

Ready for Work programme 28
Evaluation
February 2011

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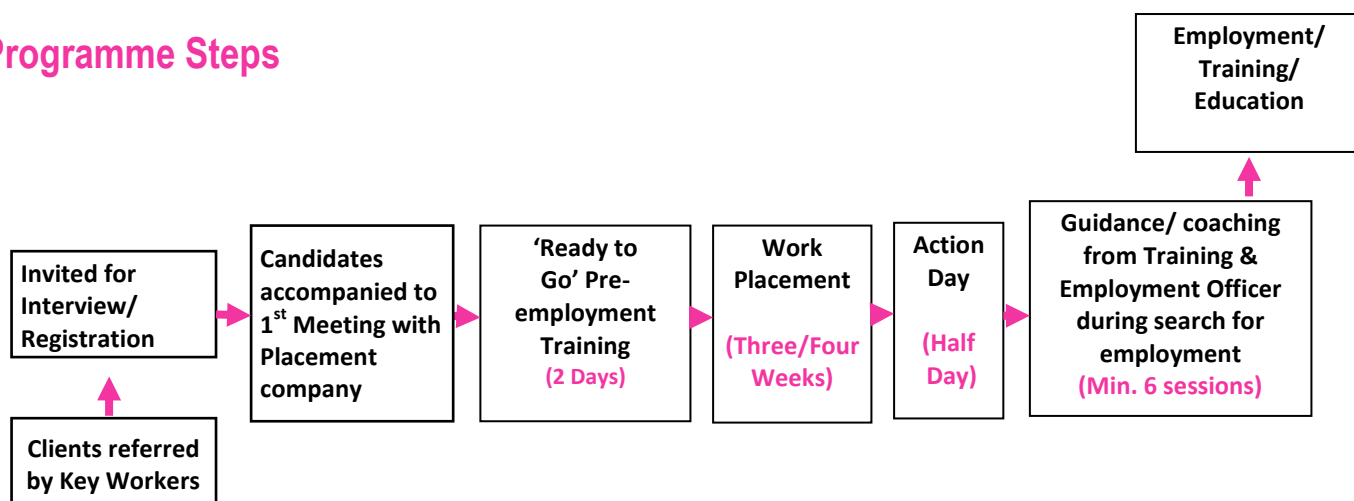
This report outlines the outcomes of the programme for the participants and other stakeholders (companies, service providers, BITCI) and the learning for future programmes.

Our Aims

Business in the Community Ireland is currently supported by FAS to provide a Supported Employment programme: Ready for Work. It aims to help people affected by homelessness to avoid recurring homelessness and move towards independent living by gaining and sustaining employment. The programme:

- provides opportunities for homeless people to assess and improve their own readiness for work through training and work experience
- challenges businesses to use their resources to up-skill candidates and encourage their own staff development
- supports candidates in their search for employment with ongoing access to a Training and Employment Officer (TEO) and Job Coaches (subject to TEO assessment)

Programme Steps



Numbers of Participants to date:

Registered/ Assessed	553	Completed Placement	223
Started Ready2Go Training	315	Started Employment*	124
Completed Ready2Go	293	Started Training/ Education	63
Started Placement	286	Started Volunteering	10

*Includes those who have started employment AND training/education/volunteering

1. RFW28 Outcomes

Outcomes

RFW programme January 2011	Number of Candidates
Numbers of services referring	20
Applied (attended Registration)	30
Placement and/or Support Offered	20
Started Training	15
Completed Training	14
Started Work Experience	15
Completed Work Experience	11
Attended Action Day	11

Of the clients that started on placements, four did not complete.

- One candidate did not return after his induction in the company, saying he wasn't ready for a return to work. Reasons are still unclear.
- another had health complications – problems which were exacerbated by being on her feet for long periods on the job. She has been encouraged to use the experience to focus on what types of employment are within her capabilities
- a third chose to take up the offer of some temporary paid employment
- a fourth dropped out after a family crisis appeared to throw him off course – he had been performing extremely well on his placement up to that point. He now intends to reapply for the army.

Out of the completing candidates

- one was straight away offered employment from his placement company Momentum
- the candidate in Maldron may be able to access casual employment at a second Maldron Hotel
- all seven M&S candidates have been put forward for jobs there as they arise
- All are linked in with the Training and Employment Officer for guidance

2.1 Feedback from CANDIDATES

TRAINING

When asked to **rate the training** on a scale of 1 Low to 10 High

Days 1

Rating	1	2	3	4	5	6	7	8	9	10
No. of Candidates						1	1		1111	111111

Day 2

Rating	1	2	3	4	5	6	7	8	9	10
No. of Candidates							1		1111	1111

Asked what they liked about the training:

- Found it interesting
- Helped with confidence x2
- Meeting new people x5
- Participation in group activities x4
- The friendly approach, atmosphere and attitude within group
- Informative x2
- Mock interviews x3

Asked what could be improved:

- Order in the group
- More group work
- Didn't like the location, cramped and gloomy x3
- More positivity exercises
- Nothing I can think of x10
- More information on work placement
- More interviewers, less of a wait to be interviewed x2

Asked about what have been the most valuable:

- CV tips x9
- Team work x3
- Bottle exercise x3
- Interview skills x10
- Hopes and fears
- Positivity x3
- Comfort zone x3
- Priorities x2
- Communication skills x2
- Walk the line x2
- Listening game x2
- Confidence building

Other comments:

I really enjoyed myself x2

I love the games that we played

At first I thought that it was useless but now I can feel the benefits of the interview training

I really enjoyed meeting all these new people and all the talks we had

Just thanks for all the help

PLACEMENT

Candidates' jobs on placement:

KPMG Facilities x 1

Lourdes Day Care Centre Care of the Elderly x 1

Maldron Hotel Food and Beverage Section x 2

Marks & Spencer Operations x 4, Foods x 2, Menswear x 1, Kids x 1
 Momentum Stockroom x 1
 Parkwest Maintenance x 1
 Unicare Store Assistant x 1

Expenses/ provisions made by placement companies

	Yes	No	Not required
Uniform	111111		1
Travel ticket	111		1111
Lunch	111111	1	

Feedback on the placement:

	Strongly Disagree	Disagree	Agree	Strongly Agree
RFW improved my self confidence and commitment to employment			11	11111
Other staff made me feel welcome			11	11111
I was supported by my buddy			11	11111
I was supported by my manager (if different from buddy)		1	11	1111
I knew what was expected of me in my job		1	1111	11
I was challenged by the type of work I did		11	11111	
I gained new skills			111	1111
It was difficult getting back into a routine	111	11	11	

Asked what they enjoyed most about the placement:

- It was something new – I never did that work before. I really liked the bar work (Patryk)
- Working with clothes (Tumba)
- Meeting new people and working with the public (Lesley)
- Having a routine and working with the shoes (Darina)
- Everything (Wayne)
- Working with Gary, my work ‘buddy’ (Derek)
- Meeting new people and just gaining the experience (Nicola)
- Gaining the experience; doing something I knew I’d enjoy (James)

Asked what they least enjoyed:

- Nothing! (Patryk)

- Everything was good (Tumba)
- When it was quiet there was not much to do x 4 (Lesley, Darina, Wayne, Nicola)
- Having to leave x2 (Derek, James)

Asked what the company could do differently to make the placement better:

- Nothing x 4 “They were so helpful in every way, they make you feel so welcome – staff and clients “ (James)
- They could move people round the shop a bit more when it goes quiet x 3
- Full training needs to be given eg using ladders (M&S)

Marks out of 10 for placement company: 1 = Poor, 10 = Excellent

Marks	1	2	3	4	5	6	7	8	9	10
Responses								11		111111

Communication/Support

When asked if they felt supported by their service/key worker 11111111 candidates said YES

When asked if they felt supported by BITC 11111111 candidates said YES

Candidates were asked if the Ready for Work experience matched their expectations

- Yes x 7 eg I expected to gain new skills and also for it to help me to get back into a routine, which it did
They helped me a lot and I enjoyed it a lot
It has brought me on alot

2.2 Feedback from MANAGERS

What were the positive outcomes for candidates?

Tom getting back into the world of work and being involved within a team (M&S)

Wayne just wants so much to be working and mixing with people and fitting into a team, which he did so well (M&S)

Nicola's confidence improved so much through the placement and she needs to believe in herself that bit more because she so can do whatever she put her mind to (M&S)

Lesley has such a "can do attitude" and she will go far in life and very much a team player (M&S)

Darina was a very hard worker and always did her very best at whatever she was asked to do (M&S)

Tshikwaka is a good worker and a team player very reliable and always showed a strong interest in all tasks given (M&S)

While Michael was here he did give 100% and took on every task given to him with good pace (M&S)

He has learned how to work in a team environment and also time management. He also learned how to apply and use the skills he has learned with you and us. (Parkwest Utilities)

An opportunity to get involved in the workplace. Terry had previously only worked on building sites etc so it gave him an opportunity to work in, and interact with people in a completely different environment. (KPMG)

I think James learned a lot about dealing with the elderly on a daily basis he also learned about being part of a team (Lourdes Day Care Centre)

What advice would they give the candidate for returning to employment?

Keep that can do attitude (M&S)

Don't give up hope when things don't go your way - there is always something waiting around the next corner for you. Hang in there (M&S)

To keep moving forward and set goals for herself, and reach them (M&S)

Keep pushing yourself to meet you goals and never lose that "can do attitude" (M&S)

Keeping moving forward and watch her attendance (M&S)

To keep pushing herself and set some goals and reach them (M&S)

It was such a shame Michael did not finish placement he needs to be more committed and communicate more as attendance is major important in any role Michael does in life.(M&S)

To carrying on with the attitude and work ethic he had while here if he does that he will have no problem returning to employment. (Parkwest Utilities)

Keep the positive attitude and never be afraid to ask questions (KPMG)

Keep doing what is he doing to keep positive (Lourdes Day Care Centre)

Asked to detail the benefits to managers, staff and organisation

It's great to see the candidates achieve (M&S)

Great to see candidates coming out of their shell (M&S)

Very enjoyable (M&S)

It's great to see so many different personalities and them all working to one goal getting back into the world of work (M&S)

It's good to see even the quite people come out and give 100%.(M&S)

The programme helps us in such a way that my lads get to take someone under their wing and give them the best possible chance to learn as much as they can and the reward is watching the candidate grow in confidence and ability(Parkwest Utilities)

KPMG are always happy to be involved in programmes such as BITC. From my own department we are delighted to be able to give somebody the opportunity to get back into the workplace. (KPMG)

James got on with everyone and he was willing to help out where ever he was needed. (Lourdes Day Care Centre)

What changes to the programme would you like to see and why?

I would make no changes as I find the buddy system works brilliantly. (Parkwest Utilities)
 None x 3 (M&S, KPMG Lourdes Day Care Centre) e.g “Course worked very well, the four weeks gave James the opportunity to experience nearly all aspects of our work”

Asked if organisation will participate in the next programme

Yes x 9

Maybe – If we are in a position to do it, it depends on how busy we are (Lourdes Day Care Centre)

Other Comments

Wayne is a gentleman and I wish him lots of luck in the future

It was a real pleasure to have Tom on the placement I wish him the best of luck

Nicola is a great girl - keep working on your confidence and you will go far, wishing you good luck in whatever you do

It was a pleasure having Lesley on the placement and I wish her good luck

Darina has a great personality and a lovely mater and I wish her lots of luck

Tshikwaka is a lovely lady and very respectful and I wish her lots of luck in the future

Michael is a great guy, and I wish him well in whatever he does in life

(M&S)

Terry is a very pleasant person and we were very happy to have him with us. We all wish him the very best of luck and he is welcome to give my name to any future employer for a reference.

2.3 Feedback from Buddies

On Candidate performance:

WORKPLACE SKILLS	How the quality was demonstrated by candidates on placement			
	Poor, no explanation	Some explained absence	Good – 90%	100%
ATTENDANCE	1	11	11	11111
TIME-KEEPING	Sometimes late	Usually on time	Always on time 1111111	Always Early 111
ATTITUDE	Some interest, some tasks completed	Interested, tasks completed on time 1	Well motivated, conscientious 111	Always looking for more 111111

RELIABILITY	Reliable with supervision	Reliable with minimum supervision	Reliable and keen to take responsibility 11111	Flexible, accurate responsible and uses initiative. 11111
COMMUNICATION	Some effort made	Good – communicated well when involved 1	Very good – initiated some conversations and asked if unsure 1111	Excellent – communicated well and fitted in with the team 11111
ABILITY TO ADAPT TO WORK	Struggled, needed large adjustments	Understanding of requirements but found areas challenging	Good with minimal adjustments 1111	Excellent - wouldn't have known they were on work experience 111111
CONFIDENCE	Very low confidence was a barrier to working effectively	Struggled with confidence, needed a lot of encouragement	Shy at first but improved over placement 1111	Confident from day one 111111

Asked about candidate's strengths

Confident and expressive (KPMG)

Kevin was the perfect candidate (Momentum)

Derek was able to follow instructions very well & only had to be told once how to do something. Everything he did he did well (Parkwest)

Tshikwaka was a hard worker and wanted to be involved from day one and took a very strong interest in her placement she was very reliable and very helpful towards customers she had 100% attendance and nothing was a problem (M&S)

When Michael started he had a very good attitude towards work and just got stuck in with no job to big for him, he was very keen and fitted well within the team. He was very confident (M&S)

Darina was a hard worker and put everything into her placement she fitted well into the team and asked questions for more understanding of her role no job was too big for Darina and always looked for more work she is very much a people's person. Darina even worked more hours as the placement went on. (M&S)

Lesley has a "Can do attitude" and will always go the extra mile she is very reliable and uses her initiative at all times. Nothing was a problem for Lesley - very much a team player
Nicola always completed her tasks on time and always gave 100% to every task given she is a hard worker and puts so much into every task given even at times when it was quite she looked for more work to do, she fitted well into the team. Nicola's confidence improved so much (M&S).

From day one Wayne put his heart and soul into his placement, and he fitted very well into the team and even came in and worked a 6.30am start to see how things are done that early in the morning,

he was very reliable and always looked for more work, he completed all jobs with such pride, Wayne was an asset to the team (M&S).

Tom always wanted to be involved and gave 100% at all times, very much a team player and he would work well within any team, he has excellent communication skills and no job is to big or small for Tom to take on. (M&S)

Asked about candidates' development needs:

Difficult to say as Terry has a lot of experience behind him (KPMG)

Hopefully we can give him a job (Momentum)

Nothing in particular, he was very capable in everything he was asked to do in this job (Parkwest)

She was a very quiet, shy lady, but this improved over placement (M&S)

Michael did not finish his placement which was a shame because he had so much to give, he had poor attendance and no explanations. He needs to think more in what he wants from life and give more commitment, learn to finish what you start no matter how hard (M&S)

The only thing that Darina would have to mind is her attendance (M&S)

To keep the "can do attitude" and keep working towards her goals in life

Nicola sometimes got board if it was quite, and a little shy at first, she needs to try and not get board and keep the team spirit (M&S)

Wayne was a little shy at first but once he settled in he was fine and to always give 100% in everything he does (M&S)

Tom knows what he wants from life and will keep going until he gets it (M&S)

Asked how buddy found the experience:

- Always a pleasure (KPMG)
- Always like to help (Momentum)
- The experience was a pleasure and I will miss Derek's company and skills when he is gone (Parkwest)
- Very enjoyable, very good (M&S)
- For the time I worked Michael was very good (M&S)
- I felt more motivated and happy to be a support. (M&S)
- Made me have better listening skills and to constructive feedback (M&S)
- Improved my patience and peoples skills (M&S)
- Improved my teamwork listening and confidence (M&S)

2.4 Feedback from Key Workers

Asked about the BENEFIT of RFW FOR CLIENTS AND THEIR OWN SERVICE:

- Built confidence, experience, contacts and Self-Esteem. (Belvedere Social Services)
- T said that the placement was great for his confidence. He said it was great to be in a working environment again. He found it a good motivator. (Granby Centre)
- The feedback from the clients has been very positive. The programme in my opinion helped to increase their confidence/self esteem. Also it provided a structure in their day. (Dublin Simon Aftercare)
- I think the placement benefited Lesley a lot. She seems much more focused on a career path since the placement and very eager to complete training and get out into the work place. I have noticed a marked change in my work with her. Now she is eager to take opportunities such as mock interviews and is taking ownership in terms of looking for work, updating her CV and applying for courses (Discovery Centre)
- The programme benefited Derek in every aspect of his life social, working, a whole new outlook on life. Derek is looking forward to his future after doing the rfw placement confidence has grown feels he needs to move on to do more work placements has had enough of addiction projects work experience makes him feel alive again like he is back in the working environment. Derek coming back to the service has shown people that you can get back those natural feelings of wanting to be back out in the community doing your best at every opportunity that comes your way because when you get those feelings back again it's like winning a million quid and you want to keep that feeling going. (MQI)
- The programme confirmed my client's interests for caring for the elderly. It gave him the confidence to apply for a FETAC course in the area of care (Stepping Stone)
- We have found that our young person gained valuable work experience, improved in their confidence and self esteem. It provides them with a real environment with real expectations of work. It is a valuable experience to have on a young person's C.V (LeFroy House)
- Darina said that she benefited greatly from this service. She was hoping to secure a job out of the placement but unfortunately they did not have any vacancies. Darina was quite aware of the work place before this placement but she said that it reminded her and helped brush up her skills. (Focus Ireland)

Feedback received from clients about TRAINING:

- Both were very positive about this training (Belvedere Social Services)
- T. found the CV session and the interview skills session particularly relevant for him. He found them very useful. (Granby Centre)

- Lesley seemed positive but I have not had an opportunity to discuss in detail with her (Discovery Centre)
- Derek enjoyed the whole experience from start to finish would love to do it again. (MQI)
- Overall very positive experience.(Stepping Stone)
- Our young person liked the interview experience, and found C.V experience worthwhile. (LeFroy House)
- Darina especially enjoyed the 2 days training. She said that the trainers were really good and that she brushed up on many things that she had learnt in the past. (Focus Ireland)

Feedback received from clients about PLACEMENT AND STAFF:

- Wayne enjoyed the placement very much. He felt well supported and would love to work there full time (Belvedere Social Services)
- T said this was good. He said that everyone was very helpful. (Granby Centre)
- Both clients spoke in positive terms about their interaction with the companies, Unicare made one client very welcome, also KPMG gave a lot of personal responsibility and trust to the client. (Dublin Simon Aftercare)
- It has been very positive overall. At one point Lesley did not feel that she got enough work to do in the afternoon. This did not seem to be a major issue by the end of the placement and she understood that it is not always possible to provide enough work for trainee staff (Discovery Centre)
- Derek enjoyed the placement so much he wants to do it again. Staff and anybody he came into contact with were very helpful and made Derek feel comfortable in the position he was working at (MQI)
- He loved his placement, said the staff were helpful and the manager was very open and approachable (Stepping Stone)
- Our young person enjoyed working in the assigned company. She found them helpful and they did provide real work experience. (LeFroy House)
- Darina said that the staff in M&S sometimes forgot about her. She said that she was transferred from the shoe department to the fitting rooms and back and seldom experienced any other department. She also said that she sometimes had to wait up to 20mins to be relieved for her breaks. She said that she said this to them and they apologised. (Focus Ireland)

Possible CHANGES suggested for RFW/ placements:

- Possible extension of placement (Belvedere Social Services)
- I don't know if it would be possible for somebody from BITC to visit the Discovery Centre and to do a presentation for us on the RFW programme. I think this would help in terms of promoting the programme to staff and participants. (Discovery Centre)
- We referred two other young people who were under 18, one of them had a job at the time and we felt she was mature enough and more than capable for the experience. (LeFroy House)
- None x 5

Participating Keyworkers graded the following aspects of the programme:

	V. Good	Good	Fair	Poor
Personal development of your candidates (growth in confidence, motivation, social skills)	111111	11		
Support for your candidate from BITCI	1111111	1		
Quality of communication between BITCI and your service	111111	11		
Value of RFW programme to your service and clients	1111111	1		

Additional comments:

- Excellent Programme (Belvedere Social Services)
- I find this an excellent support and referral option for people who want to get back into the workforce (Granby Centre)
- I find the BITC programme an invaluable asset in working with clients who are in recovery from alcohol/drug addiction. The programme helps to instill a sense of achievement in the clients, and prepares them for further training/education/work. (Dublin Simon Aftercare)
- This has been a great help to the Discovery Centre as it is often difficult to access good quality work experience particularly in the current economic climate. Provision of pre-placement training and support from TEO also compliments the work we are doing on our Progression Support Programme (Discovery Centre)
- It has been an wonderful experience for our clients thank you (MQI)

Asked if organization will refer clients to RFW in the future:

Yes x 7

The following points are some learning that has resulted from the latest programme that will help to hone procedures for delivery of RFW. They are based on the experiences of the RFW team and on communications between RFW and companies, services and candidates. A full list of learning outcomes over all 28 programmes since 2002 is available on request.

3.1 Learning for Companies

Adjusting work placements in economic down turn. A number of people in retail placements described a lack of work to do in part due to a fall in customer numbers in the shops. They learned to pace themselves and to do extra cleaning to fill the time. However some of them suggested, as did the company coordinator, that they could have been rotated into different departments to get a taste of what it is like to work in the different areas. There may be other tasks that they could try out such as ordering stock. We will liaise with the relevant companies to address how candidates can use their time when it is very quiet on the shop floor so as to maintain the quality of the placement.

3.2 Learning for Service Providers

We would benefit from key workers' support with the returning of uniforms, locker keys etc to the placement company if their candidate drops out of the placement early. It's a matter of urgency and security that these are returned. It is likely to be hard for the client to enter the store again, often having left without explanation, so it necessary they can leave the uniforms at the BITC office

Another issue arising is the referral of clients who are currently on CE schemes. Through experience it has become clear that it's best to wait until the client nears the end of the 3 year period on CE rather than say half way through, as the RFW placement can raise expectations and leave the client feeling that they are taking a step back when they return to their CE.

3.3 Learning for BITCI

As for the company learning, we will attempt to monitor the placements and liaise with the companies to bring in more varied tasks to the placements if there is a serious lack of work in one area. We will link in with key workers regarding clients currently on CE - to determine the best timing for coming on to RFW.

4. THANK YOUs

TO MANAGER, BUDDIES – Thank you very much to all the staff involved in giving the candidates the chance to show what they can do in the workplace. Special Thanks to **M&S** for taking on a record eight people this time round, to **Momentum** for offering employment to their candidate, and to new placement company **Lourdes Day Care Centre** for providing such a highly successful placement.

To VOLUNTEERS:

- Training facilitator **Ellen O'Loughlin** (BITCI Linkage programme)

- Mock interviewers: **Maria Morrissey** (M&S), **Elaine McGauran** (Irish Life & Permanent), **Roger Dwan** (Carillion), **Karina Howley** and **Edwina Sweeney** (KPMG),
- Speakers at Action Day: **Kasia Zukowska** (Volunteering Ireland) and **Sophie Lamarque** (FAS)

To **KEYWORKERS** for referring and supporting your clients and the RFW team

Anna Greenhalgh and Lynne Whelehan

5. Candidate's Story

Derek is currently on a Community Employment programme with Merchants Quay Ireland Pathways project. He is about half way through his 3 years there. The project's focus is on education and support for people moving on from drug addiction.

He was initially put forward for the programme by Maeve his keyworker in October 2010. He showed real drive and determination to go for it, saying he really wanted to get working. His father runs a stables and he has a lot of experience working with horses, so he was initially intent on gaining a placement in a stables. However by the time the October placement came up Derek's personal situation was disrupted and he was not in a position to start. His key worker later re-referred him onto the January programme. At this time it became apparent that he'd like to get new experience in an outdoor environment. We matched him with Parkwest Business Park's Maintenance team, who have provided placements for RFW since 2008. They are ideally located in Ballyfermot where Derek lives.

Derek was a committed participant in the 2 days of the Ready2Go Training, but he really excelled when he started his placement. He earned glowing feedback from the supervisor: "[Derek] only had to be told once how to do something. Everything he did he did well." The advice to Derek for the future was to "carry on with the attitude and work ethic he had while here." Derek loved his time there and said that the only down side was "having to leave." His key worker commented "Derek is looking forward to his future after doing the rfw placement [...] work experience has make him feel alive again like he is back in the working environment".

Parkwest agreed that Derek could extend his placement on a part time basis for a further few weeks. They knew he would slot back in with team without any need for heavy supervision and are very happy to have the extra help. Following this extension Derek can look for further part time volunteering opportunities and employment in a maintenance type of role with the help of Lynne our Training & Employment Officer.

Big thanks to Parkwest and well done to Derek.

6. Next Programme Dates

	<u>Date</u>	<u>Location</u>
Registration	Week starting 21st March 2011	BITC Offices, 32 Lower O'Connell St, Dublin 1
Training	11 th April 12 th April	Day 1: Focus Ireland - Georges Hill, Halston St, Dublin 7 Day 2: KPMG, Harbourmaster Place, Dublin 1
Work Placement	26 th January – 24 th February	To be decided
Action Day	25 th February	BITC Offices

Some of the successful candidates with their certificates at RFW Action Morning, 25th February 2011



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