

An employability glossary for Scotland

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for shen



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Scottish Homelessness and Employability Network – an Employability Glossary for Scotland



Employability is part of the Scottish Government's strategy for the prevention and alleviation of homelessness. At the same time, the welfare reform and anti-poverty policies which have emerged from the UK and Scottish Governments also focus on employability.

shen works to make employability as a sustainable route out of homelessness. Many **shen** members provide excellent specialist services which effectively move people at risk of homelessness towards the labour market. However, our work also engages us with welfare reform and benefits issues, as these are part of the journey towards the labour market.

People at risk of homelessness in Scotland tend to live outside the margins of the labour market, whether formal or informal. Although Glasgow Homelessness Network's 2006 report shows that 66% of homeless people interviewed have previously worked, and 68% aspire to work in the future, only 8% actually have jobs. So at the same time as working with stakeholders to promote employability, **shen** is also concerned that good welfare provision is available to support those who are unable to find work.

This glossary is designed to help you through the maze of terms, acronyms and specialist meanings which link welfare reform, benefits provision and employability. I hope that it will give you some short-cuts to understanding the new policy documents which emerge regularly from the DWP, as well as the day-to-day management of employability issues with Jobcentre Plus and service providers.

However, do recognise that this is a "work in progress". New policies, regulations and acronyms emerge on an almost daily basis. In due course this glossary will be put on line, where it can be regularly updated. So watch out for it on the **shen** website (www.shen-scotland.org) – and do use the **shen** on-line forum to let us know of any new terms or concepts you think need to be defined.

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SHEN - an employability glossary for Scotland

Terms	Definition	Further references
Anti-Poverty Framework	Sets out the Scottish Government's policy towards income inequality and poverty. Published in 2008 after consultation.	Achieving Our Potential: A Framework to tackle poverty and income inequality in Scotland http://www.scotland.gov.uk/Publications/2008/11/20103815/0 and http://79.170.40.178/shen-scotland.org/webpages/researchpolicy.htm
BoND	Building on the New Deal: a 2004 UK government report which outlined how welfare to work support could be administered.	DWP (2004) Building on the New Deal: Local solutions meeting individual needs:
Cities Strategy	A DWP initiative which addresses problems of local labour market entry through consortia of local employment providers and partners. Pathfinder areas were granted specific flexibilities by the DWP.	The Scottish pathfinder cities - Dundee, Edinburgh and Glasgow, have published their expressions of interest on http://www.dwp.gov.uk/welfarereform/cities_strategy.asp
CMP	Condition Management Programmes are provided by the NHS to IB and ESA claimants on Pathways to Work programmes.	
Commissioning (DWP)	The DWP will purchase flexible New Deal employability services through commissioned contracts which may engage the public, private and voluntary sector. Phase 1 will roll out in October 2009	http://www.scotland.gov.uk/Publications/2008/11/20103815/0
Concordat	Agreed between the Scottish Government and Scottish councils in 2007, it underpins the SOAs and empowers local decision making on funding priorities	
Conditionality	Both ESA and JSA reforms are based on the idea that welfare benefits are conditional upon claimants' efforts to move towards and enter the job market. Claimants may be subject to sanctions if they fail to comply with the conditional terms of their benefits.	http://www.dwp.gov.uk/conditionality/
CPPs	Community Planning Partnerships provide a local framework for initiatives and partnerships in the field of economic development and community services. In March 2006 they took responsibility for the New Futures Fund Initiatives	
CTB	Council Tax Benefit: a passported benefit paid to welfare benefit claimants and some low-paid workers	
CtOG	Closing the Opportunities Gap was the Scottish Executive's programme for social inclusion and to combat poverty. Launched in 2004, it was replaced by the Anti-Poverty Framework in 2008.	Scottish Executive (2006) CtOG: Scoping work for design of impact assessment www.scotland.gov.uk/socialresearch
Distance travelled	A method of measuring a client's progress towards employability when few or no hard outcomes (such as qualifications) have been achieved.	Dewson, S. et al (2000) Guide to Measuring Soft Outcomes and Distance Travelled IES, London.

SHEN - an employability glossary for Scotland

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DWP	Department of Work and Pensions: the UK government department responsible for benefits payments, employment services and welfare to work policies.	http://www.dwp.gov.uk/welfarereform/
Employability	The combination of factors and processes which enable people to progress towards employment, to stay in employment and to move on in the workplace.	
Employment Zones	Jobcentre Plus contract out extra support to eligible claimants in areas with high unemployment. Glasgow is the only Employment Zone in Scotland.	
ESA	The Employment Support Allowance replaced IB for new claimants following the Welfare Reform Act 2007. Rolled out across the UK in 2008, IB claimants will gradually be moved onto ESA.	
Fairer Scotland Fund	Scottish Government funding allocated to CPPs for 3 years till 2010 to support individuals and communities in disadvantaged areas. Some CPPs have used the fund to focus on employability.	
Flexible New Deal	A DWP programme to deliver personalised employability support for the long-term unemployed and those needing specialist provision through commissioned services. Sanctions may be applied to claimants who fail to meet the conditions of this programme.	http://www.dwp.gov.uk/mediacentre/pressreleases/2008/oct/drc103-081008.asp
Freud report	A report to the DWP on welfare reform recommending a specialist agency for employment for those at a disadvantage in the UK labour market. It has implications for the voluntary sector role in employability provision	Freud, David (2007) Reducing dependency, increasing Opportunity: options for the future of welfare to work. Corporate Document Services (CDS), Leeds.
Gateway to Work	A DWP/Jobcentre plus 2-week programme to encourage New Deal participants into work.	
Get Ready for Work	This programme is run by SDS for young unemployed people (16-19) and offers personalised routes into employability and training	Contact Careers advisors on 0845 8 502 502
Glasgow Welfare to Work Forum	A partnership between the Chamber of Commerce, Glasgow Employer Coalition, JCP, Glasgow City Council, Greater Glasgow Health Board, Scottish Enterprise and the Scottish Government to combat worklessness.	
Hard outcomes	Outcomes such as job entry or qualification which can be objectively quantified. Often used to assess employability schemes, but may not be appropriate for people at a distance from the labour market.	
HB	Housing Benefit: paid through local councils, it covers housing costs for JSA and ESA claimants and some low-paid workers (but with reductions according to income).	

SHEN - an employability glossary for Scotland

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HB Run On	HB Run-On enable claimants who enter a job to continue to receive HB (see In and Out of Work)	
HMG	The Homelessness Monitoring Group was set up by the Scottish Executive in 2002 to monitor progress of Homelessness Task Force recommendations. It produced annual reports on progress.	http://www.scotland.gov.uk/Publications/2006/04/19133815/0
HMRC	Her Majesty's Revenue and Customs administer in-work tax credits as well as all tax assessments.	
HSO	Homelessness Strategy Officers are local authority officers responsible for the development of policies to prevent and alleviate homelessness.	
HTF	The Homelessness Task Force was set up in 1999 and made 59 recommendations in its final report. These form the basis of on-going policy for the prevention and alleviation of homelessness in Scotland	Scottish Executive (2002) Homelessness: an action plan for prevention and effective response: Homelessness Task Force (HTF) Final Report to the Scottish Ministers www.scotland.gov.uk
IB	Incapacity Benefit for long-term ill health or disability. This benefit has been seen as a disincentive to work, as people in receipt of IB for more than a year are unlikely to return to the labour market. Replaced by ESA in 2008	
In and Out of Work	Piloted by the DWP in 2007, this programme will be rolled out across the UK by 2010, linking Jobcentre Plus, HMRC and local councils. It provides a single information collecting point for claimants, speeding up benefits and tax credits claims. (See IWS)	http://search2.openobjects.com/kbroker/dwp/dwp/search/search.lsim?sr=0&nh=10&cs=iso-8859-1&sc=dwp&sm=0&mt=1&to=0&ha=1092&q=In+and+Out+of+Work
IS	Income support is a working-age benefit which supports those unable to work because of disability or caring responsibilities. From 2008 lone parents lose entitlement to this benefit once their child is 12.	
IWS	Into Work Statements are made by claimants who enter the job market. This enables HB run-on and tax credits to be dealt with more quickly (see In and Out of Work)	
Jobcentre Plus (JCP)	Jobcentre Plus is the DWP agency which supports people of working age from welfare into work. It also provides recruitment services for employers.	
Joined up for Jobs (JUFJ)	Joined Up For Jobs: Edinburgh's strategy for access to the labour market. It is a partnership between the Capital City Partnership, Scottish Enterprise Edinburgh & Lothian, JCP and the City of Edinburgh Council.	
JSA	Job-seekers allowance, the basic unemployment benefit for working-age claimants	
Leitch Review	Commissioned in 2004 this review recommends that employers, individuals and government invest more in skills development to achieve economic growth and social justice.	HM Treasury (2006) Prosperity for all in the global economy - world class skills. Leitch review of Skills final report. www.Hm-treasury.gov.uk/leitch

SHEN - an employability glossary for Scotland

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Literacy	The ability to read, write and use numbers, to handle opinions, make decisions and solve problems. A basic requirement for sustainable employment.	Adult Literacy and Numeracy in Scotland Report 2001
MC2	The cohort of young people aged 15-19 who are the focus of the More Choices More Chances policy (previously known as NEET).	Scottish Executive (2006) More Choices, More Chances: a strategy to reduce the proportion of young people who are not in education, employment or training in Scotland
Modern apprenticeships	For people over 16. Offers paid employed linked with the opportunity to train for jobs at craft, technician and management level.	SDS 0845 8502 502 for more information.
NEET	Young People Not in Education, Employment or Training (now known as MC2)	
New Deal	A programme for unemployed people introduced in 1998. Originally for 16-24 year olds, it was offered to many groups including lone parents, the disabled and the 50+ age group. Will be replaced by flexible New Deal.	
NFFI	The New Futures Fund Initiative, promoted by Scottish Enterprise from 1999 to 2006. It offered disadvantaged 16-34 year olds in Scotland access to the job market. Homeless people were a target group for support.	http://www.scottish-enterprise.com/sedotcom_home/stp/extra-support/newfuturesfund1.htm?siblingtoggle=1
Passported benefits	Receipt of JSA and ESA gives access to other benefits (eg HB, free school meals and prescriptions). Loss of JSA or ESA on entering a job can therefore have hidden costs if these benefits are also lost or reduced.	
Pathways to Work	A DWP/Jobcentre Plus programme supporting IB and ESA claimants back into or closer to the labour market. New claimants are offered work focused interviews (WFI), a CMP, and a £40 per week return to work bonus. The programme was rolled out in Scotland from 2007	
Personal Adviser (DWP)	Jobcentre Plus staff who will implement the personalised employability service promised under flexible New Deal	
Regeneration	The provision of a sustainable economic future for the most disadvantaged areas creating local opportunities for jobs and training, thus improving skills and employability.	Scottish Executive (2006) People and Place: Regeneration Policy Statement.
ROAs	CPPs managed their grant through 3 year Regeneration Outcome Agreements, which reflected the CtOG priority of regenerating the most disadvantaged neighbourhoods in Scotland. Replaced by SOAs in 2008.	

SHEN - an employability glossary for Scotland

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SDS	Skills Development Scotland is responsible for a range of national training programmes. It was formed in 2008 from sections of Scottish Enterprise and Highlands and Islands Enterprise, with Careers Scotland and Learndirect Scotland.	http://www.hie.co.uk/skills-development-scotland.html
Skillseekers	This training programme for young people who want to develop skills and equip themselves for the world of work is run by SDS. It's open to people who have left school and have a job or who are looking for work.	www.skillsdevelopmentscotland.co.uk
SOAs	Single Outcome Agreements between the Scottish Government and Scottish councils outline how local programmes will promote national outcomes. Local councils set their own priorities for funding within a global grant from the Scottish Government.	http://www.scotland.gov.uk/Topics/Government/local-government/SOA
Soft indicators	Factors like improved time keeping and communication skills, which indicate the achievement of soft outcomes. They often support subjective assessment of soft outcomes...	
Soft outcomes	Outcomes from employability interventions, which cannot be measured directly, including achievements in self-confidence, personal relationships and life skills.	Dewson, S. et al (2000) Guide to Measuring Soft Outcomes and Distance Travelled Institute of Employment Studies, London.
Support Group	ESA claimants who are not expected to return to work and will receive long-term support.	http://www.dwp.gov.uk/welfarereform/esa.asp
Tax credits	Administered by HMRC, tax credits are available to low-paid workers to supplement income and give additional support to families with children.	
Training for Work	This programme, run by SDS, provides training for people aged 18 and over, who are unemployed and actively looking for work. It allows people to go on company placements and tap into formal training, with an allowance of benefits + £10 per week.	Available through local Jobcentre Plus
WCA	Work Capability Assessment: all ESA claimants are assessed to determine whether they fall into the Work-Related Activity or Support Group	http://www.dwp.gov.uk/welfarereform/esa.asp
Welfare reform	The Welfare Reform Act 2007 reflects the ideas of "welfare to work". Its underlying principle is that "work is the best form of welfare"; it introduces "personalisation" of employability services but also makes benefits subject to conditionality.	Full details of the Green Paper and its progress to legislation can be found at http://www.dwp.gov.uk/welfarereform/
WFI	Work focused Interview: JSA claimants are interviewed by Jobcentre Plus at the start of their claim to assess their prospects of entering the job market.	
Workforce Plus	The Scottish Executive framework for employability, based on local and national partnerships.	Scottish Executive (2006) Workforce Plus: an Employability Framework for Scotland

SHEN - an employability glossary for Scotland

Terms	Definition	Further references
Working Future	A pilot programme run in 3 London Boroughs in 2007 to increase employability for lone parents in temporary accommodation, without loss of benefits. (see 16 hour rule)	see www.osw.org.uk/librarydocs/Working_Future_Evaluation.pdf for evaluation
Work-Related Activity Group	ESA claimants who are expected to undertake employability activities with the aim of returning to work (see Pathways to Work and WCA)	http://www.dwp.gov.uk/welfarereform/esa.asp
Worktrials	A Jobcentre Plus initiative to encourage employers to offer work opportunities to disadvantaged candidates. Benefits are maintained throughout the worktrial, no wages are paid, but travel costs and a meal allowance are reimbursed by JCP.	www.jobcentreplus.gov.uk/employers
WTC	Working Tax Credit: an in-work financial benefit to low-paid workers administered by HMRC	
16 hour rule	The DWP rule that reduces benefit entitlement for claimants who are working or studying for more than 16 hours per week. It was revised in 2008 to allow participation in short-term full time training. It remains a deterrent to long-term training, but should not affect volunteering.	A review for people in temporary accommodation is mentioned World class skills: implementing the Leitch Review of Skills in England (DIUS July 2007)

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The Scottish Homelessness and Employability Network

shen was set up in 2003/4 to bring together and collaborate with the wide range of stakeholders in the employability process for people at risk of homelessness. This involves the identification and sharing of models of good practice; influencing policy, funding and legislation; and ensuring that the employability model can be a sustainable and effective route out of homelessness. **shen** is hosted by the Scottish Council for Single Homeless, funded by membership subscriptions and through grants from the Scottish Government.

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