

Appendix 1 – Workwise Outcomes

Outcomes to date – KPI Report – Workwise Performance 01/02/2015-28/02/2021

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Number	Outcome	2015	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	Cumulative
1.2	Number of clients attended initial appointment and registered with the service	46	161	171	147	154	115	75	869
2.1	Attended ETE 1-2-1 session	62	421	393	550	576	441	256	2699
2.2	Attended work-focussed session	43	348	340	266	290	236	86	1609
2.3	Attended foundation skills session	11	71	63	113	54	90	76	478
3.1	Attended basic skills session	5	115	72	73	29	6	6	306
3.2	Referral to employment training or advice	67	402	407	389	199	131	71	1666
3.3	Gained place on training/education course	5	112	62	54	62	37	13	345
3.4	Gained qualification	0	41	52	29	34	29	13	198
4.1	Gained volunteering position	0	62	52	13	11	3	3	144
4.2	Gained work placement	1	23	12	13	5	7	1	62
5.1	Clients gaining part time work	0	28	19	22	8	9	2	88
5.2	Clients gaining full time work	3	82	87	68	75	60	18	393
5.4	Clients improved their income	3	110	106	90	83	69	20	481

Workwise 3 - Lambeth Housing Services KPI Report: Case Classification 2015- 2021

Table below shows support provided to different subgroups throughout contract since 2015 till February 2021

Number	Outcome	PRS Benefit Cap	Social Housing Benefit Cap	General Needs	Universal Credit	UC Bedroom Tax	Bedroom Tax	Temp Accommodation	Archived Data	Total
1.2	Number of clients attended initial appointment and registered with the service	56	159	24	123	75	266	29	137	869
2.1	Attended ETE 1-2-1 session	198	515	47	416	267	874	116	266	2699
2.2	Attended work-focussed session	95	238	40	244	143	606	49	194	1609
2.3	Attended foundation skills session	16	84	3	44	91	175	15	50	478
3.1	Attended basic skills session	6	61	2	26	0	154	0	57	306
3.2	Referral to employment training or advice	68	249	21	289	78	677	22	262	1666
3.3	Gained place on training/education course	20	59	12	46	21	134	4	49	345
3.4	Gained qualification	10	35	4	21	21	86	1	20	198
4.1	Gained volunteering position	4	9	1	14	1	83	0	32	144
4.2	Gained work placement	3	7	1	7	4	28	0	12	62
5.1	Clients gaining part time work	1	16	2	14	5	32	0	18	88
5.2	Clients gaining full time work	20	58	8	70	34	139	7	57	393
5.4	Clients improved their income	21	74	10	84	39	171	7	75	481

Appendix 2 – Workwise Case Studies

Case Study 1- Angela's story



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

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

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

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

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

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

Case Study 2 Case Dawn's story



Dawn had 20 years' experience working in Housing – from filing clerk to senior property manager – before losing her job through illness. For the last three months she has been working part-time in Lambeth Council's Income

Team, with support from Workwise to find a job that gives her time to study and to get ready to start her own business.

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

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

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

Case Study 3 Reading Club pilot

Local teacher Sian started a new partnership with Workwise to help Lambeth residents learn how to read and write as part of searching for work. When a Workwise client asked for help with her reading and English, the team thought outside the box and created a reading club pilot to support residents with low literacy level. A Lambeth resident primary school teacher volunteered to support residents referred to the pilot

Learning the lesson

Clapham primary teacher Sian Turnbull explains: “I’d got back from a year’s travelling and put an advert out about helping children with phonics before starting my new job. I have never taught adults before and I was worried that the teaching materials might seem patronising, but actually, the pictures really help.”

Star pupil

Sian’s first student speaks English well, but hadn’t learned to read or write before coming to Lambeth from Africa. The eldest of her four children is just secondary school age – too young to help with benefit and rent letters and cannot really support with effective job searching. The resident in question wanted to reverse the roles, so that she’s the one helping her children, as well as being able to write things down, for example menus if she gets a job as a dinner lady.

Learning success doesn’t stop with school

Sian says: “She’s already moving on from reading cards to reading books. This is why I became a teacher, to see the success of someone doing well, learning something new. I’d love it if Workwise can develop the scheme, perhaps get sponsorship. I could help train retired teachers to teach adults using the Read Write system, so it’s truly cross-generational. Working with Workwise has opened my eyes – I realise that learning success doesn’t stop with school!” The pilot was a major success as the resident in question improved her confidence greatly and was able to secure employment as an office cleaner

Case Study -Workshops

Workwise have worked with Engie a Lambeth Contractor to deliver first aid sessions for our tenants. Sessions were facilitated by an experienced Engie Trainer and held at Brixton Library. **10** tenants attended the first training programme Paediatric First Aid (for adults who work with children) and a further **8** tenants achieved the QNUK Level 3 Emergency First Aid at Work (RQF) qualification. Everyone who attended said they now felt more confident to help someone in an emergency situation. For many attending, the training session was a great refresher of skills and for others it was totally new, but all will be adding it to their CVs. These sessions were especially useful to those wishing to work with children or in care fields.

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

The workshops have proved to be a networking hub for tenants to engage with each other and the team to engage with them on

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

