



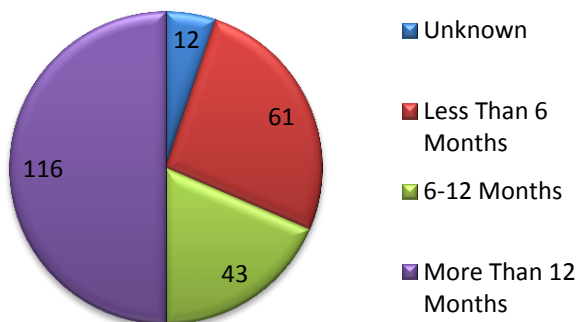
Access IT for Job Seekers April - December 2017



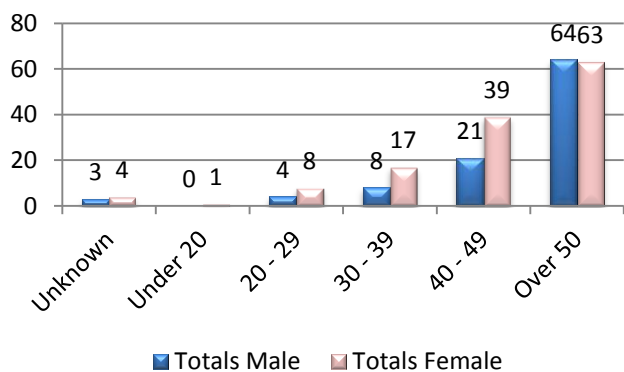
John our Tutor and Stephen our buddy with our recent NOCN Level 1 achievers

Participant Profile

Length of Unemployment



Age/Gender Analysis



Participants in 2017

Universal Credit	JSA	ESA	Other Benefits	None
21%	49%	7%	9%	15%
Lone parents	Carers	Ethnicity BME	Disability/ Learning difficulty	
22%	8%	25%	26%	

* JSA claimants include people recently moved from ESA.

Service Highlights

129 people across the Borough have used the service this last quarter bringing the total in the year to 232 (of which 101 in Chelmsley wood and 131 in central Solihull/Shirley).

Job Seekers	Qtr1	Qtr2	Qtr 3	YTD
Chelmsley Wood Library	61	52	55	101
The Core & Shirley Library	60	66	74	131
Total	121	118	129	232
<i>New referrals this quarter</i>	41	50	58	149
<i>'Leavers' in the quarter</i>	40	48	47	135
<i>People into work</i>	14	19	13	46

There were 58 new clients in the quarter (22 in Chelmsley Wood and 36 in central Solihull). The increased usage of the service in central Solihull has been a feature throughout this year. Another trend this year has been the marked increase in women using the service especially in central Solihull (57% across the service; 63% central Solihull).

ReCOM continues to provide job seeking assistance, IT training and help with Universal credit applications. We have also provided another NOCN accredited course seekers at Chelmsley Wood Library and are pleased that four people achieved their qualification.

During this quarter, ReCOM offered 530 appointments providing one-to-one support:

One to one sessions in Q3 2017/18	Offered	Utilised	%
Chelmsley Wood	282	223	79%
The Core & Shirley	248	184	74%
Total	530	407	77%

This has resulted in 46 customers securing employment so far this year. A further 15 of our customers have left the service as they now feel confident to job search alone and another 16 of our customers have attended interviews.

Number of clients on Universal Credit has increased to 48 (21%).

See following page for client feedback.



ReCOM
bridging the IT gap in the community

This is what some of our customers had to say

“I feel I know what I need to know now thanks to Malcolm he was fantastic and a very good teacher he really boosted my confidence on Word and Excel. I think it's great because all the buddies work at your pace and they are not pushy. I now have a job at Dickens Heath School as a Catering Assistant thanks to the support from ReCOM.”
(Bala, 64)

“I have attended the general IT skills course with ReCOM which I enjoyed. Assistance from John has been great he is so patient, supportive and kind. I feel that I am improving but need more help to find employment. Ashlee has referred me to The Colebridge Trust and they plan to provide me with more support in the New Year.”
(Sheila, 63)

“The Tutors were really good at tailoring the IT training around the individuals needs they find out what your particular needs are and concentrate on those elements of training.”
(Lucinda, 60)

With funding from:

