

**To: Economy and Regeneration Policy Board**

**On: 29 August 2023**

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**Report by: Chief Executive**

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**Heading: No-One Left Behind: Employability Award**

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## **1. Summary**

- 1.1 This report updates Board on the most recent funding allocation from the Scottish Government for employability support in Renfrewshire for the 2023-24 period and proposed activities for the year.
  - 1.2 £2.1M of grant funding and £0.371M General Revenue Grant support was awarded in June 2023 under the banner of No-One Left Behind (NOLB) to support an all age employability service and to tackle child poverty.
  - 1.3 Renfrewshire Council is accountable for the resources which are directed and managed through the Renfrewshire Local Employability Partnership.
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## **2 Recommendations**

- 2.1 Board members are asked to:
  - (i) Note the acceptance of Scottish Government grant by the Director of Finance awarded for the 2023-24 period of £2.1M under the banner of No-One Left Behind and the additional award of £0.371M of employability funding through the General Revenue Grant;
  - (ii) Note the ongoing focus and role for the Local Employability Partnership as highlighted in section 4 of the report;

- (iii) Note the attached summary document in Appendix A “Employability Investment Plan 2023-24” providing an overview of the Local Employability Partnership approach for employability services for the next year.

### **3. Background**

- 3.1 The Scottish Government and COSLA signed a ‘No One Left Behind’ (NOLB) Employability Partnership Agreement in December 2018 where both agreed to a set of core principles to support the collaboration and collective leadership to shape employability services nationally, whilst designing and delivering support locally.
- 3.2 Employability plays an essential role in delivering both Scottish and local government’s aims of tackling poverty, promoting inclusion and social justice and creating a fair and prosperous Scotland. It is a key component of the National Strategy for Economic Transformation (NSET), contributing to delivering the vision for a strong economy where good, secure and well-paid jobs and growing businesses have driven a significant reduction in poverty and, in particular, child poverty.
- 3.3 Collectively, Scottish and local government aim to build an employability system that tackles inequalities in Scotland’s labour market by creating a more responsive, joined up and aligned employability system that meets the needs of employers and local labour market and helps people of all ages achieve their potential.
- 3.4 Many individuals face significant challenges and barriers to obtaining and sustaining work: This includes disabled people, those with long-term health conditions, lone parents, homeless people and those from minority ethnic groups. Barriers are also likely to exist and needing to be overcome for young care leavers, ‘new Scots’ / refugees and those in the justice system, meaning there is still a strong demand for employability support.
- 3.5 No One Left Behind promotes a strengthened partnership approach where Scottish and local government are working together with public, private and third sector organisations to identify local needs and deliver a mixed economy of provision.
- 3.6 Local authorities act as lead accountable bodies for funding, with funding being used by Local Employability Partnerships (LEPs) to design and deliver services that meet the needs of people and labour markets in their area.
- 3.7 Core principles of No-One Left Behind include:
- Placing people at the centre of the design and delivery of coherent and seamless employability services;
  - Delivering excellent public services and value for money by avoiding duplication and complexity in provision and aligning services to make them seamless, coherent and accessible;

- Collaboratively building on existing local and regional employability partnerships to share and align activities and priorities including partners in the broader public and third sectors; and
- Recognising and building on the strengths of local delivery and good practice around services, delivery models and approaches
- To maximise the role that employability plays in delivering national and local aims of tackling poverty, promoting inclusion and social justice and creating a fair and prosperous Scotland.

#### 4. NOLB Funding 2022-23 and 2023-24

- 4.1 The NOLB grant support for the current year varies significantly from the year before with substantially more funding for parental employment support and less for all age employability;

Investment	2022/2023 Grant Allocation	Focus of Funding	2023/24 Grant Allocation
<b>No One left Behind all age employability services</b>	£502,403.31	Supports Key Workers, staff and programmes of support to priority NOLB groups.	£924,000
<b>25+ LTU labour market opportunities</b>	£750,000.00	Provides funding of £10k per person for 75 paid work placements in the public and third sector.	£0, Long Term Unemployed activity to be incorporated into all age employability service
<b>Young Person's Guarantee</b>	£420,351.53	Supports youth employability programmes and team.	£0, youth activity incorporated into all age employability service
<b>Parental Employability Support Fund (PESF)</b>	£271,508.99	Supports an employability team to work directly with unemployed or low income parents and funding for services.	£1,176,000 grant + £371k General Revenue Grant
<b>TOTAL</b>	<b>£1,944,263.83</b>		<b>£2,471,000</b>

- 4.2 The additional funding for parents has necessitated a review of the service offer and a significant scaling up of activities for some target groups. New posts have been appointed (in part through conditions of the grant) and new commissioned services are now in place. There is a hard stop to the funding at 31<sup>st</sup> March 2024 when it is hoped that a further grant award will be in place, at a similar level, to continue the support.

- 4.3 As reported to Board last year, there is now a specific role for Local Employability Partnerships (LEP) in the development and management of employability services at a local level. Renfrewshire Council retains the overall accountability for the Scottish Government funding award with decisions made locally through the LEP. The Renfrewshire LEP is well established and operates with the needs of clients at the centre. Strategic employability partners are all well represented on the management group (DWP, SDS, WCS, DYW West, Engage Renfrewshire, NHS GGC, Renfrewshire Chamber of Commerce and Renfrewshire Council) and numerous other organisations and services are involved in the various thematic groups. There is additional reporting from the LEP to the Community Planning Partnership on an annual basis.
- 4.4 A key component of the LEP approach is to commission locally required services through an Employability Grants programme. The process was approved at Leadership Board in September 2021 and has also been used to commission Shared Prosperity Funding for both the People and Skills and Multiply programmes. A list of the current commissioned provision is contained in the Appendix A under the section titled "*LEP Co-commissioned provision for unemployed people in Renfrewshire*".
- 4.5 A key element of the co-commissioning is to ensure that the wider private and third sector employability partners continue to be supported to deliver key elements of the employability pipeline with co-ordination of service requirements via the LEP and the Council.

## **5. Local Investment Plan, Renfrewshire, 2023-24**

- 5.1 Public sector funding for employability services, whether from the Council, Scottish Government, EU or Shared Prosperity Fund, relates to those most in need of support.
- 5.2 Statutory employability services through DWP are available to offer support to those looking for work. These services work well for those who have potentially just lost a job and are looking for the next one, where they have experience and skills to call on and where a light touch support is all that is required. DWP offer a range of services but refer those who need more intensive support to the Council's Invest in Renfrewshire Employability Service, based at the Russell Institute.
- 5.3 The Invest in Renfrewshire Employability Service supports over 1,500 unemployed people each year who have particular barriers to employment. This could be different barriers eg: that they are very long term unemployed; have a health condition or disability; have no prior qualifications or work experience; have a past criminal record; are care experienced, and so require a supportive and longer-term service to move them forward in the labour market.

- 5.4 The Invest in Renfrewshire Employability Service is the primary non statutory employability service in the area, providing a key worker to every client, a range of developmental opportunities to improve core skills and confidence, personal and health support services, vocational skills and work experience opportunities, a personal support fund, help with CVs and job interviews and up to a year of support after entering work.
- 5.5 The commissioned services provide a range of special supports and opportunities that work alongside the Invest in Renfrewshire service to ensure a co-ordinated and integrated offer for all clients.
- 5.6 Appendix A of this report provides an extract from the Investment Plan, developed by the LEP, outlining the key services available in Renfrewshire for the 2023-24 period. Funding comes from a range of sources including Renfrewshire Council, LACER programme, NOLB, Child Poverty funding and Shared Prosperity Fund.

## 6. Update on 2022-23 Targets and Outcomes

- 6.1 2022-23 was a busy year for the Council’s Employability Service and local partners. In total 1,789 people received an employability service. 419 people were already engaged in the previous year and continued to be supported in the new financial year and 1,370 people were new registrations in 22-23.
- 6.2 Of the 1,789, 62% were male and 38% were female. The age profile is outlined below.

Age category	Number	%
15-17	133	7%
18-19	201	11%
20-24	358	20%
25-40	602	34%
41-50	219	12%
51-54	89	5%
55-64	167	9%
Over 65	20	1%

- 6.3 During the year 507 people achieved qualification, 40 moved into full time further or higher education and 560 clients moved directly into work during their period of support.
  - 6.4 Appendix B provides some case studies as examples of work from the last year and also highlights the current “better off in work” campaign to promote employment.
  - 6.5 Further reports on employability services and No-One Left Behind will be brought to future Boards at appropriate times.
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## Implications of the Report

1. **Financial** – the report outlines the grant award from Scottish Government for 2023-24 and the breakdown of funding to support employability services in Renfrewshire.
2. **HR & Organisational Development** – the funding supports a range of posts within the Economic Development Team (Invest in Renfrewshire Employability Service) and there is regular liaison with HR around staff posts.
3. **Community/Council Planning** – The Renfrewshire LEP reports to the Community Planning Partnership and all key strategic partners are represented on the LEP.
4. **Legal** – None.
5. **Property/Assets** - None.
6. **Information Technology** – None.
7. **Equality & Human Rights**- None.
8. **Health & Safety**- None.
9. **Procurement** – None.
10. **Risk**- None.
11. **Privacy Impact**- None.
12. **COSLA Policy Position**- Employability funding from Scottish Government to all local authorities is reported and agreed through the COSLA SDG group and employability services are reported to the Community Wellbeing Board.

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## List of Background Papers

Economy and Regeneration Board 14<sup>th</sup> June 2022; Employability Funding: No-One Left Behind

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## APPENDIX A – Service Delivery Requirements and Approach Template

Target Group	Rationale for Intervention	Delivery Partners	Budget	Volumes	Delivery Method	Outcome Expected
<p><b>All Age employability service</b> for unemployed people in Renfrewshire with barriers to getting into work. Some of the staff team have specific target groups to work with (eg parents , care experienced, ex-offenders, leaving school, disabled.</p>	<p>Service is for those who lack skills, confidence, prior work experience and require support in order to prepare for and find employment. Referrals are either from the Job Centre (or other partner) or self referral.</p>	<p>Core service is delivered by Renfrewshire Council Economic Development (known as Invest in Renfrewshire). The majority of people will also be engaging with the job centre and a number with SDS.</p>	<p>£2,465,000</p>	<p>1500 people per year receive a full service. This is usually around 300 people registered previously or just the year before plus 1,200 new clients. An additional 400 or so will enquire and have a meeting about the service but wont engage. Another 500+ will be supported through events such as jobs fayres etc but will not be clients.</p>	<p>Delivered via Council employability staff. This is effectively a one-stop-shop for all things employability. The service registers, assesses and provides an action plan for every person. The service offers every person a Key Worker, access to personal supports, a better off in work calculation, a needs assessment and action plan, access to a wide range of training and groupwork, work experience, sector based work academies etc. For some target groups with particular barriers (eg ex-offenders) then a discrete stage 1-2 service works with clients in the first stages where staff are very experienced in the particular barriers being faced. As the clients progress along the pipeline then they will join in wider stage 3-4 provisions as they progress towards employment and the initial barriers are being addressed.</p>	<p>1500 people supported, around 1000 will become job ready within the year and a minimum of 500 into work</p>

<p><b>Personal Training Fund</b> for All unemployed and low waged workers (UC claimants)</p>	<p>A personal training fund of up to £3,500 to purchase training and certifications for work. Amounts vary from around £100 for (eg) first aid training to £3.5k for offshore training.</p>	<p>all training providers. Places are purchased for clients on an individual basis / preference.</p>	<p>£150,000</p>	<p>supporting 150-300 people depending on value of training</p>	<p>Clients can apply to the Council employability service who then book and pay for the training. Any partner can refer an individual for support.</p>	<p>150-300 people benefiting with the majority receiving certification for training.</p>
<p><b>Parental welfare Fund:</b> Parents currently unemployed but who secure employment and require support.</p>	<p>Parental Welfare Fund offers £1,000 to unemployed parents looking to move into work to support the first 3 months where additional financial support is required.</p>	<p>The fund will be administered by the Invest in Renfrewshire Team</p>	<p>£180,000</p>	<p>180 people getting £1000 support</p>	<p>For Parents supported through PESF services.</p>	<p>180 people will benefit.</p>
<p><b>Client support fund</b> to offer travel, lunches, clothing, training allowances, driving lessons etc to clients</p>	<p>A general fund to offer day to day required supports. This includes clothes for work, travel cards, lunch vouchers, youth training allowances etc</p>	<p>The fund will be administered by the Invest in Renfrewshire Team</p>	<p>£210,000</p>	<p>up to 1500 people will be supported in some way</p>	<p>referral for support through client advisors working with the client.</p>	<p>up to 1500 people will benefit</p>
<p><b>Creating paid traineeships and new posts (ERI) for target groups</b></p>						



Parents	Part time and full time opportunities for parents in the public and third sectors	Public sector and voluntary sector employers	£350,000	35 -40 parents into paid work experience	Unemployed parents working with the PESF team and referred for a position to gain skills, experience and paid employment	35-40 people secure employment
People with complex disabilities	paid opportunities for people with disabilities in any sector	employers in public, private or third sector	£100,000	10 new places, 10 already on programme	Disabled people referred by a LEP partner to the Disability co-ordinator	10 people secure employment
Ukrainian refugees	6 month paid work with council depts supporting other Ukrainian refugees	council depts supporting all Ukrainians	£60,000	6 new places, 11 already on the programme	referral for support through client advisors working with the client.	6 new places, 11 already getting support
Unemployed people	NETs and Council traineeship programme	Council depts supporting unemployed people to secure traineeships with the aim of moving into employment	£150,000	15-20 places	referral for support through client advisors working with the client.	15-20 unemployed people moving into employment
Parental ERI	Employer recruitment incentive to develop a range of part time , school hour posts for parents looking to return to work	private and third sector employers	£50,000	15-20 places	referral for support through client advisors working with the client.	15-20 people securing employment

TBC additional ERIs	£200k allocated from additional resources to ERIs at LEP Meeting on 20/6/23	tbc	£200,000	tbc	tbc	tbc
<b>LEP Co-commissioned provision for unemployed people in Renfrewshire</b>						
Step 2 Work	Demand for stage 2 provision for young people.	Barnardos	£62,000	28	13 weeks group work including tasters/work experience and qualifications	26 young people achieve a qualification; 12 progress into work and 4 into apprenticeships; 6 into further training education course 1year or over and 3 under 1 year.
Connected	Demand for stage 2 provision for young people.	Street league	£62,000	28	12 weeks group work including tasters/work experience and qualifications	22 young people achieve a qualification; 8 progress into work , 2 into apprenticeships; 6 into further training education course
Hospitality and Tourism school	Demand for stage 2 provision for young people.	Hub International	£30,000	28	6 week stage2/3 group work; tasters and work experience; qualifications	20 young people achieve a qualification; 14 progress into work and 2 into apprenticeships; 4 into further training education course 1year

						or over and 2 under 1 year.
YES (Criminal Justice)	Demand for stage 2 provision for people with criminal convictions	West College Scotland/ Invest	£12,416	20	8 weeks group work - employability skills	16 people achieve a qualificaton; 4 progress into work; 2 into MA; 6 into further training/education course; 2 into formal volunteering opportunity
Labyrinth	Demand for specialist all stage support for sex offenders unable to be provided through mainstream provision	APEX	£58,649	20	26 week programme - all stage including work experience and qualifications. Mainly 1:1 support.	14 people achieve a qualificaton; 8 progress into work; 1 into further training/education course 4 into formal volunteering opportunity
YES (Women)	Demand for stage 2 for vulnerable/unemployed women	West College Scotland/Invest	£12,416	20	8 weeks group work - employability skills	16 people achieve a qualificaton; 4 progress into work; 2 into MA; 6 into further training/education course; 2 into formal volunteering opportunity

Invent Your Future	new focus on economically inactive/parents requires a new approach to building motivation and engagement to help prepare for further training/employment support.	Glasgow Clyde College	£5,304	30	short groupwork programme using Pacific Institute licenced programme and facilitators	Improved confidence, self esteem and motivation to engage with employability support. 3 into further training/education course of 1 years or more and 18 into course for less than 1 year.
Specialise in Security	Changes in legislation requires increasing the skills and licensing of security personnel. This is driving increasing wages and demand for training.	VERG	£36,095	36	4 week vocational programme	36 people achieve a qualification,18 people into work or improved labour market position.
Construction - the basics	Continues demand for CSCS/health and Safety training and qualifications.	VERG	£21,291	40	2 week vocational programme	40 people achieve a qualification,20 people progress into work; 4 into apprenticeships; 4 into further education/training course less than 1 year.
Warehousing and forklift	Programme developed following recent increase in warehousing roles with forklift certificate in the area.	GTG	£22,000	18	5 week vocational programme	18 people achieve a qualification, 14 progress into work and 4 into an apprenticeship;

LGV driving	Ongoing skills shortage area and high demand for training	GTG	£42,626	15	10 week vocational programme	11 people achieve a qualification and 11 progress into work
Caring Essentials	Ongoing skills shortage area	CEIS Ayrshire	£13,186	10	10 week vocational programme	10 people achieve a qualification and 6 into jobs
Progress for Parents	Demand for specialist employment support for disabled parents or parents with a disabled child	Enable	£79,146	35	up to 52 weeks, stages 2-5	21 parents achieve a qualification; 16 progress into work; 7 progress onto a training /educational course;
First Steps to Work - Parents	Demand for stage 2/3 provision for parents. Key aspect of our Child Poverty offer	Barnardos	£25,185	20	8 week group work including tasters/work experience. Childcare provided and inclusion of driving lessons for participants where appropriate	16 parents achieve a qualification; 6 progress into work; 3 into further training/education course of 1 yr + and 4 into a course less than 1 yr.
Empowering Parents	Significant numbers of low income/unemployed or inactive parents are not engaging with employability services and the LEP needs to work with key local partners to increase awareness, interest and engagement	Homestart	£10,036	32	programme currently in design, working with parents engaged with Homestart.	Still in design stage

Parent Student Support	Higher levels of college drop out rates for parents. Increased study for parents will increase earning potential	West College Scotland	£35,271	50	1:1 support and groupwork via a new parent student support post.	increased student engagement and sustainment
Self Employment Support	ongoing demand for self employment support	BDA	£44,400	20	Support to develop ,test ,establish and sustain self employment.	16 people progress into self employment/employment.
Triple E	Demand for specialist employment support for disabled parents or parents with a disabled child	VIAS	£80,230	20	Supported employment programme 20weeks +	5 people achieve qualifications; 15 progress into employment and 4 into modern apprenticeships.
ESOL for Employment	very high unmet demand for ESOL from job seekers including Ukrainian refugees.	West College Scotland	£18,480	48		42 people achieve a qualification; 21 progress into employment; 9 onto a training/FE/HE course 1 year + and 12 into courses less than a year.
<b>Additional LEP programmes, not yet commissioned (agreed 20/6/23 due to additional funding received)</b>						
16-24 yrs provision	Demand for Stage 3 provision and more youth provision generally required	tb commissioned	£150,000	tbc	tbc	progression into further training; FE/HE , volunteering or employment

People requiring mental health support	DATA from front line services	tb commissioned	£100,000	tbc	tbc	Improved mental health and ability to engage with and progress towards/sustain employment
Additional support for people with criminal convictions	Thematic group has identified that additional supports may be required. £50k funding from additional funding allocated.	tb agreed and commissioned	£50,000	tbc	tbc	tbc
<b>condition management service</b> for those with poor mental health.		tbc after procurement	£80,000			

## APPENDIX B – Employability Case Studies 2022-23

<p>Who – tell us about the participant (age, area, etc. - names can be changed) Line of delivery. Participants employability aim.</p>	<p><b>Parental Employment Support Fund – Case Study</b> Jean is a lone parent claiming JSA. She lives in a private let with her 2 children (13yr old daughter and 7yr old son). Since the age of 15, Jean has suffered from mental health issues: depression and anxiety. She is not able to cope in large crowds, gets overwhelmed and begins to panic in certain situations. She is not on any medication but is also being tested for sleep apnoea as she stops breathing while asleep.</p> <p>Jean was interested in work but her main concern was coming off benefits. The transition from benefits to employment is a concern for a number of parents. To reassure Jean, we explained that we would conduct a Better Off In Work Calculation which will allow her to see how much better off in work she would be, looking at different hours of work, where she would be entitled to stay on, or receive, any other benefits.</p>
<p>Barriers Identified</p>	<p>Low confidence, Lack of experience, No relevant work experience, Clothing for interviews , In work benefit calculation, Employability skills, CV, application &amp; interview skills , Lack of I.T. skills, Unsure of job goals</p>
<p>Impact – how has the participant changed or moved forward that would not have been the case without the support.</p>	<p>Invest in Renfrewshire supported Jean with all aspects of employability, CV, applications and interview skills, support form health &amp; wellbeing where she was able to manage her mental health, signposted Jean to volunteering roles, conducted an in-work benefit calculation. Looked at Jean’s transferrable skills, interests &amp; hobbies, what she likes doing etc to help determine a future career path.</p> <p>Jean accessed a full support service; attended our YES course, employability workshops, health &amp; wellbeing workshops etc Jean is a completely new person, much more confident and is not scared of trying something new, has moved out of her comfort zone.</p>



<p>What outcomes has the participant achieved (including soft skills, any milestones, qualifications etc).</p>	<p>Jean participated in all activities within Invest, employability workshops, YES course, health &amp; wellbeing workshops, I.T. skills and a few sector specific sessions for Care and Retail. West College Scotland were commissioned to deliver the YES course and also the Routes to Employability course that Jean attended.</p> <p>As Jean had been out of the labour market for a long period, it was beneficial for her to attend our Living Life to the Full (LLTTF) workshop provided by our Health &amp; Wellbeing Advisor. This helped to equip Jean with the life skills aimed at empowering and dealing with life's challenges; explore activities to improve wellbeing; boost confidence; manage anxieties; increase assertiveness and promote self-care routines.</p> <p>Jean attended a Careers Event and spoke to one of the employers in Care and was invited for interview and secured the role. Jean is now working 20hrs a week as a Care Assistant, where she is getting on-the-job training and is able to work around her children. Jean was over the moon when she was offered the job.</p>
<p>Quote from participant – their views on the support offered and outcome achieved?</p>	<p><i>"When I first started with Invest in Renfrewshire, I didn't know what I wanted to do, I had no experience or anything. They have helped me so much with not only looking for work but building my confidence and I'm a better person now thanks to them. I'm now working, and I love it, I couldn't have done it on my own."</i></p>

<p>Who – tell us about the participant (age, area, etc. - names can be changed) Line of delivery</p>	<p><b>NOLB – Case Study</b> Finlay registered with Invest having been unemployed for over 6 months and was struggling to find work. He had also picked up a conviction which he felt was holding him back and was unsure how to disclose. He was hoping to get some direction on what career to do and to build up his confidence.</p>
<p>Barriers Identified</p>	<p>Barrier: Criminal Conviction Due to his conviction Finlay had moved house on several occasions and had spent some time as homeless. As a result, he had no ID documents, lack of confidence in himself and a lack of direction/ structure to what his next steps would be.</p>

<p>Impact – how has the participant changed or moved forward that would not have been the case without the support. What support has the participant received? (training /learning participation etc.)</p>	<p>Finlay registered with the Renfrewshire Invest Employability Service and started with individual appointments with his adviser to gain his ID, young Scot card. The service offers specialist support to those with a criminal conviction with 2 advisors trained to support people in that situation.</p> <p>He was also referred to partners at SDS to help him to start looking at possible career choices. Following his one to one's with his Advisor, it was decided the best way forward was for Finlay to have some increased structure to his day, more personal support and development and to consider different vocational options before commencing any employment. College was an option Finlay was interested in but he wasn't sure whether it would be for him or not.</p> <p>Finlay agreed that a short part-time college course would be a good start and he was referred onto the criminal convictions YES programme as a starting point. This was so Finlay could experience what college was like before considering or committing to a full-time programme.</p>
<p>What outcomes has the participant achieved (including soft skills, any milestones, qualifications etc).</p>	<p>Finlay successfully completed the YES programme and decided that college was the right option for him. He then applied and was accepted onto a full time NPA course in Electrical Engineering which he is currently studying and hopes to secure employment in this sector when his course is finished.</p> <p>SDS, advice works, Housing Services and West College Scotland were all involved at different points of Finlay's journey.</p>
<p>Quote from participant – their views on the support offered and outcome achieved?</p>	<p><i>"I really benefited from the service, I enjoyed myself on the YES programme, I was given advice about my benefits, I was offered training and now have the confidence to disclose in the future".</i></p>

Current Campaign “Better Off in Work” featuring 8 real case studies with photos and the 2 graphics below.

Each case study relates to both being financially better off as well as increased wellbeing, greater confidence, better opportunities etc.



*I am still  
in receipt  
of Benefit*

**IN WORK  
I'M BETTER OFF  
£141.89 A WEEK**  
Paul a Lone Parent of 2 children



*I am still  
in receipt  
of Benefit*

**IN WORK  
I'M BETTER OFF  
£148.54 A WEEK**  
Rachael a Lone Parent with children aged 3 & 4