



## **FOURTH IMPLEMENTATION REPORT ON THE TALK TALK EGF PROGRAMME**

*prepared for*

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*by the*

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## 1 Introduction

This report is the fourth implementation report on the Talk Talk EGF Programme. It covers a 27 month period beginning on the 7<sup>th</sup> September 2011 - the date on which interventions commenced - and ending on the 29<sup>th</sup> November 2013.

Following a brief description of the Programme in this introductory section, subsequent sections:

- provide information on the cohort of eligible workers (Section 2);
- examine the performance of the Programme in terms of the number of workers benefiting from the interventions supported by the Programme; (Section 3);
- identify changes in the labour market status of the cohort of Talk Talk workers between February 2012 and November 2013 (Section 4); and,
- assess the labour market outcomes being achieved by beneficiaries and non-beneficiaries (Section 5).

The final section summarises the main results of the implementation of the Talk Talk EGF Programme to date.

The Talk Talk EGF Programme provides for a range of active labour market interventions for 585<sup>1</sup> workers made redundant by Talk Talk and supplier companies during the four month reference period between the 8<sup>th</sup> October 2011 and the 8<sup>th</sup> February 2012. An outline chronology of the Talk Talk EGF Programme is presented in the first implementation report.

The interventions being delivered to redundant workers under the Talk Talk EGF Programme include:

- employment services supports, guidance and career planning;
- FÁS, Skillnets and VEC training courses;
- EGF Training Grants for study in private colleges and training organisations;
- Internships;
- enterprise supports delivered by the County and City Enterprise Boards (CEBs); and,
- tailored and accelerated third level courses at WIT.

In addition, an EGF contribution scheme towards expenses incurred in attending courses is assisting eligible redundant workers in meeting some of the costs (e.g.

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<sup>1</sup> The number of eligible workers has increased by one, from 584 to 585, since the completion of the First Implementation Report in March 2013.

travel, accommodation and course materials) in accessing guidance, training and education courses. This is the first time such a scheme has been developed and implemented in an EGF programme in Ireland.

The co-ordination of EGF services for the Talk Talk workers is being provided by the FÁS / SOLAS Co-ordination Unit which has worked previously on the EGF programmes for redundant Dell workers and construction workers.

## 2 The Cohort of Eligible Workers in the Talk Talk EGF Programme

The total number of EGF eligible workers in the Talk Talk EGF Programme is 585. The demographic and educational composition of the cohort is shown in Table 1.

**Table 1**  
**Profile of Eligible Workers in the Talk Talk EGF Programme**

	<b>N</b>	<b>%</b>
<b>Gender</b>		
Men	318	54.4
Women	267	45.6
Total	585	100.0
<b>Age</b>		
Under 25 Years	94	16.1
25 to 54 Years	474	81.0
55 Years and Over	17	2.9
Total	585	100.0
<b>Education</b>		
At Most Level 3	64	10.9
Levels 4 and 5	181	30.9
Level 6	48	8.2
Level 7 and Higher	81	13.9
Not Known	211	36.1
Total	585	100.0

In summary, in the EGF eligible cohort there is a slightly higher proportion of men (54.4%) than women (45.6%), the vast majority (i.e. 81.0%) are aged between 25 to 54 years of age, and there is a low proportion (i.e. 10.9%) of persons with at most lower second level educational qualifications.

### 3 Programme Implementation

As shown below, 414 persons have accessed at least one intervention since the programme commenced, corresponding to 70.8% of the eligible cohort. This section provides data on the interventions accessed with the support of the EGF.

#### 3.1 Beneficiaries and Interventions

To date (at 29<sup>th</sup> November 2013), 414 persons from the EGF eligible cohort have accessed at least one intervention, corresponding to 70.8% of the cohort of EGF eligible workers.

**Table 2**  
**Number of Beneficiaries and Interventions to End November 2013**

	Cumulative Number at 29 <sup>th</sup> November	
	Beneficiaries	Interventions
Guidance and Career Planning	114	118
FAS Training Programmes	71	77
Skillnets Training Courses <sup>a</sup>	156	246
VEC Training Programmes	23	23
EGF Training Grant (QQI/FETAC) <sup>b</sup>	145	209
EGF Training Grant (QQI/HETAC) <sup>b</sup>	29	47
EGF Training Grant (Reimbursement) <sup>b</sup>	40	59
Second Level Allowances (BTEA)	18	18
Internships (JobBridge)	20	20
Third Level Courses	119	205
Third Level Allowances (BTEA)	71	71
Course Expenses Claims	205	864
Enterprise Supports (CEB)	66	66
<b>Total</b>	<b>414</b>	<b>2,005</b>

<sup>a</sup> *Skillnets* is a state funded, enterprise-led support body dedicated to the promotion and facilitation of training and upskilling to support Ireland's national competitiveness. A Skillnets network (a 'Skillnet') is a group of companies that come together to carry out cross-organisational training and related activities which may not be possible on their own. Companies jointly address their training needs, collaborate with other enterprises, and engage experts, trainers, certifying bodies, industry bodies and others to work with them to achieve their goals. The two Skillnets involved in delivering training to Talk Talk redundant workers are the Waterford Chamber Skillnet (WCS) and the Contact Centre Management Association Skillnet (CCMAS). WCS focuses on the critical skills required to improve the performance of member companies. The aim of the network is to identify common training needs, deliver training locally using the highest calibre trainers, and dramatically reduce training costs through collaboration. The CCMAS aims to promote and give recognition to the contact centre management profession; to actively promote continuous professional development of contact centre professionals; to provide a forum for knowledge

sharing and networking across the industry. CCMAS offers a range of educational and development programmes for members.

<sup>b</sup> EGF Training Grants pay fees for approved courses in private education and training companies. Approved courses lead to recognised qualifications that are relevant to pursuing employment in sectors where there are reasonable chances of getting a job or evidence of skills shortages. In general, approved courses fall into two categories: (i) further education and training courses recognised and accredited by Quality and Qualifications Ireland (administered up to November 2012 by the Further Education and Training Awards Council (FETAC)); and, (ii) higher education and training courses recognised and accredited by Quality and Qualifications Ireland (administered up to November 2012 by the Higher Education and Training Awards Council (HETAC)). The maximum EGF Training Grant in the case of courses accredited by QQI/FETAC is €3,000. In the case of courses accredited by QQI/HETAC the maximum grant is €5,000. EGF Training Grants may also be paid on a reimbursement basis where an eligible worker had attended an approved course prior to making an application for an EGF Training Grant.

Table 2 shows the number of workers accessing each of the interventions provided. Between September 7<sup>th</sup> 2011 and 29<sup>th</sup> November 2013 a total of 414 eligible workers accessed 2,005 discrete interventions. As EGF eligible workers can access more than one category of intervention and, also, can access more than one intervention within each category of intervention, the sum of EGF eligible workers over the 13 interventions does not equal 414.

The figures provided for interventions are the actual number of interventions accessed by the 414 EGF eligible workers that accessed at least one intervention. It should be noted that the figure of 864 interventions in respect of Course Expenses Claims is based on the number of discrete claims processed and consequently indicates that multiple claims are being approved for individuals attending courses eligible for expenses claims.

Not taking Course Expenses Claims into consideration, Table 2 shows that, based on the number of beneficiaries, the main categories of interventions that have been accessed to date are training courses provided by Skillnets (156), EGF Training Grants – QQI/FETAC (145), Guidance and Career Planning (114) and third level courses (119). The training courses provided by Skillnets were provided by WCS and CCMAS during 2011 and 2012 and are now concluded (see First Implementation Report for details).

A total of 119 EGF eligible workers have either completed or are undertaking a course in a third level institution (mainly in Waterford Institute of Technology). This corresponds to 20.3% of the cohort of EGF eligible workers and indicates the high level of interest in securing third level qualifications to enhance career prospects in current labour market circumstances. A wide variety of third level courses have been accessed but among the more popular of the courses are the following:

- Certificate in Career Development and Skills Enhancement
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- Certificate in Oenology and Licensed Trade Beverages
- Bachelor of Science in Pharmaceutical Science and GMP
- Higher Diploma in Science in Computing.

Two of the above (i.e. the Certificate in Career Development and Skills Enhancement, the Bachelor of Science in Pharmaceutical Science and GMP) were developed specifically in response to the retraining needs of the redundant workers.

The number of EGF eligible workers that have accessed an EGF Training Grant for a QQI/FETAC accredited course is 145. This figure corresponds to 24.8% of the cohort of EGF eligible workers. Reflecting the flexibility of the EGF Training Grant the range of courses - at over 100 - that have been taken or are being completed is very diverse.

The interventions presented above concern actual individual participation in education or training courses. The other categories of intervention reported in Table 2 concern Guidance, Allowances, Internships, Course Expenses Claims and Enterprise Supports. Just under one in five (19.5%) of EGF eligible workers accessed guidance and career planning provided by FÁS Employment Services Personnel (now working in the DSP and who have been assigned responsibility for same). Eighty nine individuals - corresponding to 15.2% of EGF eligible workers - have received either the second or third level Back to Education Allowance administered by the DSP and 205 individuals made a total of 864 claims in respect of costs (e.g. computer equipment, software, course materials, travel and subsistence) associated with their participation in education or training courses. To date, 20 individuals - corresponding to 3.4% of EGF eligible workers - have participated in the JobBridge Programme being implemented by the DSP. A total of 66 EGF eligible workers engaged with CEBs in the South East Region. This number corresponds to 11.3% of the cohort of EGF eligible workers.

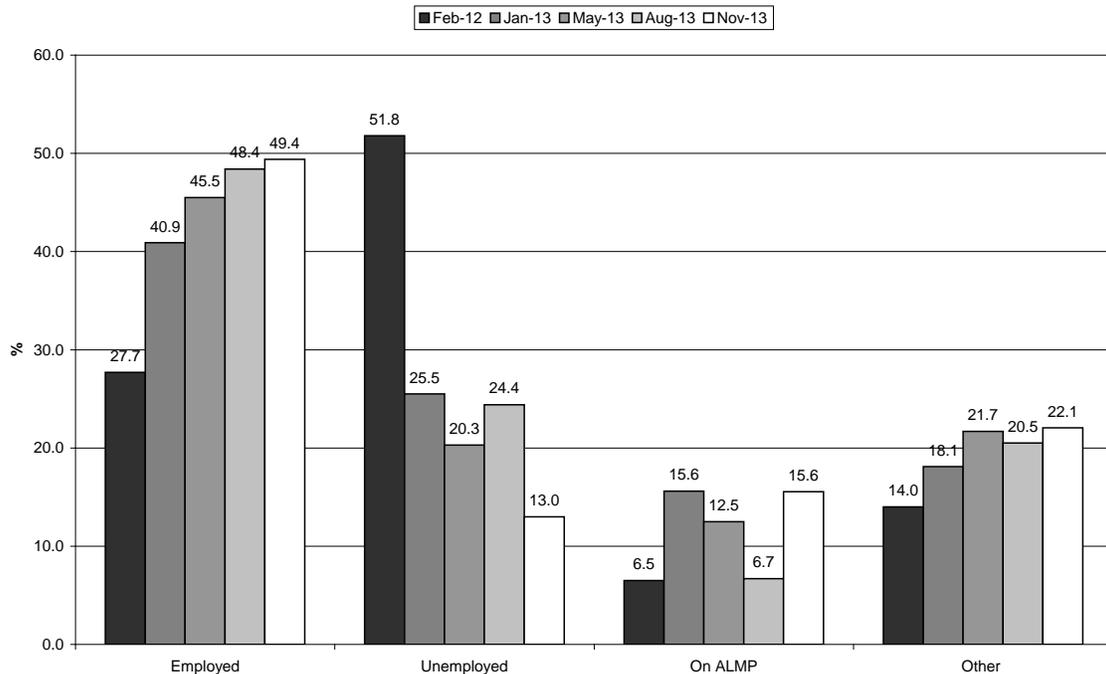
#### **4 Labour Market Status of the Talk Talk EGF Eligible Cohort**

Data on the welfare and employment status of the EGF eligible cohort were provided by the DSP and Revenue. The dates in respect of which the data were provided are the 17<sup>th</sup> February 2012, the 18<sup>th</sup> January 2013, the 31<sup>st</sup> May 2013, the 30<sup>th</sup> August 2013 and the 29<sup>th</sup> November 2013.

By cross-referencing data from both sources it is possible to identify the labour market status of each of the members of EGF eligible cohort in terms of being in employment, unemployed, on an active labour market programme (ALMP) or “other”. The latter category mainly includes persons identified as “not listed” in

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DSP data and not identified as employed in Revenue data. It also includes a small number of persons in receipt of welfare payments such as a One Parent Payment. It is also likely to include persons who have emigrated as these would not appear on either of the administrative data sources used. Detailed figures are presented in Annex 1.



**Figure 1 Trend in the Labour Market Status of the Talk Talk EGF Eligible Cohort Based on Administrative Data (February 2012 to November 2013)**

Figure 1 shows the trend in the labour market status of the EGF eligible cohort. Between February 2012 and November 2013 the proportion in employment increased from 27.7% to 49.4%. Reflecting the increase in employment, the proportion unemployed decreased from 51.8% to 13.0%.

The increase in the proportion unemployed between May 2013 and August 2013 is most likely explained by some persons completing an education or training course between these dates and not accessing employment. This is consistent with the decrease noted in the proportion of the cohort on an ALMP between May and August 2013. Conversely, the decrease in the proportion unemployed between August 2013 and November 2013 reflects an increase in participation in an ALMP rather than an increase in the proportion accessing employment. Note in this regard that the proportion employed increased by just one percentage

point between August 2013 and November 2013 while the proportion participating in an ALMP increased by 8.9 percentage points

At the end of November 2013, 15.6% of the cohort was participating in an ALMP. This figure is likely to reflect the ongoing promotion of the availability of EGF support and the decision on the part of persons remaining unemployed in the summer of 2013 to access EGF supported interventions prior to the closure of the Programme on the 28<sup>th</sup> February 2014.

The proportion of persons categorised as “other” has risen over time from 14.0% in February 2012 to a peak of 22.1% in November 2013. The trend observed in respect of persons classified as “other” is likely to reflect a number of factors including loss of entitlement to a welfare payment and emigration.

## 5 Labour Market Status of Non-Beneficiaries and Beneficiaries in November 2013

Table 3 shows the labour market status of non-beneficiaries and beneficiaries on the 29<sup>th</sup> November 2013. At 53.2%, the proportion of non-beneficiaries in employment is slightly higher than that found among beneficiaries (47.8%). The higher proportion of non-beneficiaries in employment is likely to reflect the movement of a proportion of former Talk Talk workers to similar work with other companies within a relatively short period following their redundancy.

**Table 3**  
**Labour Market Status of Non-Beneficiaries and Beneficiaries on 29<sup>th</sup> November 2013**

	Non-Beneficiaries		Beneficiaries	
	N	%	N	%
Employed	91	53.2	198	47.8
Unemployed	21	12.3	55	13.3
On Active Labour Market Programme	3	1.8	88	21.3
Other	56	32.7	73	17.6
Total	171	100.0	414	100.0

At the end of November 2013, the proportion unemployed was similar among non-beneficiaries (12.3%) and beneficiaries (13.3%). The higher proportion of beneficiaries than non-beneficiaries categorised as on an ALMP mainly reflects the ongoing participation of beneficiaries in EGF supported education and

training courses, particularly third level courses. A higher proportion of non-beneficiaries (32.7%) than beneficiaries (17.6%) are categorised as “Other”. These latter figures are likely to include persons who have emigrated though the number doing so cannot be estimated.

**Table 4**  
**Profile of Non-Beneficiaries and Beneficiaries**

	Non-Beneficiaries		Beneficiaries	
	N	%	N	%
<b>Gender</b>				
Men	95	55.6	223	53.9
Women	76	44.4	191	46.1
Total	171	100.0	414	100.0
<b>Age</b>				
Under 25 Years	22	17.4	72	17.4
25 to 54 Years	142	80.2	332	80.2
55 Years and Over	7	2.4	10	2.4
Total	171	100.0	414	100.0
<b>At Most Level 3</b>				
Levels 4 and 5	53	31.0	128	30.9
Level 6	13	7.6	35	8.5
Level 7 and Higher	8	4.7	73	17.6
Not Known	84	49.1	127	30.7
Total	171	100.0	414	100.0

From Table 4 it can be seen that, for the most part, the demographic and educational profile of non-beneficiaries and beneficiaries is similar and, therefore, not likely to be a major factor in accounting for the differences in the labour market status of the two groups. The most notable difference between the two groups is the higher proportion of beneficiaries than non-beneficiaries with at least degree level qualifications (17.6% and 4.7 respectively).

## 5 Summary and Conclusions

The data presented in this report cover the period from the 7<sup>th</sup> September 2011 when interventions began to the end of November 2013 - a 27 month period. The Talk Talk EGF Programme ends on the 28<sup>th</sup> February 2014.

The data on programme performance show that, to date, 414 of the cohort of 585 EGF eligible redundant workers have accessed at least one of the interventions being provided with EGF support - corresponding to 70.8% of the cohort of EGF eligible workers. Excluding the large number of Course Expenses Claims (i.e. 864), the total number of interventions provided with EGF support to date is 1,141.

The analysis of the interventions accessed by beneficiaries shows the predominance of training and education programmes with a substantial proportion (i.e. 20.3%) of the EGF eligible cohort having completed or are currently completing third level courses (mainly provided by Waterford Institute of Technology). The availability of an EGF contribution to cover costs associated with participation in education and training programmes is likely to have been of assistance in this regard (to date 205 individuals have made a total of 864 Course Expense Claims). Also, the data show that the availability of EGF Training Grants has enabled EGF eligible workers to access a very wide range of courses that have been personally chosen.

Based on administrative data sources, over the course of the 27 months of programme implementation covered by this report, the proportion of former Talk Talk workers in employment has risen substantially (from 27.7% in February 2012 to 49.4% in November 2013). Corresponding to this, the proportion unemployed has fallen substantially (from 51.8% in February 2012 to 13.0% in November 2013).

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**ANNEX 1****Trend in the Labour Market Status of the EGF Eligible Cohort of Talk Talk Workers (February 2012, January 2013, May 2013, August 2013, and November 2013)**

<b>Numbers</b>	<b>Employed</b>	<b>Unemployed</b>	<b>On ALMP</b>	<b>Other</b>	<b>Total</b>
Feb-12	162	303	38	82	585
Jan-13	239	149	91	106	585
May-13	266	119	73	127	585
August-13	283	143	39	120	585
November-13	289	76	91	129	585
<b>%</b>	<b>Employed</b>	<b>Unemployed</b>	<b>On ALMP</b>	<b>Other</b>	<b>Total</b>
Feb-12	27.7	51.8	6.5	14.0	100.0
Jan-13	40.9	25.5	15.6	18.1	100.0
May-13	45.5	20.3	12.5	21.7	100.0
August-13	48.4	24.4	6.7	20.5	100.0
November-13	49.4	13.0	15.6	22.1	100.0

ALMP: Active Labour Market Programme