



# **Employment advice service for refugee communities**

Birmingham Co-Production Road Show

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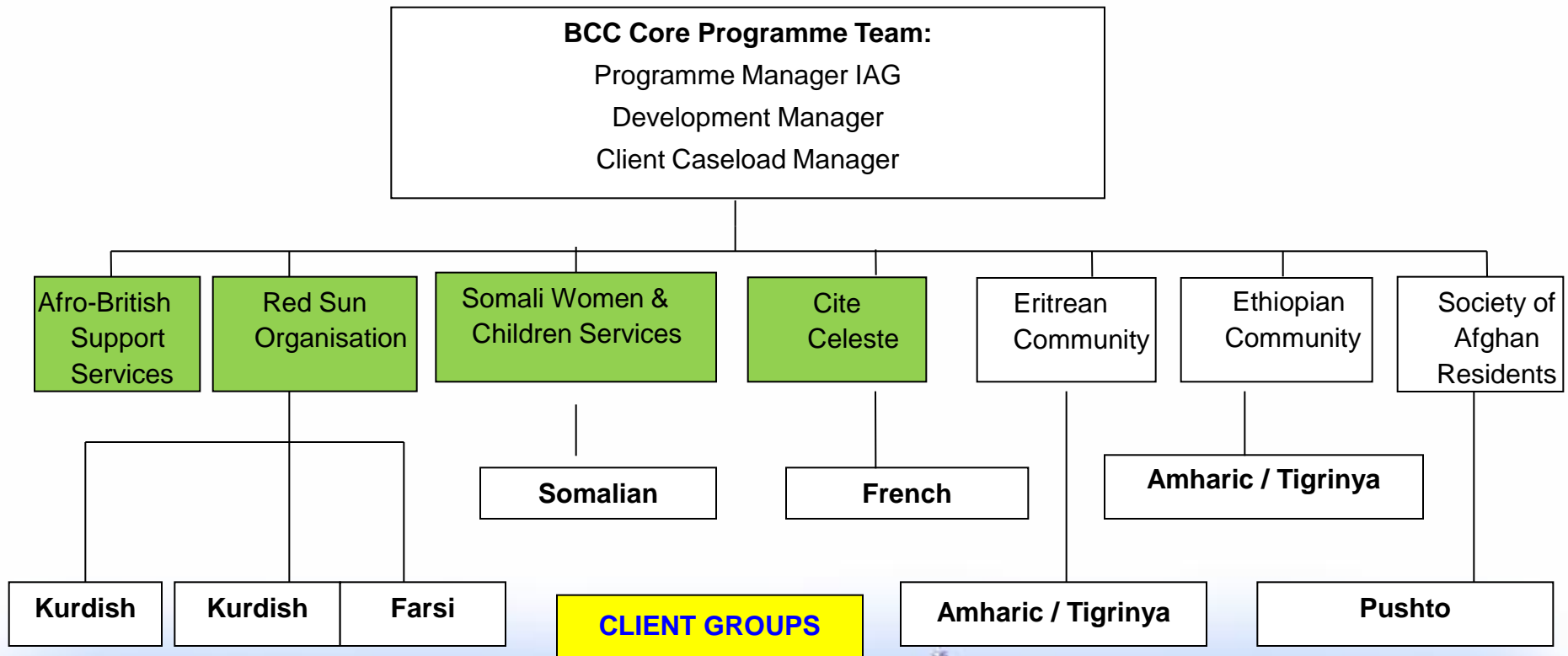


# Co-production aims

- To work more closely with organisations who provide local services for the user
- To reach the most hard to reach users
- To build the capacity of the refugee communities we were working in partnership with



# Project Set-up & Structure



# How do we co-produce?

- ✓ Involved community groups from the outset in the set up process and share the responsibility of the service. Management, Monitoring and Marketing!
- ✓ Held surgeries in places likely to attract users who would not otherwise engage through the use of language > churches, cultural events and gatherings
- ✓ Invited former service users from the communities to speak at events to influence employers and future users through their stories.
- ✓ Open consultations which allow the 3<sup>rd</sup> sector and users to share their experience and ideas so we can develop our service from it.



# Case Study Example

- The first 5 users registered for each organisation were invited to become part of the partnership team as the 'Client group'= 4 tiers of involvement in design!
- Consultations with the 'Client Groups' provided regular feedback for the development of the service.
- Co-production with service partners involved designing skills and training programmes that met the needs of clients – care, education, administration and manual labour were all popular.
- 1 'client group' user followed the route as advised to employability and as a result was offered a job at Morrisons Supermarket within 3 months.
- He became a mentor for the service by way of supporting 'confidence' building.





# Results!

- In the first 5 months of service we engaged 500 users!
- The use of language was key in reaching the most hard to reach users.  
Break down obvious barriers.
- By co-producing the service with providers who had the same funding remit, we were able to save money - £180k overall!!!  
Find people to work with who have the same agenda!
- Through combining our different approaches we came up with a more effective way to ensure the need of the user was met.



# Results this quarter ....

- No of clients in pre-employment interventions **102**
- No of clients in Accredited Training **86**
- No of clients obtaining a job **33**
- No of clients in voluntary work experience **34**
- No of sustainable formal partnerships initiated/supported **11**



# Recommendations

- Involve users and groups and Share the Responsibility
- Build in from the outset your methods for involvement of users and be open and clear about these.
- Incentives should give them something back!  
Personal development support.
- Have a positive attitude toward the concept of co-production  
Break the cultural barriers that exist in practice.

