

Fair Start Scotland

Annual Report
Year 1



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Ministerial Foreword

I am delighted to present our annual report outlining the first year of delivery of Fair Start Scotland, our first fully devolved employability support service in Scotland.

The report highlights how the service has been making a difference to employers, communities, but most importantly to people accessing the support that Fair Start Scotland offers.

I am very clear about our ambitions for employability support in Scotland. I want our employability services to be voluntary, flexible and responsive to the individual needs of people. Crucially, I want dignity and respect to be at the very heart of our approach. This report shows strong evidence is emerging that this approach is working and beginning to embed itself in how Fair Start Scotland is being delivered.

Through the discussions I've had with participants from across Scotland, I have seen how much people value the support they receive. I am delighted to see that feedback now reflected in this report. From the very outset of taking on employability powers we have heard, through consultation and discussions with people and organisations, that many people who used previous UK employability services did so under fear of the threat of benefit sanctions. This report and the supporting evaluation outline that participants predominantly prefer Fair Start Scotland to previous employability services. Our philosophy is to help people through their individual journeys through voluntary engagement rather than compulsion. That approach is being justified by the positive experiences participants are having. The phrase I hear time and time again when speaking to participants is that people feel that the service they are receiving looks and feels different.

Fair Start Scotland is an essential part of our approach towards sustaining economic growth. Whilst the Scottish labour market is currently performing relatively strongly, it continues to be critical that those who need a little more help can access support to help them fulfil their potential. As such, it is clear that by helping people into work Fair Start Scotland plays a significant role in tackling the poverty and inequality which continue to blight some of our communities. The benefit to people's health and wellbeing from being helped into employment is also clear to see. Fair Start Scotland is also an important lever in taking forward our ambitions for Fair Work and it is encouraging to see the role employers are playing in creating the conditions for individuals to flourish in the workplace.

So, whilst good progress had been made in establishing a distinctive Scottish approach to employability services, there is still much for us to do. It is clear from the report that the challenges people face are often complex and significant. Challenges that require long-term thinking to deliver solutions to long-standing issues. With a commitment to continuous improvement, I am determined we will face those challenges head on. There are specific aspects of Fair Start Scotland, such as the delivery of Individual Placement and Support and Supported Employment that we will review to see how we can better deliver specialist support for those who need it most.

Looking forward, there are significant challenges for our economy – particularly around the impact of Brexit. Our priority in addressing these challenges remains ensuring that people continue to get the support they need. Fair Start Scotland therefore remains an essential lever in our ambition to ensure that everyone in Scotland is able to reach their full potential.

In the longer term, we are working to better align employability services across national and local levels as set out in No One Left Behind. Already, there are examples of how local relationships are being formed to better cater to the needs of participants.

If we are to deliver our vision for employability services it is vital that we continue to work closely together with all partners.



Jamie Hepburn MSP
Minister for Business, Fair Work and Skills

1. Introduction: Employability services in Scotland



1. Introduction:

Employability services in Scotland

In 2015, following the independence referendum and subsequent Smith commission recommendations, the Scottish Government undertook a public consultation to develop a new approach to delivering employment support services. The consultation response ['Creating a Fairer Scotland: A new future for employability support in Scotland'](#) laid the foundation for the design of new services that were devolved to Scotland in 2017, having previously been delivered by the Department for Work and Pensions (DWP) across the UK.

Responses to the consultation made clear the desire for individuals to feel more in control over their journey through support services into work; that they as “service users” should have a clearer voice in how services were designed and delivered; that services should be tailored to their individual needs; and that providers recognised their individual life circumstances and challenges. The consultation also showed that people were overwhelmingly in favour of a voluntary approach to engaging with services as there was real concern about the impact of benefit sanctions on individuals for non-participation.

The consultation responses laid the foundations for the employability services the Scottish Government wanted to see implemented, and that are now being delivered through Fair Start Scotland.

A year of transitional services followed in 2017, during which the Scottish Government worked with Service Providers and partners to successfully implement Work First Scotland and Work Able Scotland. The learning and critical success factors from delivering these transitional services informed the delivery of Fair Start Scotland from April 2018.

Fair Start Scotland

In April 2018, the Scottish Government introduced its first fully devolved service, Fair Start Scotland. The service aims to support a minimum of 38,000 people who want help to find and stay in work, and for whom work is a reasonable objective.

It is delivered across nine geographical areas intended to align with specific local labour markets, whilst ensuring a consistent national standard of service delivery.

Fair Start Scotland builds on the principles established in the transitional services and supports the Scottish Government's values and principles of public services which are delivered with dignity and respect to individuals.

Fair Start Scotland is not the only employability support in Scotland. A wide range of support is available to help people depending on their individual circumstances, in their journeys towards and into work. Support is available through the UK Government, third sector organisations, Local Authorities or other Scottish Government programmes and initiatives.

And in March 2018, the Scottish Government published *No One Left Behind* which set out a vision for more effective integration and alignment of the range of employability support and services, involving funders and delivery partners collaborating to simplify the current landscape and deliver better outcomes for people facing significant barriers to accessing work.

1. Introduction:

Current Labour market

In early 2019, the unemployment rate for Scotland (3.2%) reached a record low. Nevertheless, the Scottish Government's economic, labour market and inclusive growth strategies recognise that, for many people living with poor health, financial disadvantage and other barriers, moving into secure and fair work remains a significant challenge.

Fair Start Scotland is designed to help people in their journey towards and into sustainable and good work, people who have traditionally faced significant challenges to obtaining work. This includes disabled people, people out of work due to ill health, long-term unemployed people and those from minority ethnic groups.

Looking to the future, the Scottish Government is mindful of the need to respond to any future economic challenges and to any potential labour market fluctuations arising from EU exit.

Fair Start Scotland Aims

Fair Start Scotland is part of a wider vision for employability support and aims to take forward a uniquely Scottish approach to the delivery of employability services, including:

- ▶ a **high quality service** that maximises delivery of real and sustained job outcomes for individuals, treating them with **fairness, dignity and respect**;
- ▶ a programme of service integration and alignment that will seek to join up public employability services;
- ▶ support for those furthest removed from the labour market;
- ▶ **participation is voluntary**, and people will not be driven to take part by fear of benefit sanctions;
- ▶ **person-centred** support and not based on the type of benefit an individual receives;
- ▶ **national service standards** providing a high quality service and consistency of delivery across Scotland meaning that no one is left without the support they need.

Fair Start Scotland's overall ambition is to help support people in their journey into, and their ability to stay, in work. The Service Providers that the Scottish Government has contracted to deliver Fair Start Scotland are financially rewarded when they support people to remain in work for 13, 26 and 52 weeks.

The complexity of the challenges people accessing Fair Start Scotland have means that the service is designed to take a long-term approach to people's needs, which is reflected in the length and intensity of pre and in-work support on offer.

How participants access support

Potential participants can engage with Fair Start Scotland in a variety of ways. A referral can be made by an individual's Jobcentre Plus (JCP) Work Coach. Alternatively, participants can be signposted to Fair Start Scotland through third party organisations or they can self-refer to their local Provider if they meet specific criteria. Third-party referrals relate to referrals from outwith JCP. A strong, and unexpected feature of the first year of service has been the number of referrals emerging from sources other than JCP.

After a referral is made, the participant is matched with a Provider in their local area, the Provider makes contact and offers an introduction in which the service is fully explained, and the participant is then given the necessary information to engage with Fair Start Scotland.

If a participant chooses to engage with Fair Start Scotland, they are offered support tailored to their individual circumstances, and are expected to then work closely on a weekly basis with their Provider to identify their goals and ambitions, as well as their barriers to progressing towards employment.

Methodology

This report draws on a range of sources including analysis of management information on the demographic and background characteristics of participants in the first year of service delivery, information from Providers who deliver Fair Start Scotland and the two early evaluation reports. The Scottish Government also publishes quarterly reports on statistics around the performance of Fair Start Scotland. Many of the findings outlined are taken from the Fair Start Scotland Evaluation Report 2 – Overview of Year 1.²

1. Introduction:

Case Study

Courtney (Lanarkshire)

From the age of 15, Courtney assumed care responsibilities full time. Thanks to this experience, when she was 18, Courtney decided to pursue a career in the area with the support of Fair Start Scotland (FSS). With the help provided by FSS, Courtney was successful in her application to become an Assistant Support Worker at Action for Children.

In speaking with Courtney she highlighted that her “confidence was at an all-time low, but I was made to feel at home and the support I received was really personal to me” when she joined FSS.

It wasn't long before Courtney was referred to Action for Children for specialist support, taking part in a Positive Choices course for development and received a Scottish Qualifications Authority (SQA) Level 3 award in Health and Wellbeing. While discussing the course Courtney stated “I could tell my confidence was gradually increasing. The course was very useful, I learned about myself and it really helped me on my journey into work – I also managed to add the SQA award to my credentials.”

During her Positive Choices course, Courtney was informed that there was a position for an Assistant Support Worker at Action for Children and applied for the role. After a successful application, Courtney would receive additional support for the interview through FSS and go on to secure the role. Courtney stated “The preparation prior to my interview was instrumental in me securing this role. It really gave me confidence and belief I could make the job mine.” And that she was “over the moon” to have received the position.

When reflecting on the service provided by Fair Start Scotland, Courtney advised “The Fair Start Scotland service was great, I was allowed to go at my own pace and all the decisions were mine to make. It has really made a huge difference to my life, I am delighted with this outcome and I am looking forward to helping people who need the extra bit of support like I did. The whole experience was immense and it really helped spur me on to get this position.”

2. Story of year one: Highlights



2. Story of year one: Highlights

This report highlights the progress Fair Start Scotland has made in its first year of delivery. It outlines the impact on participants across Scotland. It demonstrates the way it is helping employers to adopt new ways of working to support people get the jobs they want. It outlines some of the different ways that Fair Start Scotland is making a difference in local communities. It also outlines some of the early challenges the service has experienced in supporting people towards and into work.

Key figures



A total of **17,616** referrals were made to Fair Start Scotland in its first year of delivery. Of those, **over half (58%)** subsequently chose to participate.¹



A total of the **10,063** people joined the service during the same period.



2,013 participants started a job after joining.



898 of those who started a job sustained employment for at least 13 weeks.



418 sustained employment for at least 26 weeks.

Who is using Fair Start Scotland



More **males (65%)** than **females (35%)** achieved 13 week and 26 week job outcomes. This reflects the profile of people joining the service (**64%** male, **35%** female).



64% of those joining Fair Start Scotland reported having a long-term health condition.



4% of people joining Fair Start Scotland reported being from minority ethnic groups.



2,838 participants (**28%**) left Fair Start Scotland services early in the first year of delivery.



The most common reason for early departure was “disengaging with the service”, with **two thirds** of participants leaving for this reason (**66%**). Just under one in ten participants left for health reasons (**8.5%**), and **3.7%** left for other reasons (such as being detained in custody or experiencing financial issues).

What people think of Fair Start Scotland



94% of people understand the service is voluntary



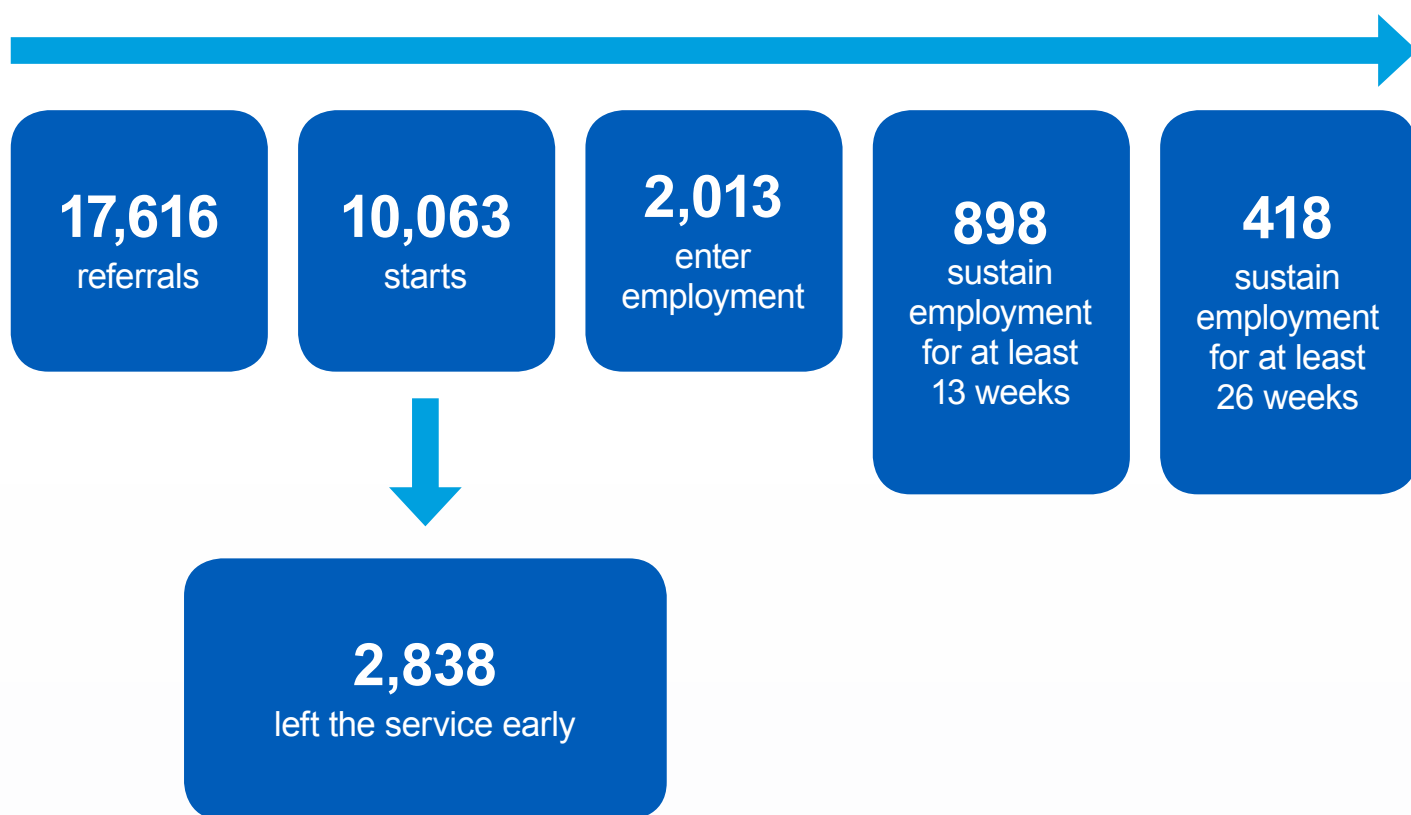
92% of people feel they were treated with dignity and respect



89% of people thought it was easy to engage with Fair Start Scotland

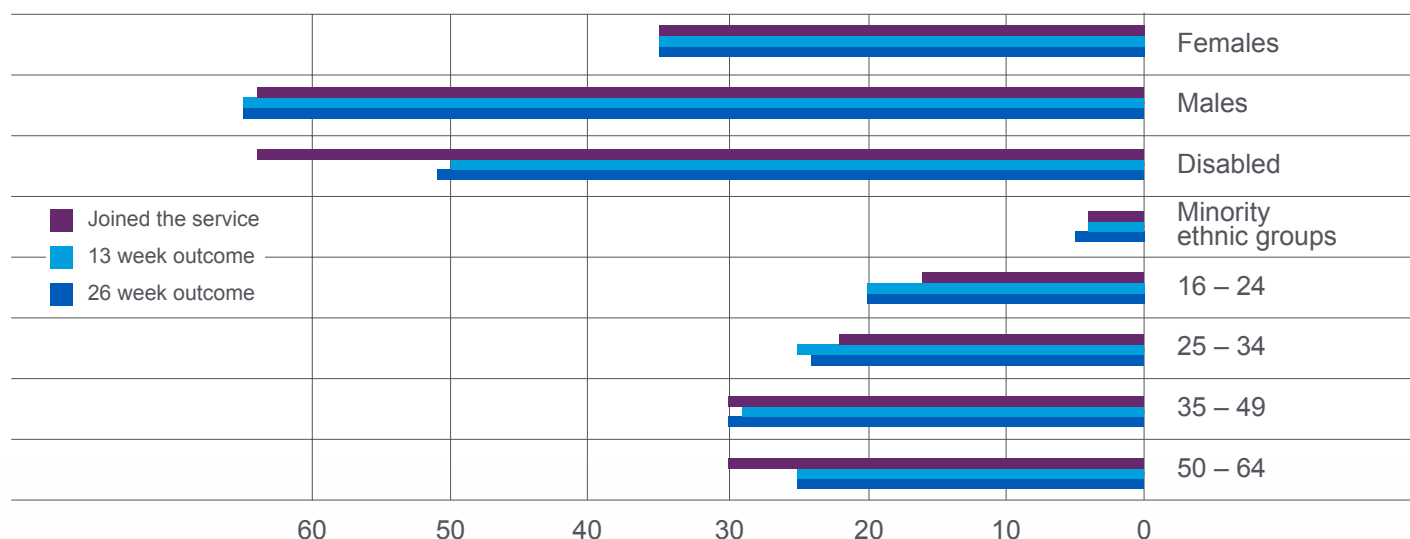
2. Story of year one: Highlights

Figure 1: Participant journeys on Fair Start Scotland, up to 29 March 2019



2. Story of year one: Highlights

Job outcomes for FSS participants across different demographic groups

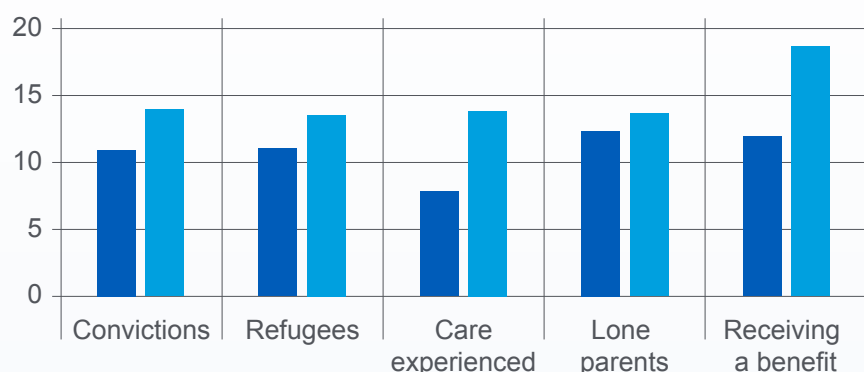


- Gender **did not make any difference** to the likelihood of sustaining work
- Participants from minority ethnic groups were more likely to sustain work for 26 weeks
- Older participants (aged 35 plus) were proportionately **less likely** to sustain their employment past

Proportions of participants from each early entry group who sustained work for 13 weeks

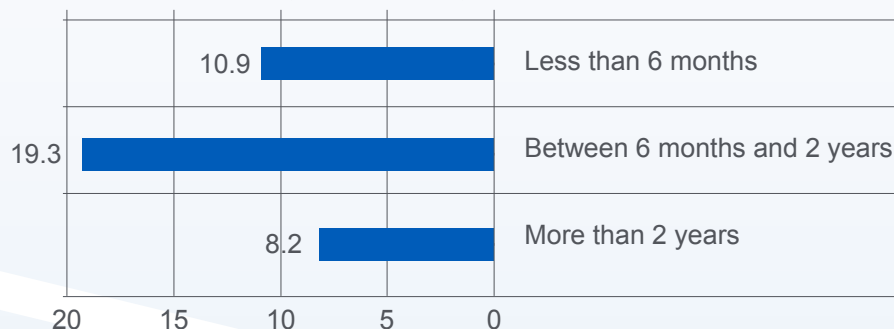
- Early entry
- Not early entry

- Participants from all early entry groups were **less likely** to reach their 13 week job outcome than all others.
- Having a conviction, being care experienced, and receiving benefits were all significant* barriers to sustaining work.



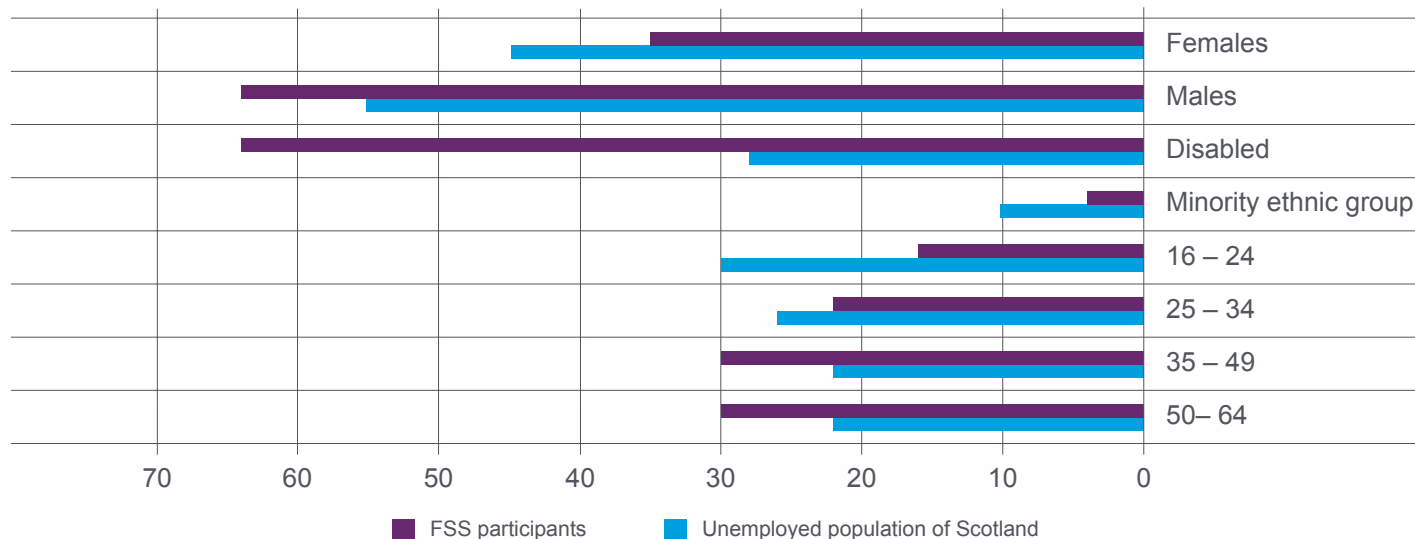
Proportions of participants who achieved their 13 weeks job outcome by length of time (previously) unemployed

- Participants who were unemployed for between 6 months and 2 years were **more likely** to sustain work for 13 weeks than any other group.
- The group least likely to meet the 13 week job outcome were participants who had been unemployed for more than 2 years. This group accounts for 60% of all FSS starts in year 1



2. Story of year one: Highlights

Demographics of new starts on FSS 2018/19 compared to Scottish unemployed population (APS Jan-Dec 2018, ONS)



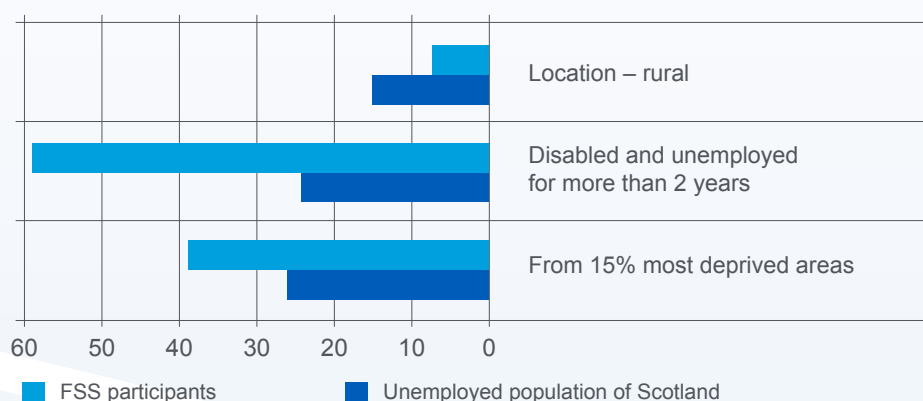
Compared with the unemployed population in Scotland, FSS has:

- A **higher proportion** of men and a **lower proportion** of woman;
- A **lower proportion** of people from an minority ethnic background;
- A **higher proportion** of people aged 35 and over and a **lower proportion** of people aged 16 to 34; and
- A **higher proportion** of people with a disability.



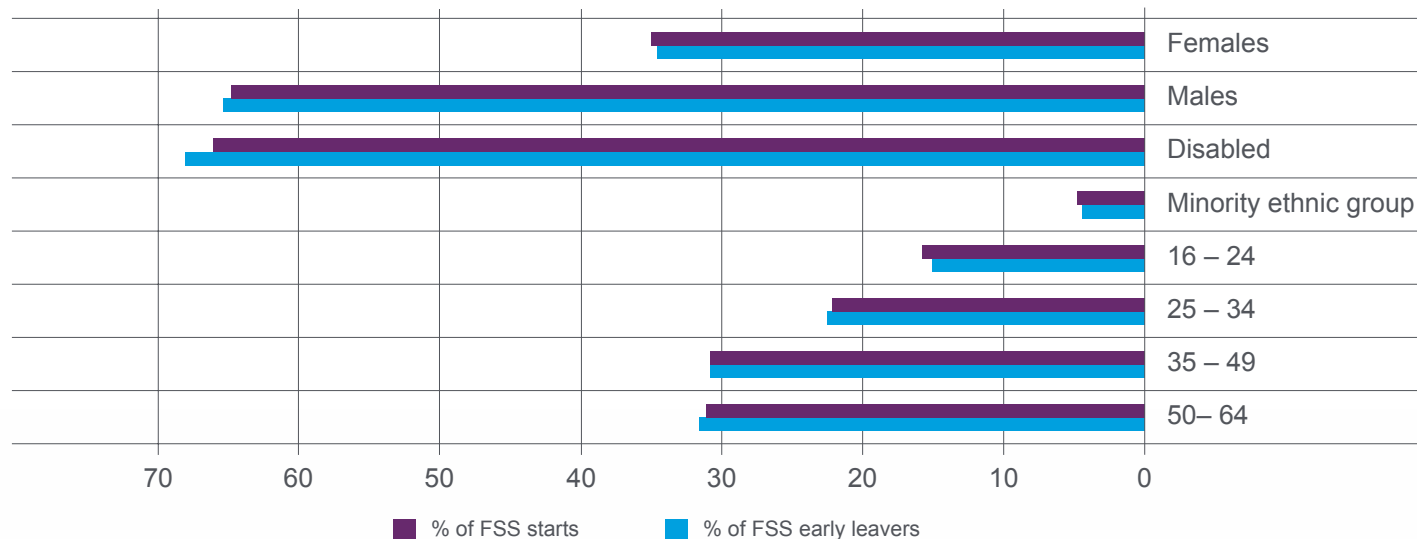
Compared with the unemployed population of Scotland, FSS has:

- A **lower proportion** of people living in rural areas;
- A **higher proportion** of disabled people who have been unemployed for more than two years; and
- A **higher proportion** of people living in the 15% most deprived areas in Scotland.



2. Story of year one: Highlights

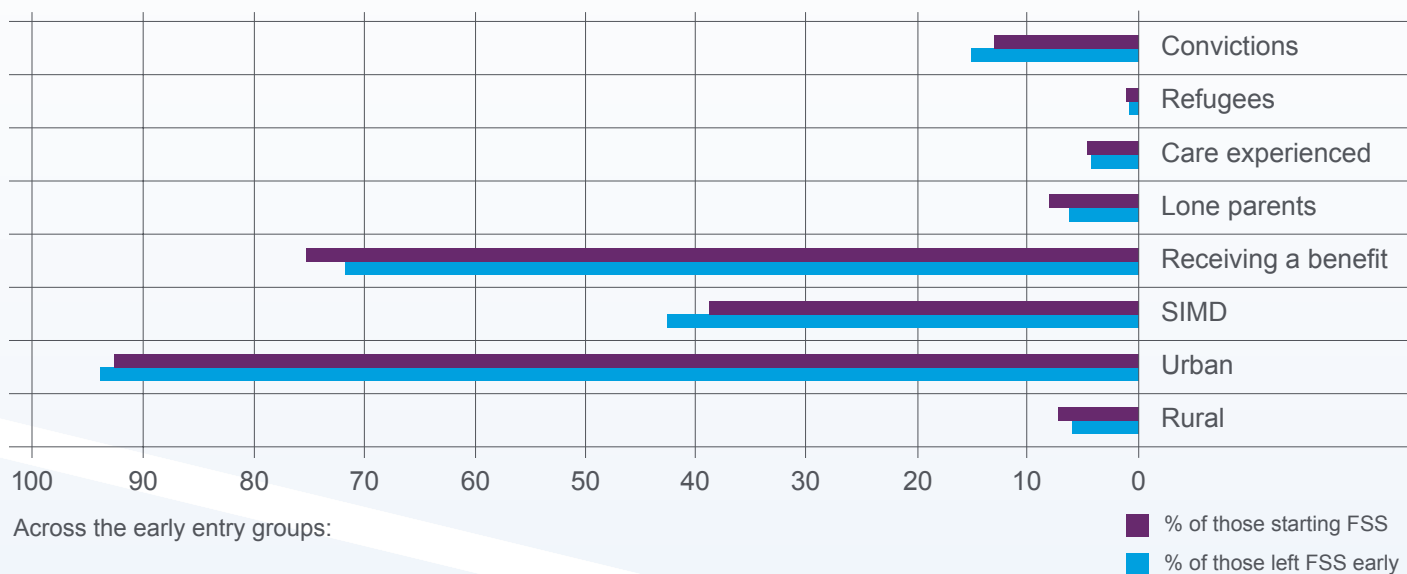
Proportion of participants who started and left early by protected characteristic (Equality Act (2010))



Across the protected characteristics:

- A slightly **higher proportion** of males left early than started;
- A slightly **lower proportion** of females left early than started;
- A slightly **higher proportion** of disabled people left early than started; and
- People aged between 25 – 34 and 50 – 64 made up a **higher proportion** of starts than leavers

Proportion of participants who started and left early across early entry groups and other barriers



Across the early entry groups:

- People with convictions were **more likely** to leave early*;
- Lone parents, refugees and people who are care experienced were **less likely** to leave early;
- People in receipt of a benefit were **less likely** to leave early*;
- People from the 15% most deprived SIMD areas, and people who live in urban areas were **more likely** to leave early*;
- the **most common reasons for leaving early** were “disengaging with the service” (66%); health reasons (8%), and “other” reasons (4%). (Not shown on graphic)

3. Experience of services



3. Experience of services

3.1: Participants

Responding to the 2015 consultation, the Scottish Government set out an ambition to provide a flexible, tailored, ‘whole person’ approach, underpinned by a commitment to the following key principles:

- ▶ Services would be voluntary
- ▶ Dignity and respect would be at the heart of our approach
- ▶ Services would take a person-centred approach
- ▶ Participants would be given help to overcome barriers to employment
- ▶ Services would be flexible

The following section outlines how Fair Start Scotland has achieved these aims in its first year of delivery.

In setting out its key principles, the Scottish Government made clear that it wanted to take a different approach to previous employability services. In year one, and reflecting on what they liked about Fair Start Scotland, most participants preferred Fair Start Scotland to their previous experience of other employability provision, stating that key workers provided more personalised support and were more understanding of their individual circumstances.

The findings outlined are informed by the [Fair Start Scotland Evaluation Report 2: Overview of Year 1](#).

Voluntary approach

94% of participants were aware Fair Start Scotland was voluntary²

The Scottish Government believes employability services should be voluntary and should support people without threat of benefit sanctions. Although it is still early in the development and delivery of Fair Start Scotland there is already evidence that people welcome the voluntary nature of the service and the absence of the risk of possible sanctions.

All partners involved in the delivery of Fair Start Scotland have committed to the voluntary nature of the service. As knowledge of this aspect of Fair Start Scotland has grown over its first year, participants, particularly those with health conditions, have been overcoming some early reluctance to engage and take up the offer of support.

“My life has completely changed and I feel that without your help and support and the opportunity afforded by Fair Start Scotland I would not be where I am today.”

Dignity and Respect

Nine out of ten respondents felt that they were treated with respect and dignity (92%)²

At the very heart of the Fair Start Scotland approach is treating people with dignity and respect. This principle is intended to be embedded within all aspects of the service.

Providers are responsible for ensuring participants have the support they need and that their interactions are positive and supportive. This approach has been identified as a strength, with participants stating that the service is different from other services they have participated in previously.

In line with the principles of dignity and respect, early evidence also suggests participants feel the way they are treated and spoken to is indicative of the wider ethos of the service. Participants described the approach of their key workers as caring, respectful and supportive, that they were treated as an individual, and that they deserved to be listened to and have a say, not only about their Fair Start Scotland journey, but about their future.

In the first evaluation [report](#) both Provider and JCP frontline staff mentioned the Fair Start Scotland “approach” or “ethos” when asked about the top three aspects of Fair Start Scotland services delivery they felt had been particularly positive. Given the centrality of dignity and respect to the Fair Start Scotland offer it is encouraging that participants overwhelmingly feel they have been treated well.

Person-centred approach

Four fifths (80%) of people felt that they had choices about the type of support they received, and that they could set their own goals.²

3. Experience of services

3.1: Participants

A key feature of Fair Start Scotland is the requirement to understand participant needs and tailor the level of support offered. The level of help required is based on an initial assessment and close working between the participant and Provider over the first 8 weeks of working together.

“ My needs really were catered for; I was made to feel important and the support I am getting is amazing.”

As part of the service offered, participants and Providers will jointly develop a programme of support which recognises a person's skills, attributes and previous experience.

Participants have an individualised action plan that acts as the starting point for their time with Fair Start Scotland.

Participants also have a key worker whose role is to understand their needs and goals at all stages of their journey towards and into work. Participants have described their key workers as being friendly, understanding of their circumstances and genuinely caring about achieving the best outcome for them.

“ The advisor has been very good, phoning and texting when I didn't turn up for appointments. He also understood my situation and he helped me without putting me under any pressure. Very empathetic.”

In order to realise their ambitions, participants commit to 3 hours per week contact which can be made up of a range of activities. Whilst most participants are positive about and welcome the level of support on offer, it has been recognised that delivering 3 hours contact can be challenging in more rural areas of the country.

Pre-work support

Participants were positive about the usefulness of the pre-employment support they received. Around four fifths of respondents felt support was useful, ranging from 73% for help with addictions to 82% for regular one-to-one contact with an adviser.²

A range of measures are offered to participants to help them on their journey towards work. Support can be delivered on a one-to-one basis or in group sessions, depending on the individual needs of the person. Group work has been found to be a positive feature providing it is carefully planned and the participant is happy to engage with other people at a similar stage.

“ Fair Start Scotland gave me hope and worked with me, not only with work but with me as an individual. My confidence grew and my light came back and all because they gave me the tools to build myself up. I now work in a job I didn't ever think was possible – and they will still continue to help and support me for a year.”

To ensure participants' strengths and preferences are taken into account, a range of tools are used to identify goals. The most popular activities are one-to-one interactions where participants have the opportunity to outline their specific needs and goals.

Key workers advise on how participants can access a wide range of support so a holistic approach is taken to an individual's needs.

Fair Start Scotland also ensures that help is extended to where participants face severe financial disadvantage such as help towards travel costs and clothes for work.

The evaluation report highlighted that where participants felt that the support offered was not appropriate this tended to be where very specialist assistance was required.

3. Experience of services

3.1: Participants

In-Work Support

Around 9 in 10 respondents found each type of in-work support they received useful, other than monthly workplace reviews with their employer, which 8 in 10 found useful (79%).²

Fair Start Scotland offers significant in-work support. Participants who have found work are entitled to up to 12 months ongoing support.

This can be delivered in a range of ways but in-work support relies heavily on the relationship with the key worker being maintained and regular contact established. Some of the softer skills key workers provide, such as advice on benefits, are found to be particularly useful when participants move into work.

Participants were especially in favour of the wide range of overall advice offered, from help with money management and debt, to counselling, as well as support like occupational health services.

For those people in work and receiving in-work support the positive impact on their wellbeing was felt to be particularly important, especially those with a mental health issue, who felt that continued interactions were crucial in being able to stay in a job.



Summary and next steps

- ▶ The first year of delivery has demonstrated that the key principles of Fair Start Scotland are being delivered.
- ▶ People on Fair Start Scotland are largely positive about their experiences.
- ▶ People understand that Fair Start Scotland is voluntary and it is well recognised, and welcomed, that dignity and respect are key features of the service.
- ▶ The Fair Start Scotland offer of pre and in-work support is found to be useful and positively received.

Next Steps

- ▶ The Scottish Government will continue to work with all partners to ensure a good quality of service is given to participants and that participants are signposted to the specific support they need.
- ▶ The Scottish Government working with Providers will continue to look to refine and flex pre and in-work support activities so that they meet the needs of all participants. This will include a specific focus on specialist support.

3. Experience of services

3.2: Communities

In response to the 2015 consultation, the Scottish Government committed to designing and delivering services in partnership.

In delivering Fair Start Scotland (Fair Start Scotland) the Scottish Government aimed to build on existing relationships as well as to develop new ways of working with a range of partners.

This section sets out how Fair Start Scotland has influenced delivery relationships.

Fair Start Scotland was designed in a way which sought to enhance existing relationships through increased partnership working opportunities within local communities. The first year of Fair Start Scotland delivery has seen existing relationships strengthened and new relationships formed, with Providers working in partnership within their local communities to forge stronger links with organisations, stakeholders and delivery partners to secure support and opportunities for Fair Start Scotland participants.

The Department for Work and Pensions

(86%) of participants were referred on to Fair Start Scotland by Jobcentre Plus³

With devolution of powers over contracted employment support through the Scotland Act 2016, the Scottish Government has moved into a new partnership relationship with The Department for Work and Pensions and Jobcentre Plus in Scotland. Both governments have set out that their overriding ambition is to effectively support participants who experience challenges in moving into employment.

In designing Fair Start Scotland, it was envisaged that most people wishing to access support would be referred by local Jobcentres, although this is not the only means for people to be referred.

Jobcentre Plus are crucial to the success of Fair Start Scotland and are predominantly the first point of contact most potential participants will have with Fair Start Scotland.

Relationships have evolved through the first year of delivery. Initially there were some barriers for Providers in engaging with local JCP partners for a variety of reasons including the understanding of a new service and new referral mechanisms, the fit with existing provision and the roll out of Universal Credit impacting on DWP staff workloads.

DWP staff have been actively involved in early evaluation activities including face to face meetings, surveys and telephone interviews. Feedback has indicated that JCP Work Coaches are positive about the referral process, although initially there were some concerns that the Fair Start Scotland eligibility criteria was seen as complex and difficult to understand. As knowledge of the service builds, local relationships between Providers and JCP are being strengthened, and have resulted in some targeted work being delivered jointly to engage and support a range of groups eligible for the service.

Going forward, both governments remain committed to working together to ensure the successful delivery of Fair Start Scotland. A joint Continuous Improvement Plan is being introduced with a particular focus on supporting key eligibility groups.

Communities

Fair Start Scotland is already working across boundaries to bring communities together across a range of areas.

All Providers individually support the Fair Work agenda through their own working practices. For example, many work with employers who pay the Scottish Living Wage.

Providers have also committed to supporting and taking forward the development of the Business Pledge and its promotion to partners and employer contacts to develop Fair Work opportunities for participants.

Most Providers recruitment takes account of supporting Modern Apprenticeships and people with lived experience of the service. In particular, key workers and Modern Apprentices have been recruited to help support the delivery of Fair Start Scotland.

3. Experience of services

3.2: Communities

More widely, Providers play an active role in communities by collaborating with local charities to hold events and fundraising, allowing them to play an active part in addressing the issues affecting the community. Staff have volunteered at local projects such as Food Banks and other projects in the community.

Case Study

Poverty and Exclusion

As part of their community engagement activities, Providers have an important role to play in supporting measures to tackle poverty.

One example is The Outer Hebrides Managing Employment, Enterprise and Training (OHMEET) and the Hebridean Independent Living and Learning Programme (HILLS) Programme which assists individuals further from the labour market with barriers, in some cases extreme barriers, and support needs into employment or further education outcomes.

“We have an excellent and proactive working relationship with Third Sector Hebrides. This working relationship has been both positive and productive in moving hard to place individuals into employment”

The joint aim of the partnership work is to continue to improve and build on this successful inter-agency working model, and to evaluate the approach and delivery, for the benefit of the individuals who are accessing joint services.

The working relationship with Third Sector Hebrides has been both positive and productive in helping support local people into employment.

Third party referral organisations

14% of referrals have come from outwith JCP³

A strong feature of the first year of service has been the number of third party referrals – referrals from outwith JCP – that have emerged.

Effective partnerships have been built to forge closer links with organisations, stakeholders and employers across all sectors to identify eligible participants and secure opportunities for those who are ready to move into work.

Much of the success in engaging with participants has been through collaborative working with local communities. This has been taken forward by local Providers in a variety of ways; by attending local community or networking events, by marketing support through social media, and through the direct targeting of community employability hubs.

In developing their community engagement activities, Providers have been tasked with ensuring that those who do not traditionally access JCP have the opportunity to learn more about Fair Start Scotland and engage with the service. This is particularly important for potential participants who may not visit the local jobcentre and a key aspect of the approach to reaching out to people who may experience barriers to accessing support or the labour market.

Whilst most referrals are still anticipated as coming from JCP, the ability of people and organisations to signpost participants to Fair Start Scotland has been a very positive aspect of the service to date. This has been particularly important in helping reach people who otherwise may not have engaged with the service.

3. Experience of services

3.2: Communities

Local Authorities

Local Authorities play a crucial role in peoples' day to day interactions with the employability system. Fair Start Scotland is not the only employability provision available to participants with many Local Authorities delivering their own range of services.

Through the principles set out in *No One Left Behind*, and working with a range of partners, the Scottish Government is increasingly looking to support delivery and alignment at a local level.

A key development over the first year of delivery has seen the Scottish Government work closely with local authorities to provide management information on how Fair Start Scotland is being delivered a local level. This builds on a Partnership Agreement for employability signed between the Scottish Government and COSLA in December 2018, committing both to work on closer integration and alignment of services.

Going forward, the Scottish Government will continue to prioritise service alignment and sharing of information with Local Authorities with a view to both Scottish and local government better understanding the needs of participants at a local level.

Case Study

FORTH VALLEY delivery

"Fair Start Scotland illustrates the successful implementation of the Scottish Government's first devolved employability service, secured by the Local Authorities in Forth Valley. It demonstrates successful engagement of participants exceeding initial profiles and successful partnership working with council stakeholders, employers, the third sector and local employers".

Fair Start Scotland in Lot 4 is delivered in partnership with local authorities in the Forth Valley region. The Local Authorities' have found that Fair Start Scotland has helped bring a focal point in bringing together successful partnership working with council stakeholders, employers, the third sector and local employers.

This has led to resources being pooled together to ensure a person-centred approach has been in place ensuring dignity and respect at all times. A range of "wrap around" support and individual support measures such as travel, clothes for work, programme provision have also been accelerated in implementation, scale and diversity to deal with the emerging needs.

Work has been ongoing with other Council services and partners to develop a better integrated and aligned approach to supporting individuals with multiple barriers to ensure greater connectivity. The Councils continue to use Fair Start Scotland as a vehicle for looking at better alignment of services to people which is intended to positively impact on the internal partnership working to maximising available resources to support and progress individuals towards and into employment.

The early evidence in Forth Valley has seen positive outcomes for both participants and employers demonstrating the success of the approach adopted whilst at the same time highlighting continuous improvement areas and focussed ongoing developments for future service delivery.

The joining up of services in the local area between the three local authorities have helped to bring about closer partnership working and sharing of resource.

3. Experience of services

3.2: Communities

Health

64% of those joining Fair Start Scotland reported having a long-term health condition.¹

50% of those achieving 13 week job outcomes, and 51% of those achieving 26 week job outcomes (both with 4% unknowns), reported having a disability.

Many participants joining Fair Start Scotland have presented to the service with health conditions⁴. Mental health has been a particular characteristic both in Fair Start Scotland and in the earlier transitional services Work First Scotland and Work Able Scotland. Mental health can be understood as both a standalone condition or in addition to other health conditions. It is clear that many participants who are managing a physical health condition can often suffer from poor mental health as a result.

The range of complex needs that some participants are presenting with, means that for some people work is not a realistic option, and that the duration of support Fair Start Scotland offers is not long enough to fully support their needs.

Providers have looked to support the specific needs of participants in a variety of innovative ways. In the East area, the local Provider has invested in specialists to support with the diverse needs of their participants. Qualified and fully registered health professionals are tasked with delivering a range of evidence-based health and employment interventions adhering fully to clinical governance frameworks.

The Scottish Government is working with the NHS at a national level and with individual Providers and local NHS boards at a local level to help identify what further support can be offered to participants.

More widely, and in terms of the alignment of services, the Scottish Government is working with Dundee and Fife Health and Social Care Partnerships and the Department for Work and Pensions to deliver and evaluate a pilot seeking to integrate health and work support in Dundee and Fife.

The pilot aims to provide early support to people with a health condition or disability, to help them maintain or secure employment. It is available for people who are currently in work; in work but absent due to illness; and people who have been unemployed for less than six months. In addition to providing help to individuals the pilot also provides advice, training and support to employers for issues related to health and work.

Through a single point of contact (telephone or via a website) the pilot offers a range of advice, training and specialist health support. Delivered by clinical experts, services include case management, physiotherapy and psychological therapies; and occupational therapy. Work is on-going to strengthen referral pathways between Fair Start Scotland and the Health & Work Support pilot.

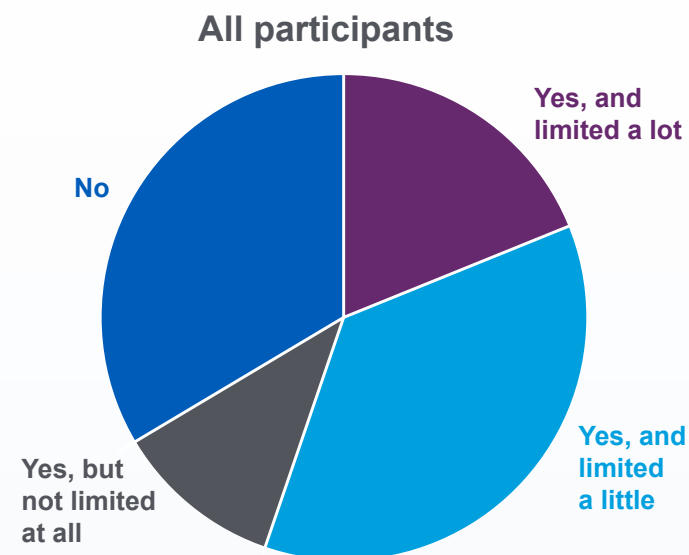


Figure 4: Long-term health conditions and extent of limitation. Fair Start Scotland participants, up to 29 March 2019³

3. Experience of services

3.2: Communities

Individual Placement and Support (IPS)

“everybody I’ve worked with from Fair Start Scotland has been fantastic and helped me bounce back even after my setbacks on the way... one year ago I thought I was broken and on the scrapheap and couldn’t see a way of things changing. I’d never have been able to do everything I’m doing now, even the thought of it would have made me ill. The best part is feeling like I’m making a difference and have a whole new career ahead of me. I can’t believe how much I’m enjoying the job. It’s like the final piece of the puzzle and has made it all worth the effort.”

133 participants have received IPS support in Fair Start Scotland.⁵

IPS is intended to form a key part of the Fair Start Scotland offer. It is also a key deliverable of the Scottish Government’s A Fairer Scotland for disabled people: employment action plan. In embedding IPS support within mainstream employability services the Scottish Government aimed to mainstream a specialist support offer in line with the wider principles of self-efficacy and dignity and respect that underpin the service.

The first year of delivery has seen challenges in establishing IPS as part of the Fair Start Scotland offer in many of the Lots. Partly this reflects the importance of engaging effectively with the local Community Mental Health Teams in delivering the IPS model. It also reflects the significant number of people who are currently being supported by Community Mental Health Teams within local NHS teams.

Where IPS has been taken up within Fair Start Scotland, it has been most successful in those areas where relationships between employability services and health practitioners are already well established.

Moving forward, the intention remains for IPS to be offered and delivered to those participants who can benefit from the individualised support it offers. As part of the commitments in the [A Fairer Scotland for Disabled People: employment action plan](#) the Scottish Government outlined that it would take forward a review of IPS delivery in Scotland.

Given the challenges around Fair Start Scotland delivery of IPS in the last year, the Scottish Government will accelerate its planned independent review of IPS, and will examine the current delivery within Fair Start Scotland and wider afield, to inform recommendations for future delivery in early 2020.

Supported Employment

903 participants have received SE support in Fair Start Scotland.

Supported Employment was also designed to form an important part of the Fair Start Scotland offer. For those participants who would benefit from Supported Employment, there was to be an individual programme of pre-work support consistent with the principles and practices of Supported Employment. A small number of participants were expected to follow the 5 stage model described in the Supported Employment Framework for Scotland, while others were to be offered the most valuable elements of the model, or variations of it from a wide range of interventions.

The Scottish Government is currently undertaking an internal review with each Provider to understand how Supported Employment is working in practice, and where improvements can be made. Following completion of the internal review, the Scottish Government will then take forward an external and independent review of how Supported Employment is being delivered through Fair Start Scotland and beyond.

3. Experience of services

3.2: Communities

Criminal Justice

Fair Start Scotland aims to support those with convictions so that they can have the opportunity to re-start their lives with tailored support.

“ Before joining the programme I was depressed and anxious about how I would get on. I had previous convictions and felt this limited me with employment opportunities.”

In Ayrshire regular surgeries are held in local communities, with many criminal justice referrals being included as part of home visits due to restrictions. Participants have also felt that this helps to build trust with participants and advisors. This support can be extended to particularly anxious participants being encouraged to bring along a friend or family member to initial meetings. For one participant from Girvan who preferred to be seen in Ayr and who initially brought her mum along for support so much progress has been made that her mum no longer sits in on interviews.

In Auchintibber the local transforming lives community forum provides greater integration with community groups and organisations delivering vital support and services in the local area. The opportunity to link with more community-based services allows participants to be supported within the areas in which they live. An example of this wider integration is the increased engagement with local Housing and Justice services. Work takes place with Auchintibber Community Payback services to meet with potential participants initially at Auchintibber to build their trust and confidence with key workers before engaging with the wider service.

Education

“ I always thought I was quite good with numbers and things like that, but this has opened my eyes to exactly where I need to improve... Shapes, space and measures and calculations especially, and I could do with using the learning resources that are available that have been shown to me. It has been a while since I was tested like this.”

In the North East, the local Provider has been working with Education Scotland to research the effectiveness, accessibility and relevance of the National Numeracy online tool for improving numeracy skills of learners who are far from the labour market. This has been invaluable in supporting learners and staff on the use of the tool, outcomes, improvements and general feedback.

This online tool is being currently rolled out in Aberdeen and is helping to develop participants' skills in numeracy. An overall evaluation of the pilot will be shared with Education Scotland and The Scottish Government.

In Renfrewshire, the local Provider has engaged with 17 of the 39 Secondary Schools across the local area. As part of this, they have completed both one-to-one meetings with Guidance staff and attended at School Leaver's events to speak with pupils and parents. In Year 2, the Provider will be implementing a specific Schools Strategy to increase this presence across the Lot, specifically in the lead up to periods of pupils exiting school.

Local links have been made with West College Scotland with two student placements taken on who are completing their Working in Communities training. The local Provider also works closely with SDS to ensure any participants that are not quite ready for their provision are referred to Fair Start Scotland where a warm handover takes place.

3. Experience of services

3.2: Communities

English for Speakers of Other Languages (ESOL)

Providers have taken forward engagement activities encouraging participants, where English was not their first language, to engage with Fair Start Scotland by drafting communications in different languages to ensure the participant is fully aware of what Fair Start Scotland can offer. ESOL classes have been sourced and have subsequently been followed up with job clubs supported by trained interpreters.

Summary/review/next steps

- ▶ Fair Start Scotland has helped to broaden the scope of the employability delivery landscape with successful relationships being built and new ways of working with a range of partners being enhanced, including across DWP, Local Authorities, NHS Scotland and third party referral organisations.
- ▶ Where partnerships, particularly in the interactions between health and employability, have worked well they have tended to be in local areas where relationships have already been established.
- ▶ Providers are working with a range of delivery partners to understand and give a personalised service to Fair Start Scotland participants.

Next Steps

- ▶ Working with all partners, the Scottish Government will continue to prioritise the visibility and successes of partnership working and local relationships.
- ▶ A joint continuous improvement plan is being taken forward with DWP to improvement activities and proactively seek opportunities to best serve Fair Start Scotland participants.
- ▶ The Scottish Government will continue to work with JCP to jointly prioritise support for key eligibility groups.
- ▶ The Scottish Government will continue to work collaboratively with Local Authorities to work towards closer alignment and flexibility of services.
- ▶ Independent reviews of Supported Employment and Individual Placement and Support delivery will be undertaken, working with key partners, a view to supporting and implementing recommendations for Fair Start Scotland and the wider delivery in Scotland.

3. Experience of services

3.3: Employers

In response to the 2015 consultation, the Scottish Government committed that there should be a drive towards real jobs.

Since launch, Fair Start Scotland's relationships with employers have been built upon:

- ▶ supporting a Fair Work agenda
- ▶ ensuring a flexibility of approach to employees
- ▶ supporting our wider public sector ambitions to move participants into sustainable jobs

Fair Start Scotland has been designed to work towards tailoring services to the needs of local labour markets whilst ensuring a consistency of service across Scotland. The service is seen as an important component in the Scottish Government's wider ambition to deliver fair work principles, promoting key agendas such as the Scottish Living Wage, the Scottish Business Pledge, Modern Apprenticeships and Disability Confident to educate, support and guide employers in corporate social responsibility.

A range of opportunities for all age groups, full and part time have been supported by Fair Start Scotland encouraging employers to see real benefits in recruiting locally, and from the broadest labour market.

How many people got into work?

A total of 2,013 people had started jobs. 898 of those people had sustained employment for at least 13 weeks and 418 had sustained employment for at least 26 weeks.¹

Of the participants who sustained employment, 85% (767) of those achieving 13 week outcomes, and 98% (411) of those achieving 26 week outcomes, joined Fair Start Scotland during the first 6 months of the service.¹

Case Study

LISA (Glasgow)

Lisa had been out of work for over 10 years and being a mum to three children felt that her options for work were limited. Throughout this time, Lisa tried to find work that would suit her circumstances.

In February 2019, Lisa chose to participate in Fair Start Scotland. Lisa knew that she wanted to work in the care sector, but didn't know how to get started. By working with a Fair Start Scotland Adviser, Lisa recognised that she had a lot of life experience and skills that she could develop and together they created a personalised plan to help her achieve her employment goals.

Through Fair Start Scotland, Lisa updated her qualifications through a hospitality sector based learning academy, developed her CV and accessed individual support that involved interview preparation and advice. As a result, she secured a job as a support worker.

Lisa said:

"Fair Start Scotland gave me hope and worked with me, not only with work but with me as an individual. My confidence grew and my light came back and all because they gave me the tools to build myself up. I now work in a job I didn't ever think was possible – and they will still continue to help and support me for a year."

3. Experience of services

3.3: Employers

How Fair Start Scotland is supporting good work

“ Starting our partnership with Fair Start Scotland back in April 2018, we have seen many successful candidates being presented for our vacancies for roles in Housekeeping, Kitchen, Food & Beverage. Great relationships between hotel management and Fair Start allowed us to resolve any issues our new team members were having quickly and efficiently. Great Service, Amazing People & Fantastic Work so far.”

Fair Start Scotland has been working collaboratively to ensure best practice in employer engagement. This is taken forward in a variety of ways.

Provider relationships with local employers is central. Building strong and lasting employer relations that can provide sustainable employment is a vital part of the Fair Start Scotland ambition. Fair Start Scotland looks to promote and support jobs that are sustainable and that meet the specific needs of the individual.

All Providers have agreed to put in place measures to uphold their own policies and procedures to ensure dignity and respect are at the heart of the service.

All Providers individually support the Fair Work agenda through their own working practices. For example, many work with employers who pay the Scottish Living Wage. Providers have also committed to supporting and taking forward the development of the Business Pledge and its promotion to partners and employer contacts to develop Fair Work opportunities for participants.

Most Providers recruitment takes account of supporting Modern Apprentices and people with lived experience of the service. In particular, key workers and Modern Apprentices have been recruited to help support the delivery of Fair Start Scotland.

Public sector ambitions

As well as Fair Work commitments with its focus on supporting people with a disability Fair Start Scotland is also an important lever in delivering the *A Fairer Scotland for Disabled People: Employment Action Plan*. This was published in December 2018 and sets out the commitment to at least halve the disability employment gap in Scotland by 2038.

Drawing on the ongoing evaluation of Fair Start Scotland is a critical part of the action plan, and will help to shape and continuously improve the support offered to disabled people through any future employability services.

In addition, there are key opportunities to ensure that those who experience labour market inequalities are able to access emerging employment opportunities including, for example, through early work with the Social Security Agency in Glasgow and Dundee.

SOCIAL SECURITY SCOTLAND

At Social Security Scotland, there is plenty of help on hand for those struggling with any health conditions. The management are great and every single one of them is approachable and more than happy to help in any situation. There have been a few times where I've had to seek help from a member of management about my mental wellbeing and they've really helped. Whether it's simply listening to me vent about any issues I'm having or making adjustments to make life a bit easier during difficult times, they have exceeded all expectations. The organisation's ethos is Dignity, Fairness and Respect and it is evident on a day to day basis as everyone is helpful, friendly and accommodating.

The Scottish Government will also do their best to make working life as stress free and comfortable as possible for you and management are never too busy to ease any concerns you may have.

– STAFF MEMBER

3. Experience of services

3.3: Employers

Case Study

In Ayrshire, a Working Health Group has engaged with some of the most vulnerable Fair Start Scotland participants in the local area. This group has brought together people that are often isolated and lack confidence. Participants are encouraged to join a new group of likeminded people with a view to improving their health and wellbeing. Participants help to support each other to complete a variety of modules supported by a dedicated tutor.

Participants learn about mood food and the importance of healthy eating and cooking, good sleeping patterns, and managing stress in daily and family life. The group looks at building confidence through courses which cover subjects such as time management, Health & Safety in the workplace, verbal and non-verbal communication, attitude and behaviours, teamwork and disability confidence.

Employer feedback

IMPACT SOLUTIONS

Impact Solutions are an independent plastics supply Chain Company based in Grangemouth who have been working with Falkirk to support participants. Steven Burns, Technical Director at Impact Solutions, explains: *"The work we do here is pretty specialist; working within the plastics industry from cradle to grave. Understandably, good staff are important to our business and we are always looking for individuals with problem solving abilities, as well as real ambition and drive."*



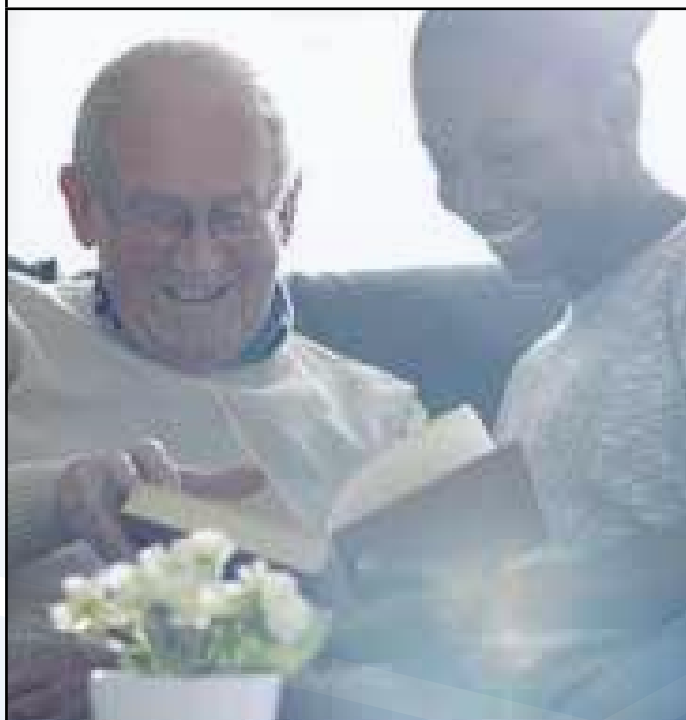
UPSTART: PARTNERSHIP IN THE CARE WORKER SHORTAGE

Working in partnership with the Bridges Programme, Brightwork and Fair Start Scotland a pilot was formed in October 2018, as part of Fair Start Scotland, aimed at providing a training academy for the care sector.

The project started as a way of engaging with asylum seekers but led to a wider blueprint for developing a similar programme aimed at unemployed people who had been out of work and for whom a mental or physical health condition was a barrier to finding employment.

After initial training and support by People Plus for participants there was further more bespoke training and support for everyone involved with eight or nine other people all in the same boat helping to support each other's needs. Those who completed the training course received a certificate giving their confidence a boost and having a qualification making them more attractive to employers.

With seven out of the ten participants who began the first People Plus Care Academy successfully placed in work, there are plans to spread the programme out more widely to other areas in Scotland.



3. Experience of services

3.3: Employers

Self-Employment

One feature of Fair Start Scotland is support for people who wish to start their own business. All Providers have a self-employment offer to participants that is intended to help with practical advice and guidance on starting a business.

21 self-employed participants have been supported through Fair Start Scotland in the first year of the service⁵.

Case Study

Lindsay & Lang – How Fair Start Scotland is helping new thriving businesses

Fiona and Louise met when they were both taking a career break and reviewing their options. Both had previously worked in the Oil and Gas industry for over 20 years. During this conversation it became clear they shared the same passions, interests, and strong desire to make a difference within the workplace. They soon discovered how their personal experiences had impacted their working lives and identified an opportunity to influence and change thinking and doing in the workplace with the expertise gained from their respective professional careers.



They joined forces to create Lindsay and Lang, a business that focuses on whole person management through the alignment of development, wellbeing and communication in the workplace to promote and sustain a supportive environment for individuals, teams and leaders.

Fiona and Louise were introduced to Fair Start Scotland through a third-party organisation for intensive self-employment support.

On how Fair Start Scotland helped them, Fiona and Louise commented:

“Having someone there to bounce ideas off was a breath of fresh air. It gave us the encouragement to push on and without hesitation to launch our business. Lorraine gave us the encouragement, support and reassurance which created the confidence we needed to take that final step. Lorraine broke down and identified small actions which we consistently reviewed, whilst she positively pushed us in the right direction. If this wasn't enough, Lorraine attended one of our training sessions and provided constructive feedback.

As a business we hope to expand and become the 'go to' company for integrated whole person management services.”

3. Experience of services

3.3: Employers

Summary/review/next steps

Fair Start Scotland's relationships with employers have ensured flexible, public sector support, as well as that of large employers and SMEs. This is underscored by the numbers of participants moving into good work and moving into a range of destinations.

- ▶ Fair Start Scotland has already helped to support over 2000 people into work
- ▶ Fair Start Scotland participants have found jobs in a number of sectors and through self-employment
- ▶ Fair Start is encouraging employers to consider flexibility of working approaches

Next Steps

- ▶ The Scottish Government will continue to work with Fair Start Scotland Providers in supporting participants into good and sustainable employment
- ▶ The Scottish Government will continue to work with JCP to jointly prioritise support for key eligibility groups
- ▶ The Scottish Government will look for further opportunities to support Fair Start Scotland participants through its own recruitment processes
- ▶ The Scottish Government will use Fair Start Scotland as a vehicle to promote and deliver upon Fair Work ambitions

4. Summary & Next Steps



4. Summary and Next Steps

Throughout its first year of delivery, Fair Start Scotland has not stood still. It has developed its service delivery model and its processes and provision to ensure that it is meeting the quality and service standards participants expect. Fair Start Scotland has established strong, productive partnerships with key agencies to share good practice, learning and expertise, and to offer a range of other wrap around services. As the Report shows, it is also beginning to build the trust of participants who use and rely on employability services to move closer towards and into work.

The service has engaged with over 10,000 participants, and has seen 2,013 people move into work. Many of the people joining Fair Start Scotland have overcome a range of challenges to move into work, many of whom previously thought work was not a realistic goal for them.

However, the Scottish Government and its delivery partners are committed to the continuous improvement of services, so that they continue to work as effectively as possible to meet the need of participants. The last year has seen a test and learn approach embedded within delivery, and a range of improvement measures have already been taken to support the delivery of Fair Start Scotland.

The Scottish Government will continue to work with The Department for Work and Pensions and all other partners to ensure that everyone who can benefit from Fair Start Scotland has the opportunity to do so.

Going forward, and based on feedback from participants, partners and Providers, we have identified further changes to explore to continue to shape the service to best meet the needs of its participants.

No One Left Behind

More widely, the delivery of Fair Start Scotland has been part of a commitment to deliver wider change across the employability landscape as we seek to move towards a better aligned and more person-centred approach.

Complementing this approach in March 2018, the Scottish Government launched No One Left Behind: Next Steps for Employability Support in Scotland, outlining the plan to deliver more effective and joined-up employability support across Scotland and improve employment outcomes.

Building on the principles of Fair Start Scotland, the vision for No One Left Behind is to support people furthest from the labour market into work by ensuring that the employability offer in Scotland is person-centred, flexible and responsive to the needs of individuals and employers.

The Scottish Government remain committed to ensuring this ambition is delivered in true partnership, recognising the strengths and range of providers and other national and local partners who can help us to deliver a strong and vibrant employability landscape.

The first phase of the No One Left Behind funding stream commenced in April 2019, combining Activity Agreements and SERI funding in a simpler and more flexible way. Collaboratively managed between Scottish and local Government, this funding arrangement will evolve over time to include other partners to align and integrate provision locally and nationally.

Working together with partners a new £12 million Parental Employability Support Fund will be introduced by November 2019 to help those parents who face considerable barriers returning to work with a further investment of £6 million from April 2020 to support disabled parents towards and into work and an additional £4 million to support parents accessing Early Learning and Child care places to help participants progress towards and in their current employment.

The Scottish Government recognises the importance of building on existing national, regional and local partnerships to begin to form new ways of working together with the public, private and third sectors. In this way the varied experience and expertise of partners from across the employability sector as a whole will be embedded within the wider approach learning lessons from the delivery and development of Fair Start Scotland.

5. Annexes



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ANNEX A

Providers – How Fair Start Scotland is delivered

Fair Start Scotland is delivered in 9 geographical Lot areas across Scotland with the ambition of better reflecting local labour market and economies.

Contract area	Local authority	Successful Bidder	Delivery Partners/ Sub Contracted	Estimated Value (up to £ million)
1 – Glasgow	Glasgow	People Plus Group Ltd (Private)	<ul style="list-style-type: none"> ▶ Remploy (Supported Business) ▶ Momentum (Third Sector) ▶ The Lennox Partnership (Third Sector) 	19.1
2 – Lanarkshire	N Lanarkshire S Lanarkshire	Remploy Limited (Supported Business)	<ul style="list-style-type: none"> ▶ ENABLE Scotland (Third Sector) ▶ Routes to Work South (Third Sector) 	12.6
3 – Tayside	Angus Dundee City Perth and Kinross	Remploy Limited (Supported Business)		7.3
4 – Forth Valley	Falkirk Stirling Clackmannanshire	Falkirk Council (Public Sector)	<ul style="list-style-type: none"> ▶ Falkirk Council (Public Sector) ▶ Clackmannanshire Council (Public Sector) ▶ Stirling Council (Public Sector) ▶ NHS Forth Valley (Public Sector) 	5.0
5 – East	City of Edinburgh East Lothian Midlothian Scottish Borders West Lothian Fife	Start Scotland Limited (Private and Third Sector Partnership)	<ul style="list-style-type: none"> ▶ Momentum (Third Sector) ▶ Triage (Private) ▶ Fedcap (Third Sector) 	21.3
6 – Southwest	North Ayrshire South Ayrshire East Ayrshire Dumfries and Galloway	Start Scotland Limited (Private and Third Sector Partnership)	<ul style="list-style-type: none"> ▶ The Lennox Partnership (Third Sector) ▶ Fedcap (Third Sector) 	10.1
7 – Northeast	Aberdeen City Aberdeenshire	Momentum Scotland (Third Sector)	<ul style="list-style-type: none"> ▶ ENABLE Scotland (Third Sector) ▶ Aberdeen Foyer (Third Sector) ▶ Enterprise Mentoring Ltd (Private) 	5.6

ANNEX A

Providers – How Fair Start Scotland is delivered

Contract area	Local authority	Successful Bidder	Delivery Partners/ Sub Contracted	Estimated Value (up to £ million)
8 – Highlands and Islands	Argyll and Bute Eilean Siar Highland Moray Orkney Islands Shetland Islands	People Plus Ltd (Private)	<ul style="list-style-type: none"> ▶ Argyll and Bute Council (Public Sector) ▶ Life Skills Centres Ltd (Private) ▶ Lochaber Hope (Third Sector) ▶ Momentum Scotland (Third Sector) ▶ Third Sector Hebrides (Third Sector) ▶ 2020 Clearview Ltd (Private) 	6.2
9 – West	E Renfrewshire Renfrewshire E Dunbartonshire W Dunbartonshire Inverclyde	The Wise Group (Third Sector)	<ul style="list-style-type: none"> ▶ The Lennox Partnership (Third Sector) ▶ ENABLE Scotland (Third Sector) ▶ Enterprise Mentoring (Private) 	8.8

ANNEX B

Fair Start Scotland – Finance

The spend for Fair Start Scotland 2018-19 is outlined below.

Summary		(thousands)
Grand Total	£14,788,164.32	14,788
Service Fees Total	£13,806,873.61	13,807
Outcomes Total	£981,290.71	981
Credits Total	-£13,945.85	-14
Total Payments	£14,774,218.47	14,774

Outcomes Breakdown		(thousands)
13 Week	£462,121.41	462
26 Week	£519,169.30	519
52 week	£0.00	000

Endnotes

- 1 Scotland's devolved employment services: statistical summary (May 2019) – <https://www.gov.scot/publications/scotlands-devolved-employment-services-statistical-summary-2/pages/3/>
- 2 Fair Start Scotland Evaluation Report 2: Overview of year 1 (October 2019)
- 3 Information derived from Scottish Government Management Information system (SETS)
- 4 Evaluation of Scottish transitional employment services: interim report August 2018 – <https://www.gov.scot/publications/evaluation-scottish-transitional-employment-services-interim-report-august-2018/pages/2/>
- 5 Information derived from Fair Start Scotland Providers



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This publication is available at www.gov.scot

Any enquiries regarding this publication should be sent to us at
The Scottish Government
St Andrew's House
Edinburgh
EH1 3DG

ISBN: 978-1-83960-291-7 (web only)

Published by The Scottish Government, November 2019

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS582090 (11/19)

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