gain the health benefits of activity and contribute to the community, without pressure to work.

In terms of training, it was recognised that although there appears to be a demand for new courses at the time, the experience is that when they are set up, there is limited attendance. It was however recognised that literacy and numeracy training was an issue, and that more practical training was required.

#### **6.4. Other stakeholder issues**

During the research, a number of staff working across a range of agencies were interviewed, either in person or by telephone.

The researcher was struck by the difference in these interviews in 2008 compared to 2003. In general, there was far more positivity about the employment agenda, more interest in good practice elsewhere and a greater desire to shape the future in the best interests of different groups of clients. There was a high level of interest in social enterprise, and some staff were discussing a number of ideas for new social enterprises in future. There was less protectionism displayed, and a real desire to develop better joint working.

The other point noted was just how appropriate it was to be refreshing the strategy at this point in time.

There were some notable changes in personnel in both statutory and voluntary organisations on Orkney, which would give the opportunity to tackle some of the 2003 recommendations which had not been addressed. The development of

a Single Outcome Agreement within Orkney Community Planning gives the opportunity to embed employability more clearly within the Community Planning structure. The significant investment in social enterprise planned for the next three years afforded the potential of funding some of the developments being discussed.

A number of key issues emerged from these discussions, including 'wish lists' of developments.

#### 6.4.1. The role of Employability Orkney

All recognised the difficulties that Employability Orkney had experienced in becoming established. There had been staff management changes which had affected its ability to develop as far as it would have liked.

Externally, a lot of emphasis has been placed on Employability Orkney's ability to tackle the whole agenda that was identified in 2003, which may not have been wholly realistic, given its temporary funding.

By all accounts, the initial meetings of the Employability Forum proved productive, but as staffing issues emerged at Employability Orkney, the Employability Coordinator's time was spent on troubleshooting, which understandably diverted attention away from supporting the Forum in addressing wider issues. There was a common agreement that this should be resuscitated.

The development of Restart Orkney in particular had been welcomed. It showed that new social enterprises could be developed if the right ideas were identified, and that clients could engage with this type of activity. Restart Orkney is limited by its current premises, but there are opportunities to develop it further.

The supported employment programme was recognised as valuable, but that it had experienced some practical issues, and expectations that it would make major headway with local employers had not been met. The appointment of a new manager with local business contacts may start to change this.

During the study, the Employability Coordinator left, and interviews were held for their replacement. Thus, for the Board of Employability Orkney and the wider network of agencies and providers, this is a critical point in Employability Orkney's development, and gives the opportunity for the Board to develop a new strategy.

#### 6.4.2. Changes in statutory support for this agenda

The amalgamation of Careers Scotland with the training function of Highlands and Islands/Scottish Enterprise, into a new organisation 'Skills Development Scotland' is due to be implemented from April 2008. This has created some

uncertainty in the future direction of work with adults within SDS on Orkney, and concerns were expressed during the consultation about the future shape of national programmes such as Get Ready for Work. Since then, a local person has been appointed to Skills Development Scotland, which would ensure continuity of practice and alleviate some of these concerns.

In addition, the transfer of responsibility for training and skills development from HIE Orkney reduces their future involvement in this agenda, which is unfortunate, as they have exercised leadership in supporting and developing the employability agenda within Orkney in the past. They would however continue to have a key role in supporting and developing social enterprise, and in promoting this agenda to local employers.

#### 6.4.3. Access to statutory sector employment

It was recognised by almost all interviewees that this was an area that could be developed, and would overcome some of the issues about small local employers being unable or unwilling to offer vacancies. There was a common consensus that the statutory sector should be leading by example.

There are a number of policy drivers for Orkney Islands Council and NHS Orkney. The Council's Disability Equality Scheme, which is a statutory requirement under the Disability Discrimination Act, recognises the need for better employment opportunities, but refers to Employability Orkney and Restart Orkney as the vehicle for achieving this for adults.<sup>16</sup> The Council notes that it is monitoring new applicants and recruits for disabilities, but it needs to establish a baseline of disability issues within its existing workforce through a staff survey. It aims to support achievement of outcomes of a more diverse workforce on Orkney and reducing the numbers of people claiming Incapacity Benefit.

During the study, it was reported that OIC were offering to guarantee job interviews for Jobcentre Plus clients, would look at increasing accessibility to employment within OIC and raise their involvement with New Deal and work trials. Thus there has been an attitudinal shift towards the social inclusion of people with barriers to employment which could be built on with other initiatives.

#### 6.4.4. Engaging with other employers

Although the level of employment opportunities on Orkney that the private sector could offer is likely to remain at a low level, most interviewees felt that an initiative to engage employers should still be undertaken.

Employability Orkney have a small grant to undertake work in this area, but other agencies also expressed an interest in being more involved with employers. This would appear to be a strategic issue that should be taken

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forward by either the Employability Forum when reconstituted, or by Orkney Disability Forum, who are involved with employers over a physical access initiative.

HIE Orkney reported that a small group of sympathetic employers had met with them and the Employability Coordinator. While they were still uncertain about employing people with barriers to employment, and would continue to be reluctant, they were nevertheless keen to explore how they could sub-contract work to groups of people or social enterprises.

It may be that involving employers with social enterprise activity, and seeking their cooperation in looking for work that small scale initiatives could undertake, might be one way to involve employers in the employability agenda 'by the back door', in a way that is more in tune with their interests.

## **6.5. Client specific issues**

The survey work revealed issues and opportunities that were specific to individual clients groups, such as people with mental health issues and those with physical disabilities, which should be addressed in any strategic or operational developments in future.

### **6.5.1. People with mental health issues**

The profile of employment for this group has risen significantly over the last few years, as a result of recognising that almost half the people claiming Incapacity Benefit were people with mental health problems, and in recognition of the need to improve workplace health, which would also improve natural support within the workplace which would support new recruits who were previously inactive.

There has also been more planning and consultation activity on Orkney as regards mental health and well-being and service development, which has also included consideration of the role that employment and work can play in aiding recovery.

Orkney Blide Trust is currently considering movement towards a structure more based on the clubhouse model. This essentially involves service users becoming members, participating in work-structured activities in the centre, and assuming increasing responsibility for running the centre. The clubhouse model also involves a transitional employment model, where work contracts can be taken on, but the work is guaranteed by all clubhouse staff and members, in the case of people being unwell and unable to fulfil the duties of expected of them by the employer. Clubhouses also run education programmes and access to community-based facilities, and some have been exploring social enterprise ideas to create employment. Orkney Blide is interested in developing an outside catering activity, as a result of opportunities it has seen, but with the

interest of employers to offer up work contracts, the transitional employment model of a clubhouse may be a way of capitalising on this.

The main issues in moving towards a clubhouse model are cultural ones, both within and outside the clubhouse. Orkney Blide Trust will need support and encouragement to achieve this, both from other agencies and from the statutory sector.

In view of the potentially large numbers of individuals with mental health problems who form the target group for employability support, this development by OBT should be seen as a strategically important development.

#### 6.7.2. People with physical disabilities

People with physical disabilities have had a low profile in this agenda, and appear to feel particularly disempowered by the attitudes of employers.<sup>17</sup> Their particular barriers to employment in terms of physical access arrangements appear to be the source of this view, but also services for this group appear until recently to have been traditional and static. This is changing however, and there is a group of service users and staff within Glaitness day centre who may be interested to engage with employment or develop pilot enterprise initiatives in the way that St Colms has managed to.

It was reported that there are a group of hospital-based Occupational Therapists who want to look more proactively at employment, and if joined up with other rehabilitation specialists, and in particular with the Condition Management Practitioner employed through Pathways to Work, could help develop more activity with this group of people.

If a forum or network on employability was re-established, staff who are keen to do more in this field would be more supported and could benefit from the expertise of other practitioners.

#### 6.7.3 People with learning disabilities

The pilot enterprise project within St Colms has been one of the most positive developments in the last few years.

The aim has been to build on the traditional values of day care by introducing a vocational focus and work ethic, by setting up and running small scale enterprise activity which helps develop a moving on ethos where appropriate.

Two enterprise pilots are running - card making, with some cards sold through Orkney Soap's retail outlet in Kirkwall - and wood working to create new products. A new initiative 'New Plants in the North' will be established soon as a joint arrangement with Orkney College.

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<sup>17</sup> As some of the survey responses suggest  
Orkney Adult Employability Review  
Scottish Development Centre for Mental Health

The centre estimates that 80% or more of the service users can work. The Council has undertaken research recently to establish the likely pattern of need for learning disability services in the future, which could help estimate the potential demand for social enterprise activity in future.

## 7. Conclusions

It would appear that some of the work that was planned following 2003 has been stalled as a consequence of the organisational demands of setting up Employability Orkney. This has led to the lack of a key ingredient in the employability agenda - leadership. The current difficulties of leadership will be compounded for a period by changes within HIE Orkney and Careers Scotland, but the appointment of a local lead on employability within Skills Development Scotland is a positive move.

There appears to be an appetite to get the work 'back on track', and this is a particularly important time to be reviewing progress, as staff and organisational changes have come together at this particular point in time, to offer an opportunity to tackle issues that have been set aside, and to include groups that have been overlooked in the past.

There appears to be a good consensus around some of the strategic and operational issues from those who would be involved in implementing a new strategy and programme of work, and a more positive approach is apparent within individual services and agencies.

The issue of provider sustainability however remains a problem, which many agencies appear to believe will be helped by a closer involvement in the Orkney Community Planning Partnership.

There have been some significant achievements over the past few years in social enterprise activity and service development, and now is a good time to involve more agencies in supporting and developing this work, and see if new links can be forged with employers through engaging their business brains in this work.

There also appears to be more interest in collaboration on social enterprise development, which could be fostered if a functioning network or Forum were re-established which encompassed all agencies active in the employability field.

## 8. Recommendations

The main recommendations are at two levels: strategic and operational.

### 8.1. Strategic

#### 8.1.1. Renew the Employability Forum

The Employability Forum should be resuscitated and rebuilt, to provide a vehicle for achieving a number of objectives. The new Coordinator of Employability Orkney could take a leadership role in bring this forum together, or it could be included as a specific remit of the employability lead within Skills Development Scotland.

It should offer a forum initially for exchange of practice between all agencies which have, or potentially could have, a role in improving the employment rates of adults who experience barriers to employment. The forum should encompass those who work with all client groups, representatives of provider agencies, staff within statutory services who are in a position to support and influence local service development such as the Community Mental Health team, Occupational Therapists and other rehabilitation practitioners. It should include the Condition Management Practitioner from Pathways to Work and Jobcentre staff, and staff of the new agency Skills Development Scotland.

The primary purposes of the Forum after it is established would be to:

- Create a holistic and comprehensive system of support for all adults of working age on Orkney who are economically inactive but who want to work, through partnership working
- Lead the development of person-centred planning approaches and personalised services for individuals, maximising the use of existing resources and supporting effective moving on and referral processes between services
- Support partnership working in key areas to find joint solutions to common issues, such as increasing access to statutory employment
- Create a service user involvement process within the Forum, which reflects the aspirations of the target client groups and involves them in planning.

The Forum should operate as an Employability sub-group within the Orkney Community Planning Partnership structure, with membership of the Partnership Liason Group. Options are to create a new Employability thematic group and locate it within the Learning Group or the Economy Group, or to integrate it with the existing NEET Strategy and Operations Group currently located within the Learning Group.

The relationship between this adult employability work and the NEET Group needs further consideration. The two should be linked at strategic level, but the different needs reflected at the operational level. A decision on this should reflect the separate recommendations made in the NEET report, which include a need for young peoples' and adult services to work more closely together to ensure earlier intervention and a seamless transition for those young people who need services as adults.

The Forum should therefore set some high level strategic targets which relate to the overall CPP objectives. The Forum should work on a statement of how it will contribute to achievement of CPP objectives and how outcomes will be measured, in line with the Single Outcome Agreement that OCCP will be preparing in the near future.<sup>18</sup>

The Forum, through involvement in the OCPP, should seek a commitment from OIC and NHS Orkney at Chief Officer level to work with the Forum on a dedicated access to employment initiative.

The Forum could consider setting itself an overall target of reducing the category of inactive people who want to work by 2020, by half. This would need 250 new opportunities, employer vacancies and other opportunities to be developed.

#### 8.1.2. The role of social enterprise

The strategic role of social enterprise in contributing to the achievement of employability objectives should be recognised, and given a higher degree of support and emphasis.

The Local Social Economy Partnership is already represented in the Orkney Community Planning Partnership, which presents an option for locating responsibility for leading this work with support from HIE Orkney.

The view of those already involved in social enterprise as a source of work and employment opportunities for the target groups however is that Employability Orkney should provide the umbrella within which this is taken forward. Employability Orkney themselves would want to bring different interests together and have a clear plan for supporting social enterprise activity that creates more cohesion around this agenda.

The purpose of the Employability Forum outlined above might stretch to incorporating social enterprise, but may be too much for one body to support.

One option may be for Employability Orkney to take a lead in social enterprise for people with barriers to employment, and to invite interested parties to join

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<sup>18</sup> There are 18 or so Local Outcome Indicators that CCP's will be using in creating their SOA's which relate to improved employability outcomes, including health and well-being outcomes

an advisory group and support the group to develop their ideas. This could involve gaining development support from HIE Orkney and/or HISEZ or other national social enterprise intermediaries, to provide business advice.

It is also recommended that young people and their support agencies be involved in this initiative, rather than replicating a parallel structure for this group who might be interested in social enterprise.

The Employability Orkney Coordinator could then be responsible for ensuring that the Forum is kept up to date with developments, and that the LSEP is similarly kept up to speed, and through them, the OCCP.

## 8.2. Operational

The main operational developments indicated by the responses of agencies and individuals on Orkney are:

- Use existing resources in supported employment <sup>19</sup> to design an access initiative to employment within the statutory sector. A possible starting point for this discussion could be the St George's Service User Employment Initiative, which has been recognised in the UK as a model of good practice. Employability Orkney staff and Board should lead on this, in consultation with other agencies, and in partnership with the statutory HR joint team.
- As part of this dialogue, identify areas of recruitment difficulty within the statutory agencies and develop the access initiative to help address this. It is understood that home care might be one area to investigate further.
- Work with the Scottish Centre for Healthy Working Lives and Jobcentre Plus to explore employer engagement best practice, and establish an Orkney information and advice service for employers, to raise awareness and promote diversity in the workforce. This would be at a relatively low 'background' level. Employability Orkney have already engaged in this area, but it may be worth exploring a partnership with Orkney Disability Forum to carry this work forward, given their existing work on physical access.
- Support the formation of the Forum with a web directory of all employability services, including descriptions of activities. Even in such a small community as Orkney, there are still small pockets of activity, and staff, who are not aware of some of the other services. The existing Orkney Communities site could contain this directory, with the

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<sup>19</sup> Which could include supported employment places within St Colms, job coaches through Employability Orkney and potentially resources through Jobcentre Plus programmes

Employment Coordinator responsible for collating information from Forum members.<sup>20</sup>

- Employability Orkney to develop proposals and funding bids for new social enterprise, in partnership with other agencies, as a body that would be eligible to bid for funds through the Social Enterprise Strategy that will be coming on stream later this year, or through other community and economic regeneration funds such as Wider Role funding. These bids could include support for other agencies not in a position to bid independently, such as St Colms and Orkney Soap. HIE Orkney could provide business planning advice, or this could be accessed through HISEZ.
- The Local Social Economy Partnership should urgently consider a bid to the Scottish Government under its recently announced fund for LSEP's, to support the emerging network of social enterprise within Employability Orkney. This could include a part-time development coordinator, to work alongside the EO staff and the other interested agencies. These funds will close for applications in June 2008.

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<sup>20</sup> The employment section contains entries for EO and Jobcentre Plus only under its 'employment' category

## Appendix 1

### Issues addressed in the providers' survey

Issue	Mean score	Median score	Rank - 1 is least progress
Harmonising assessment processes used with clients	2.9	2.0	1
Involving service users in planning and development of services	3.8	2.0	1
Getting employers more involved with schools	4.0	2.0	1
Improving the sustainability of providers	2.3	2.5	2
Providing access to welfare benefits information for clients	4.3	3.0	3
Increase the levels of people with barriers to employment who access jobs in the statutory sector	2.8	3.0	3
Creating more jobs for clients in the local economy	3.3	3.0	3
Linking employability issues into the overall planning process on Orkney	3.4	3.0	3
Changing the attitudes of employers towards people with barriers to employment	3.8	3.0	3
Eliminating transport barriers to clients taking employment	3.8	3.0	3
Adopting a case management approach to working with individual clients	4.1	3.5	4
Developing new services to offer employment	4.1	4.0	5
Improving the support for the transition between school and work	4.3	4.0	5
Increasing the FE opportunities available to clients	4.3	4.0	5
Creating new development opportunities for clients	4.7	4.0	5
Coordination amongst different agencies involved in employability issues	4.6	4.5	6
Changing attitudes in the community to people with barriers to employment	4.3	5.0	7
The level of staff training and development activity around employment issues	4.8	5.0	7
Providing access to advice services for clients	5.0	5.5	8
Networking between different agencies involved in employability issues	5.6	5.5	8

#### Comments and reasons why the issue was scored as it was

##### Networking between different agencies involved in employability issues

More involvement of all providers at meetings

Employability Orkney are sometimes a link between agencies

More agencies/roles have been created

The supported Employment Project has provided a mechanism/framework to bring together agencies that share common goals for their clients.

It has improved and is getting there slowly but I think the service user has to be considered first. The culture is for the provider to get a result and not give it to someone else

Improved communications with a number of agencies including working together to support learners

Abundance of events where agencies are networking as well as increased emphasis on meeting needs of client by all concerned

We already had good relationships but this has been extended and enhanced over the last 5 years. We have used other agencies for both guidance and additional support purposes effectively

Networking has improved but not spectacularly, as it was already quite good in 2003

The employability forum should meet more frequently and should have clear objectives

Difficult for me to say as I was not in Orkney in 2003. But it does seem to me that there is considerable networking between agencies now... how effective it is and how much real cooperation there is between agencies is another issue.

Progress has been made although funding and consistency remains a massive issue for the sustainability of employability. There is more interest from statutory employers but still not enough commitment.

#### **Coordination amongst different agencies involved in employability issues**

We have asked other agencies in to be involved with training programmes we deliver

The situation is much as before

Better, but needs to be improved and on-going rather than in fits and starts

This has improved, but barriers to closer working remain because of lack of time/capacity to be able to focus on improving co-ordination. Also agencies all have their own processes for working with clients.

Personally I was really impressed with all the help I received regarding a service user. A few years ago this wouldn't have happened

Some improvement but still aware that other agencies are reluctant to make first contact

Not so far forward due to number of agencies all trying to meet needs of the same client groups

Increasingly aware of contacts within agencies

The process of setting up Employability Orkney encouraged closer cooperation among providers

Everyone involved is very aware that this needs to happen but we need to stop discussing this and start doing! The development of an inter-agency protocol is underway, and this will be of enormous benefit

There is a plethora of agencies and getting an understanding of how they fit/work together is difficult. It might be better if there was some sort of coordinating body or network where information was shared and a coordinated action taken.

Inexperience and changes to Project leader at Employability Orkney

#### **Harmonising assessment processes used with clients**

I have never been approached about this

No - still far too many different forms!

No one able to take the lead on this because of lack of time

Every org has different sized goalposts and what 1 thinks is satisfactory the next doesn't. 1 assessment form completed by all would make more

Better case conferencing

Each agency will have their preferred assessment processes

Multi-agency review meetings where we invite relevant representatives

To my knowledge, this has still to be addressed

A few organizations use Rickter as an assessment tool, this is a possibility for harmonizing the assessment process throughout Orkney. At present most organizations have their own methods in place

There have been some moves between agencies to use a common assessment tool (Rickter).. this is used by the Volunteer centre, Blide Trust and Employability Orkney (I think). Still little transferable information available between agencies. This assessment seems to be used in each agency rather than between agencies.

Not aware of any developments

#### **Adopting a case management approach to working with individual clients**

Only Employability Orkney have occasionally done this

This has always been quite well established

This happens informally but there is no formal protocol in place that would ensure safe handling of sensitive information and confidentiality.

Inclusion and new Additional Support for Learning Act (Scotland) 2004 is having a direct impact.

Not familiar enough with other agencies approaches to case management

This has always been our approach through a course leader system

To a large extent, individual agencies were already doing this in 2003

Most organizations have a person-centre approach to working with clients and in most cases individual needs are recognized and met

There are moves to share information, but nothing as sophisticated as a case management approach. This might develop if there was to be a coordinator and/or network where it was permissible to share confidential data. Issues of confidentiality are a constant barrier..these are sometimes more perceived than real however. Not aware of any development

#### **The level of staff training and development activity around employment issues**

High priority in our centre as we are working with clients who are facing barriers

HIE have offered a little training in this area

Since the development of Workstep and the creation of Employability Orkney this has improved, however the best thing that has happened with regard to this is Orkney Soap

Our staff are aware of issues through working with clients and other agencies but there has not been any formal training carried out

Have access to range of training through CPD and staff development etc

Relevant staff have undertaken a variety of staff development activities related to employment

Staff at Employability Orkney have attended supported employment training, but it is unclear to what extent the other agencies have undertaken such training

There have been several local events in the past year which have focused on employability and creating/developing new opportunities

Agencies such as the Blide Trust regard employability as 'nice to have' rather than essential in the provision of its services. I suspect this is common amongst agencies who have their own priorities. Employment and/or gainful and purposeful activity which provides a level of satisfaction and a feeling of achievement needs to be more central to all services and needs to be a more common priority.

Lack of resources and consistency in Employability Orkney taking a lead

#### **Linking employability issues into the overall planning process on Orkney**

Do not think enough agencies are involved in this

not aware of any overall planning which includes employability issues

Beginning to happen - needs to happen more. More parents/carers would be more involved if their first concern - supported accommodation - was addressed

Although I think this is further up the agenda, I am not aware that it is a very high priority in Orkney's planning processes

Still have some way to go in making employers more aware of issues etc

Advisory groups that are made up of business and service providers are running effectively and informing strategic and operational planning

There is a greater awareness of supported employment, but it is difficult to assess the extent to which this has influenced general planning

This doesn't seem to happen at all, we need an employability strategy

Seemingly little commitment to this in the Planning process. Needs to be a greater statutory engagement on the ground as well as at planning level.

Lack of social inclusion at central part of Community, Council and NHS planning and development

#### **Providing access to advice services for clients**

Again only Employability Orkney are new in this field

Most young people in particular do not find advice services easily accessed, DASAT possibly being the exception

Our service holds a database of advice services available and accessible. Also increased awareness across agencies about what we each do - at least in broad terms.

The large range of agencies now providing advice services to clients confuses the practitioner so must be severely confusing for clients

Clients are referred onto advice services as appropriate and information is provided on the various services available

The establishment of Employability Orkney has added to the availability of advice services for clients

There are a number of organizations providing an advice service for clients and they are easily accessible and widely advertised

Advice is available, but often fails to engage effectively with those who need it

EO has improved things a little

#### **Providing access to welfare benefits information for clients**

Information is not shared freely

There is only Jobcentre Plus and Citizen Advice Bureau to offer this as it was before

CAB is well known and respected for being accurate with its information

Our service would always refer either to JCP or CAB. I understand that CAB is very accessible but JCP processes are more difficult to access

CAB JC+ and Capability Scot(CS) do this but I don't know about anybody else  
Those who are keen to access benefits will find the relevant information but still issue with those who are not happy to access welfare  
Clients are referred onto advice services as appropriate and information is provided on the various services available  
Most agencies still refer clients to the Job Centre for such advice, although informal advice may be given by agencies  
This needs to develop: the information is available but is not easily accessible  
Welfare benefits advice is available  
CAB delivers same high level of service as in the past but not aware of other improvements or developments

#### **Involving service users in planning and development of services**

I believe more provider could utilise the knowledge of skills of service users  
not aware of any consultation with the unemployed  
Yes, St Colms is leading the way here  
No processes in place for this to happen  
Advocacy is beginning to become embedded within our culture  
Ample opportunities to 'consult' and put forward views but level of cognizance of views may be different  
Planning and development of services is informed by student evaluation  
Some work has been done in this area but service users and families are not very motivated in this respect  
Service users have limited input into planning developments - this also needs to improve  
Efforts are made, but engagement is difficult and service users (particularly mental health service users) often lack the motivation to engage. Consultation needs to be proactive, dynamic, vigorous and targeted..most agencies do not have this level of commitment to engagement.  
Difficult, time consuming and expensive to do well

#### **Changing the attitudes of employers towards people with barriers to employment**

Still the biggest hurdle to face  
Some employers are more willing to give a wider range of individuals a chance  
A lot of effort, a very difficult task  
I think there have been some changes but this is still potentially a huge barrier that needs education, support for the employer and time for the attitudes to change  
I think in most cases a person is put with an employer irrespective of whether they are compatible- doesn't always work long term  
The large number of new initiatives e.g. engaging men, buddy system for supported employment are all having a beneficial effect  
There have always been a limited number of employers with some empathy but in general still hurdles to overcome  
It is a slow process but as society becomes more aware the workplace is becoming gradually more inclusive  
There has been a positive improvement in that more employers are aware of the concept of supported employment, however the majority are probably yet to be convinced that it will work for them  
EO has been awarded funding for this purpose so hopefully this is beginning to improve, although there is a very long way to go  
Statutory services (OIC, NHSO) pay lip service to employment... and do not really engage with employability schemes. If they don't engage, what sort of example does this set to private sector small employers?  
No real campaign or sustained approach visible

#### **Creating more jobs for clients in the local economy**

Low unemployment, means less opportunities and creating jobs are usually within the tourist period  
Restart Orkney and the Orkney Soap Company is making progress with this  
Orkney Soap Co. is a success but scope for more of this type of work.  
Orkney Soap being here also the furniture store  
Don't know how to approach employers -placements seem to be the name of the game  
As above  
The current economic climate makes it more difficult for any young person to gain employment.  
This has yet to take off in a meaningful way

There is a lot of interest in social enterprise at the moment and hopefully from this interest more opportunities will arise. Job carving is also a possibility for employers willing to provide opportunities

Need to be far more creative ideas in order for this to happen

Shetland Soap and furniture store has developed things somewhat but other opportunities are really needed

#### **Getting employers more involved with schools**

More employers have taken school pupils on work experience

There is evidence of this happening

Only aware of Fire Service going to schools, otherwise only connection is at the Careers Convention

Issue is not quantity of work experience opportunities but quality of the experience for the pupil

He picture is probably improving but it is felt that some employers will be more willing than others to become involved

Work opportunities are the same year after year. Employers should be encouraged to provide different opportunities and more employers should be involved

#### **Developing new services to offer employment**

Again Restart Orkney and Orkney Soap

Orkney Soap and the furniture store

Limited capacity, small community

Most under this category are short lived due to funding requirements

This has increased very positively but there is probably scope for more employment services

Establishment of Employability Orkney supported employment service, Restart Orkney and the pilot enterprise projects at St Colms

There are now 2 pilot enterprise projects at St Colms and an emerging social enterprise restart Orkney which was set up by EO

Low priority

Funding and strategy appears lacking

#### **Creating new development opportunities for clients**

St Colms are involved in setting up new projects

New services have been created

Supported volunteering provides opportunities for personal growth and development and helps to prepare for employment when appropriate

Longer term opportunities more difficult to achieve as short term opportunities can be more unsettling when it comes to an end

As above, there has been new developments but there probably is scope for others.

Ongoing aim of Employability Orkney and the Employment Coordinator at St Colms

There needs to be more 'moving on' opportunities: at present clients are passed around existing services

Work is done in small pockets but I suspect the community is hardly aware of these efforts

Not aware of any particular developments

#### **Increase the levels of people with barriers to employment who access jobs in the statutory sector**

New government programme aim to do this

No - this needs done!

Working with JCP and Employability Orkney has resulted in at least one of our supported volunteers being employed by the local council, although it remains an area with scope for development

Low level of unemployment, employer apathy

This would probably be an area where more work would have to be undertaken

Employability Orkney has placed a service user in part-time paid employment with the Council reuse centre. Otherwise there appears to have been little progress in this area. Employment Coordinator of St Colms is going to develop more work experience opportunities within OIC

Employability Orkney's supported employment project aims to do just that, however there needs to be more willingness from statutory providers

Again in small pockets

### **Eliminating transport barriers to clients taking employment**

More buses now run

Transport generally is a problem on Orkney

Cost, rural location, poor local transport

Dial A Bus. Great invention. Also gets them there on time. Should use for all youngsters who find it difficult getting to work

More opportunity in main centres but still rurality issues especially for isles clients

Transport is an issue for a variety of different groups of people so is still really a problem for young people accessing employment

To my knowledge, no progress has been made in this area

Dial a Bus is an excellent service, lots of our clients use it

Efforts are made through Dial a Bus but transport is still a limiting factor to social inclusion

Travel pass and discount air scheme can help, still an issue for the Northern Isles however

### **Changing attitudes in the community to people with barriers to employment**

Being a small close community someone's name and past record can still be the biggest barrier

We are at a crossroads here - parents and carers who just want to know their grown up son/daughter with a disability or mental health issue is going to be safe and those parents/carers who want a lot more

Attitudes are changing as the community witnesses the positive contribution being made either through (supported) employment or volunteering

People are seeing more people in the public working and are realizing that a disability can just be the same as having blue or brown eyes

Inclusion is being seen to be part of our culture.

More awareness in general

There has been an improvement over the last few years, but negative attitudes are still there if buried below the surface. However it is not easy for business people to keep small businesses going and also adhere to all demands and requests.

With the setting up of Employability Orkney, there has been publicity which has made the public more aware of supported employment

People on a whole are more aware and accepting of the barriers individuals face in employment, but we need to raise awareness and challenge stereotypes

I think awareness of the problem is low

Slow process but concerted campaign required

### **Improving the sustainability of providers**

Centralisation of contract holders have reduced the number of providers available

Enable Services have not been fully used or given the confidence through funding to expand (Note: *this was not a comment from ES*)

Short term funding always an issue

Don't know. Imagine that they have to justify their outcomes & perhaps can't give all the time to a service user

Greater competition for a finite number of clients, large range of options

As above

Grainshore Training has closed

The local authority needs to contribute far more to ensuring the sustainability of the local third sector

Funding remains precarious and uncertain

### **Improving the support for the transition between school and work**

Work by support staff at the schools and staff at Careers Scotland have helped a greater number make this transition

Transitions SW post created but more needed, or postholder's time to be more wholly used for this (i.e. not so much time doing generic duty work)

Services have improved and new ones in place, such as Employability Orkney, Supported Volunteering Project and "New Start" for young volunteers (16-19) who need support

Some need a person just to be there to say they are or aren't doing a good job.

Number of young people with ABE needs is increasing

This has improved as the realization of the importance of transition becomes more apparent.

Some of the providers have been involved in NEET activities

This is left too late - there needs to be earlier intervention so that pupils are prepared for the transition

**Increasing the FE opportunities available to clients**

Orkney College offer courses to all

Talk but no action - accommodation for students needed, especially for those with additional support needs

Personally I don't think this is beneficial to many but should be allowed to all that it would help practically

Wide range of opportunities now available locally

Opportunities are increasing all the time

Planning processes look at what is needed within the community and course are developed to address any needs. However this has to be undertaken within financial and resource restraints.

There do not appear to have been major changes in this area

Orkney College and Support Training offer FE opportunities, but there could be more and more varied, not just ECDL for every client

Supportive networks missing

## Appendix 2 Service Users Survey

### Barriers to employment

1 meant the barrier was not a problem, 10 meant it was a major problem.

Barrier	Rank - 1 is most problematic area	Mean score	Median score
Lack of qualifications	1	6.5	8.0
Own skills	2	5.1	7.0
Lack of experience	3	5.9	6.0
Discrimination	4	5.0	5.5
Lack of confidence	5	5.1	5.0
Long term illness or physical disability	6	5.0	4.5
Numeracy issues	7	3.6	3.0
Benefits issues	7	4.2	3.0
Lack of transport	9	4.0	2.5
Literacy issues	10	3.1	2.0
Mental health issues	11	3.0	1.0
Learning difficulties	11	2.8	1.0
Emotional or behavioural barriers	11	2.4	1.0
Homelessness issues	11	1.4	1.0
Issues with substance abuse	11	1.8	1.0
Criminal record	11	1.6	1.0

### What difference would having a job make to your life?

Stigma of not working - a lot of people asking why you do not work - confidence

I don't mind - not much difference - I would be happy if I had a job

I think having a job would make life worse

It will be a really good difference to have a real good amount of money

Not sure

Better

It would be good

More money, more friends

Having a job would be good

Meeting new people would be interesting

I don't want a job - (Note: service user has cerebral palsy and uses a wheelchair and pointed to the word 'difficult'. Service user has indicated this same view consistently in the past)

I would have a bit more of a purpose

Thinks it would make a lot of difference. Would hope to meet people and have someone to work alongside, people to accept her as a person, for who you are

Less money - confidence boost

Less money - confidence, self-worth

It depends on the job but a job paying me a minimum wage would not benefit me personally as I would be worse off financially

Life would not be so boring

Apart from filling your days and the wage of course, making a better life for me and my family

Extra money, be friendly with work colleagues, getting to know more people

Learning something new

It would get me out a lot more and meeting the community and I would be more independent

A big difference, more contact with people and a feeling of being needed

Increased self-worth, helps pass the time

Earn some decent money

Feel valued

Possibly more money

Personally I do now have a job. In my opinion, there is a big difference in how you feel about life in general if you are in employment. Not only do you feel that you are contributing to society (which you are) but also you meet new people and if you work hard and do your best you gain a lot of respect from fellow colleagues and also the manager (s). In sharp contrast to this when I didn't have a job I felt worthless and days were long. No matter what anyone says, 95% of people do respect you more if you are in employment than if you are not.

More money in the house for the family , more self esteem for me, to be able to have something to do

I would regain self esteem and help with the ambitions of my two children

Big difference, get my pride and confidence back.

Give me some purpose and extra money and self esteem

I'd be doing something and be able to pay bills

Be able to pay bills more easily and get job satisfaction

I would be able to earn money to go to university with

Feeling of worth

## **What skills and abilities do you have that you could bring to a job?**

Not many skills

Sociable - good with people - had work experience

Good at woodwork and typing on the PC

Experience with paper rounds, chopping wood, good sense of humour

Mixing with people

Writing, reading

Good at taking nails out of wood with a claw hammer

Mending things, making sure the job is done right, talking

Good at using tools and doing things

I'm neat and good with my hands, craftwork etc., I like helping people

Repairing motorbikes and engines

Answer telephone, can give taxi directions, can make some basic snacks and some meals, load dishwasher, sweep/hover, make cards, kindling etc., learning to use computer and MS word

Clearing tables, washing dishes, sweeping floors and I can make teas and coffees and small snacks

Reception skills, communication skills

Communication

Listening, writing, some computing, reading

45 years of life skills of various different jobs

32 years of knowledge and skills

Retail work, shellfish worker, fish processing

Doing dog walking at being right on time

I can talk to people quite easily, good listener, certificates in childcare

Good with people

Get on well with people, enjoy office work

COSCA counselling certificate, working with people one to one

Good with people

Being responsible, honest, hard working

I am a good communicator, patient with trainee colleagues and in general I work very hard when I am at work. I believe there is no point in anyone even applying for a job unless they are going to give it their all and try their best. If they are only going to do the bare minimum, then they will either not keep their job or they will not be respected or both. To someone starting out to finding a job after having a mental illness I would say start with part-time work and don't take on too much or more than you can handle

Good learner

Computer (ECDL), Sage packages, organised

I am a sea farer with catering experience. I hold sea survival, fire fighting, first aid, ships cooks, Food Hygiene cert, catering officer cert, health & safety, RSA business

Admin. 30 years experience at sea in the catering industry

Twenty years experience in an office environment

I have communication skills punctuality a large knowledge of pc's and pc applications I am dedicated to my work

Supervisory skills hands on approach

## **What stops you being able to get work at the moment?**

Not many opportunities - very tired in the morning - and having anxiety illness

I don't know

Don't want work

Don't know

Not sure

Having a learning disability

Have difficulty in talking

Don't know who to speak to about jobs/how to get a job

Due to having cerebral palsy I have difficulty in using my hands

Qualifications, not being able to stand for lengthy periods, and lifting more heavy objects

Nobody wants to know me, would be concerned about losing benefit especially if job didn't carry on

Suitable post

Suitable jobs, illness

Financial reasons, mental health problems, travel problems

I'm on methadone as a recovering heroin addict, people think of me as a dirty smackhead so won't employ me

Employers see my wheelchair and not me

Back injury

Enjoy my volunteering

Physical disability, not being able to walk

Physical disability

Schizophrenia

Health issues

Lack of confidence

Young children, finding appropriate hours

I have work - nothing stopped me. I can say this as I suffer from manic depression myself - if you want to help yourself then you will succeed, but if you don't try and don't want to get through the tough first few weeks at work then you will not succeed in employment. You must go in there with a positive attitude and do not worry 'what if I get unwell' or 'what if I can't cope'. If there is anytime you feel yourself getting frustrated or the amount of work is too much, just keep calm and take a break and then start afresh. No matter how much medication you take, if you are not going to make changes to help yourself, then the chance is great that you will get unwell again.

I live on Orkney

No transport, using local buses

Lack of degrees and my age

My GP will not give me a medical to enable me to go to sea. I am an insulin dependent diabetic

Severe lack of confidence

## What would give you better support to move into work

Someone to pick you up and take you there

Someone to help me

Learn how to drive

Advice

Don't know - someone to help

Someone to speak to employers for me and someone to explain things to me and employers

Some help

Having more information about possibilities

Having a qualification to operate a JCB

Having someone to offer support/give guidance etc

Suitable/adequate transport, use Dial a Bus, a support worker to accompany me on the first few days

Training

A buddy

People not treating me like dirt because I'm a recovering heroin addict

Buildings having space for wheelchairs to move

More qualifications

One to one support

More training

A new body and training

Having the support of another person

One to one support to begin with until you learn what to do

Having someone to buddy me

Employability Orkney is available for people who are finding it difficult to find work. However I believe if at all possible it is better to find work on your own without the service. In the end it gives you more confidence and you are pleased you got the job on your own merit.

Volunteering, financial, tax credits

Availability of work

I have no idea

Not too sure yet

## What kind of work would you find the most satisfying?

Out and about - not stuck in one place  
Different jobs - waitressing  
Maintaining shop's supplies  
Working with people  
Making things  
Working with animals, woodwork  
Working with my hands  
Gardening  
Café, helping people (Enable or old people's home)  
JCB operator  
Car washing, card making or wood working, making creepies/kindling  
Practical work, making tea, beds etc.  
Working with people  
Outside work  
Being around people, animals, travelling  
Doing what I'm doing at restart Orkney, refurbishing furniture for people who can't afford or are not well off like most, having lived on the streets I've been there  
Working with my hands i.e. craftwork, making things  
Office work, clerical, background work, not working face to face with the public  
Baking  
Working with people who don't have a disability to raise awareness  
Working with people or driving  
Lower to middle management  
People, one to one  
Retail work  
With animals, physical  
I would be very keen to return to deep sea employment as I do enjoy seeing the world and being paid for the privilege  
Administration within charity or school environment  
I am interested in work in the care sector  
Office work

## What support would you need to hold down a job?

Someone to give you help in a nice way and the time to do it  
No support needed  
Structured timetable - part-time in a month  
A named helper  
Wouldn't need any  
Someone to go along with me  
Would need help getting a job and would need someone to explain to me what to do  
Orkney Adult Employability Review  
Scottish Development Centre for Mental Health

Help in the beginning to learn about the job and how to do it  
A bit of understanding from an employer as it may take me longer to learn the job  
Having someone to offer support/give guidance etc, less restrictions on earnings before benefits are removed  
Unsure  
Maybe someone in a supportive role to help with form filling and speaking up for me  
A buddy worker  
Ask me in a year's time and I might have an answer  
None  
Support to get my confidence up, supervision time with a manager, to be shown the job and learn the skills needed to be able to complete the task  
Show me how things work before I start the job  
Help with personal care and generally to be around if I need someone  
Help to fill in a CV and find a job to suit  
Encouragement from others  
Understanding my health issues  
Support with introductions and interviews  
I don't think I would need support if I could find a job  
Knowing I was value by my employer in the work I do  
Flexitime  
None

## **What interests and hobbies are you keen on?**

Football, speaking to folk, socialising , watching TV, bus runs, fishing , reading, computing, dancing ,making things, snooker, whisky, cooking/making supper, music, bingo, going on holiday, going to church, repairing and riding motorbikes, horse riding, swimming, photography, music, walking, meeting people, tropical fish, working with wood, scratch build model making, painting water colours, electrical work, cross stitch, college work, fixing computers, walking the dog, collecting models from the past (transport), being outdoors, chess and other games, animals, DIY, military history, bird watching, guitar, tai chi, gardening, oil painting

## **What new opportunities would you like to see offered in Orkney?**

More voluntary work - flexible part-time work  
New methods that would be helpful in maintaining the countryside  
Changing attitudes of employers  
More things to do  
More supported workplaces like Orkney Soap Company where people I know work  
More help for people my age (24) to get back into work. Less discrimination from employers against people with disabilities  
Would like to see businesses set up that are supportive to people with special needs  
More job shares and flexi-hours  
Small animal parks, better shops, ice rink  
More places like Restart Orkney  
The old ways of getting back into work i.e. you went to an employer and you got a week or so to do the job you went for and if you did it right the job was yours (no CV's or other paper needed)  
Transport for disabled workers, more opportunities for people with disabilities  
Seeing more one to one support  
Support for people with disabilities  
More support for people with disabilities  
Evenings better spent away from the telly, especially for younger people

Better support for people with a disability  
More work prospects for people who have a disability  
Wider range of courses able to be studied at college  
Part time work to fit with school times  
More employment agencies and less qualifying periods of unemployment before you can get help with funding of training  
More self-help opportunities  
More music-based opportunities