

APPENDIX 1

The National Careers Service: Hull and East Yorkshire: October - December 2022

This update report for the LEP provides a picture of the National Careers Service contract across the Hull and East Yorkshire area October to December 2022, the first 3 months of the new contract. It provides an insight of the customer demographics, jobs and learning positive outcomes and LA areas.

DfE wants to ensure that additional support is devoted to achieving outcomes for those customers in priority groups. A customer in a priority group is considered to require additional assistance, advice and funding to meet outcomes regarding skills and employment

The Priority Groups for the National Careers Service are as follows: the first 2 are ranked first and second for the Hull and East Yorkshire area;

- **Low-skilled adults without a Level 3 qualification.**
- **Adults who have been unemployed for more than 12 months.**
- 18-24 year olds not in education, employment or training (NEETs)
- Single parents with at least one dependent child living in the same household.
- Adults with special educational needs and/or disabilities; and
- Adults aged 50 years and over who are unemployed or at demonstrable risk of unemployment.

DfE reserves the right to change the Priority Groups throughout the course of this contract.

Current Position: The service is now delivering and collocated within all Hull and East Yorkshire Job Centre plus offices, providing one to one face to face appointments, group workshops and one to ones telephone appointments. We continue to work with a number of referral organisations to ensure our services are widespread across the full region. New contacts are being made all of the time.

Jobs & Learning Outcomes: The team work hard to engage with customers to support progression into employment and learning. The outcomes for the team are the highest in Yorkshire and Humber. As the enhanced customer journey is embedded more into our service, this will support customers progressing more quickly, engagement, motivation, and the use of training providers allocations within the Hull and East Yorkshire area. Customer tracking is a continually process of which customers receive follow up call, jobs bulletins and other interactions – offering that continued support, will ultimately go into either a job or learning outcome.

Topping the employment sector list are: Warehousing/factory, Retail and Catering

Topping the learning courses are: Functional skills, warehousing/factory, and health and safety

Customer Satisfaction: Mandatory KPIs (aim of 95% or above in 'Agree Strongly' or 'Agree') The National Careers Service (Y&H) is currently at **99.7%**

CUSTOMER COUNT

Region	Customers
NCS - YK & Humber	13021
Grand Total	

Priority Groups	NCS - YK & Humber	LEP Total	% YK & H PG Total	% of Grand Total
18-24 year olds not in education, employment or training	2385	467	19.58%	2.10%
<i>Adults aged 50 years and over who are unemployed or at demonstrable risk of unemployment</i>	2278	564	24.76%	2.53%
Adults who have been unemployed for more than 12 months	4555	760	16.68%	3.41%
<i>Adults with special educational needs and/or disabilities</i>	3235	895	27.67%	4.02%
Low-skilled adults without a level 3 qualification	7642	1404	18.37%	6.31%
<i>Not a priority customer (customers currently in employment)</i>	645	75	11.63%	0.34%
Single parents with at least one dependent child living in the same household	1528	241	15.77%	1.08%
Grand Total	22268	4406	19.79%	19.79%

Gender	NCS - YK & Humber	LEP Total	% YK & H PG Total	% of Grand Total
Another Gender	6	3	50.00%	0.02%
<i>Female</i>	6389	955	14.95%	7.33%
Male	6365	1190	18.70%	9.14%
Not Applicable	9	2	22.22%	0.02%
Not provided	249	110	44.18%	0.84%
Prefer not to say	3	1	33.33%	0.01%
Grand Total	13021	2261	17.36%	17.36%

Ethnicity	NCS - YK & Humber	LEP Total	% YK & H PG Total	% of Grand Total
African	540	27	5.00%	0.21%
<i>Any other Asian background</i>	196	12	6.12%	0.09%
Any other Black / African / Caribbean background	144	6	4.17%	0.05%
<i>Any other ethnic group</i>	534	62	11.61%	0.48%
Any Other Mixed / multiple ethnic background	184	19	10.33%	0.15%
<i>Any Other White background</i>	982	115	11.71%	0.88%
<i>Arab</i>	186	15	8.06%	0.12%
<i>Bangladeshi</i>	116	11	9.48%	0.08%
<i>Caribbean</i>	74	2	2.70%	0.02%
<i>Chinese</i>	42	2	4.76%	0.02%
<i>English / Welsh / Scottish / Northern Irish / British</i>	7453	1817	24.38%	13.95%
<i>Gypsy or Irish Traveller</i>	11	2	18.18%	0.02%
<i>Indian</i>	186	4	2.15%	0.03%
<i>Irish</i>	41	9	21.95%	0.07%
Not provided	1138	124	10.90%	0.95%
Pakistani	976	11	1.13%	0.08%
White and Asian	112	9	8.04%	0.07%
White and Black African	36	9	25.00%	0.07%
White and Black Caribbean	70	5	7.14%	0.04%
Grand Total	13021	2261	17.36%	17.36%

Age Range	NCS – YK & Humber	LEP Total	% Y&H PG Total	% of Grand Total
Aged 18-19	1201	231	19.23%	1.77%
<i>Aged 20-29</i>	3488	562	16.11%	4.31%
Aged 30-39	3140	463	14.75%	3.55%
<i>Aged 40-49</i>	2287	348	15.22%	2.67%
Aged Over 50	2909	657	22.59%	5.04%
Other	0	0	#DIV/0!	0.00%
Grand Total	13025	2261	17.36%	17.36%

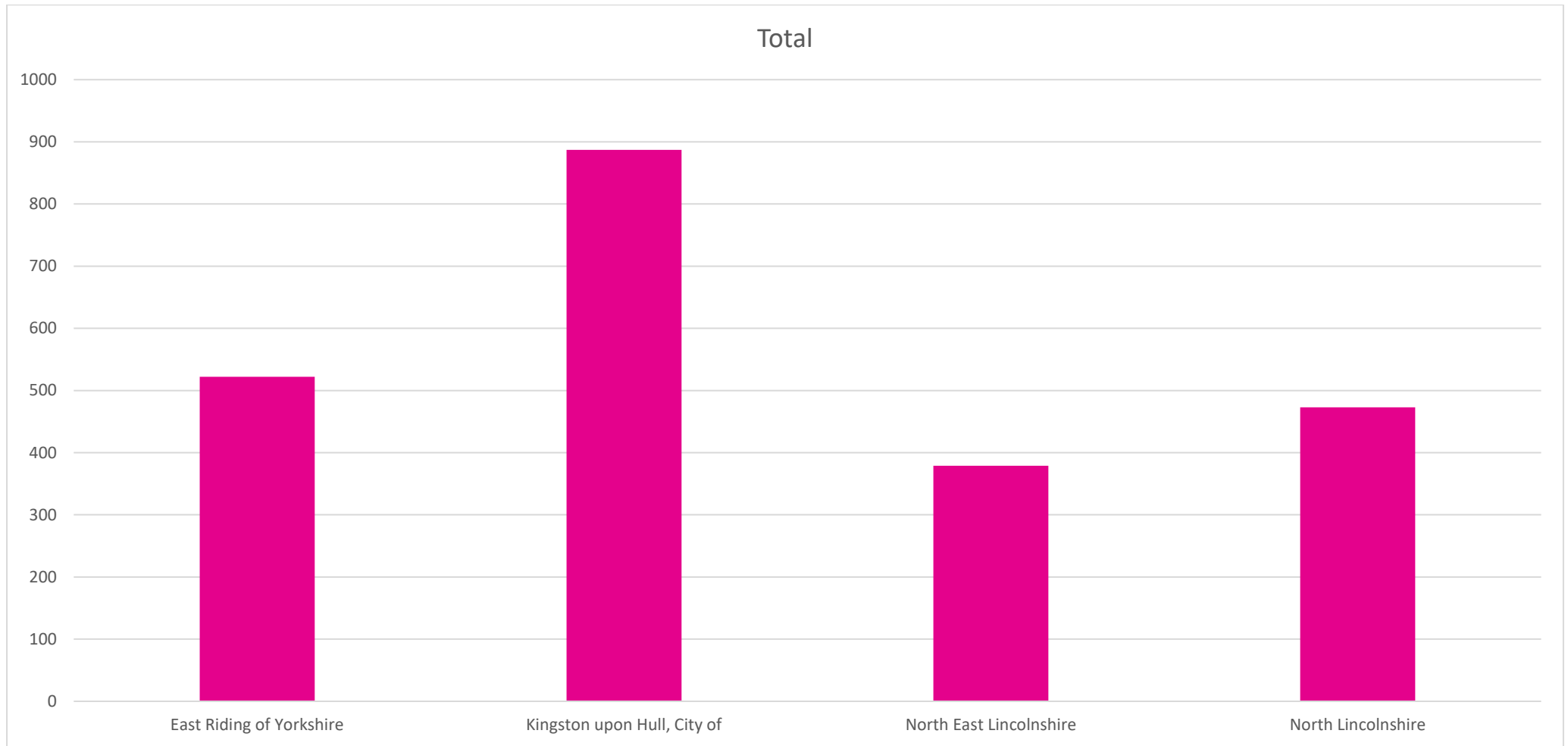
Job or Learning Outcome	NCS - YK & Humber	LEP Total	% YK & H PG Total	% of Grand Total
Employment	2255	394	17.47%	8.89%
<i>Learning</i>	2178	413	18.96%	9.32%
<i>No Job or Learning Outcome recorded yet</i>	0	0	#DIV/0!	0.00%
Grand Total	4433	807	18.20%	6.20%

Sectors	Total Count
Employment	394
Warehouse/Factory	58
Retail/Sales	52
Catering/Hospitality	46
Care/Health/Social/Nursing/Medicine	35
Cleaning	25
Engineering/Manufacturing	23
Driving	22
Admin	16
Construction	15
Training/Teaching	13
Security	11
Self Employment	11
Customer Service/Call Centre	10
Leisure/sport/entertainment	6
E&D	5
Logistics	5
Public Sector & Services	4
ICT	4
Other/Not Stated	4
Community/Voluntary/Charity	2
Management	2
HR/Personnel/Recruitment	2
Agriculture, Fishing, Forestry	2
Oil, Gas, Alternative Energy	2
Art/Design	2
Environmental/Waste Mmnt/Conservation	2
Hair/Beauty	2
Science	1
Finance	1
Business	1

Marketing, Advertising, PR	1
Marine/Shipping	1
Motor Vehicle	1
Counselling	1
Armed Force	1
Telecommunications	1
Health & Safety	1
Fire/Police/Prison	1
Horticulture/Agriculture/Arboriculture	1
Air	1
Learning	413
Functional Skills	67
Warehouse/Factory	47
Health & Safety	42
Training/Teaching	39
Other/Not Stated	30
Care/Health/Social/Nursing/Medicine	30
ICT	28
Security	19
E&D	15
Customer Service/Call Centre	11
Other Basic Skills	10
Hair/Beauty	9
Construction	8
Business	8
Engineering/Manufacturing	6
Retail/Sales	6
Driving	4
Admin	4
Catering/Hospitality	4
Motor Vehicle	3
Mathematics	3
Legal	3

Media	2
Leisure/sport/entertainment	2
Art/Design	2
Project Management	2
Public Sector & Services	2
Management	2
Uniformed Services	1
Cleaning	1
Photography	1
IAG	1
Languages	1
Grand Total	784

Customers by Local Authority*



*Please note that some LA postcodes overlap with other LEP areas so these are approximate numbers as some customers can be counted in 2 different LA's