

Governance & Resources Scrutiny Commission 11 th November 2015 Minutes of the previous meeting and Matters Arising	Item No 4
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OUTLINE

The minutes from the last meeting on 29th October 2015 are delayed and will be in the next agenda.

Matters Arising

Action

The Commission requested for information about the skills based support provided to staff.

Response

Outplacement Support (The Skills Place) (service no longer available)

From February 2014 until August 2015 Outplacement services provided by 'The Skills Place' who were managed by one of the UK's leading training and employment specialists, SEETEC. These were available to Council employees under notice of redundancy. This service was externally funded at no cost to the Council.

As part of this arrangement and in accordance with the requirements of 'The Skills Place' to take advantage of the Outplacement Support staff needed to attend a compulsory induction session. At this session, they were required to produce the following documentation:

- Letter confirming redundancy
- Confirmation that they had the 'Right To Work' In The UK in accordance with the Immigration, Asylum and Nationality Act 2006.

(The purpose of these documentation was to ensure that The Skills Place could claim back the cost of the Outplacement Service from the government)

Once staff had attended the compulsory induction session, they could then choice up to six sessions to attend, during their notice period, these included:

- **Career choices** – action planning to identify job goals and putting plans in place to achieve them
- **Self Analysis** – examine skills sets, transferable skills and uncover your hidden skills
- **Presentation Skills** – examine self image, body language, facial expression and how to deliver an effective presentation
- **CV writing** – how to design and build your CV so that it has impact and adjust your CV for different job applications
- **Social Networking** – exploring options around the use of social networking and social media in the recruitment of staff
- **Application Forms** – how to complete the right way and ensure that any personal statement is targeted correctly
- **Assessment Centres** – what to expect from an assessment centre and how such selection techniques can influence an employers decisions to recruit you
- **Telephone Interviews** – how to prepare for a telephone interview
- **Interview Techniques** – how to get the most from an interview and make an impression
- **Interview questions** – how to identify questions that you might be asked and how to formulate your answers
- **Mock interviews** – undertaking simulated interviews and putting into practice correct use of body language and as well as other non - verbal communication methods

During their notice period, the Council allowed staff time off for attending the six modules as long as the employee agreed these dates / times with their manager in advance. These modules run every two weeks, therefore, employees did not need to attend all the modules within the first few weeks.

Outplacement support from 'The Skills Place' would last for six months after the employee had first registered with them. Once an employee's last day of service with the London Borough of Hackney has elapsed, they could choose to attend additional modules and make use the facilities of 'The Skills Place' to search for jobs and complete / submit applications online.

During the employees time with The Skills Place, they could also choose to meet with an Employment Adviser.

The Skills Place lost government funding in July 2015 with their modules finishing in August 2015.

HAYS Career Transition Platform (New service)

This is an online career transition platform that allows those staff at risk of redundancy to have access to an interactive online system that will guide them through the entire job seeking process from start to finish, hopefully, giving them an advantage in the market place, once their employment with the London Borough of Hackney has ended. This service is funded by HR.

Interactive modules include:

- How to produce a CV
- Application forms / covering letter writing
- How to succeed at interview
- Best practice in competency-based interviews
- Accessing the 'hidden job market'
- Understanding and demonstrating positive body language
- Networking
- On-line branding & professional networking, to encourage employers to contact candidates directly
- Salary negotiation
- How to develop effective relationships with recruiters, for access to more opportunities
- Making the transition between private and public sectors

It is proposed to give those staff at risk of redundancy six months access to the HAYS Career Transition Platform so that they can use this when their employment with the London Borough of Hackney has ended. Therefore, as they move on, the HAYS Career Transition Platform will still be available to support them.

ACTION

The Commission is requested to note the matters arising.