



SECOND IMPLEMENTATION REPORT ON THE TALK TALK EGF PROGRAMME

prepared for

**EGF Managing Authority
Department of Education and Skills**

by the

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04-07-2013

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1 Introduction

This report is the second implementation report on the Talk Talk EGF Programme. It covers a 21 month period beginning on the 7th September 2011 - the date on which interventions commenced - and ending on the 31st May 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 May 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 585¹ workers made redundant by Talk Talk and supplier companies during the four month reference period between the 8th October 2011 and the 8th 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 through the County and City Enterprise Boards; 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. travel, accommodation and course materials), in accessing guidance, training

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

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 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 2.

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

	N	%
Gender		
Men	318	54.4
Women	267	45.6
Total	585	100.0
Age		
Under 25 Years	94	16.1
25 to 54 Years	474	81.0
55 Years and Over	17	2.9
Total	585	100.0
Education		
At Most Level 3	63	10.8
Levels 4 and 5	181	30.9
Level 6	48	8.2
Level 7 and Higher	81	13.8
Not Known	212	36.3
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. 10.8%) of persons with at most lower second level educational qualifications.

3 Programme Implementation - Beneficiaries and Interventions

To date (31st May), 391 persons from the EGF eligible cohort have accessed at least one intervention, corresponding to 66.8% of the cohort of EGF eligible workers.

Table 2
Number of Beneficiaries and Interventions to End May 2013

	Status 31 st May	
	Beneficiaries	Interventions
Guidance and Career Planning	114	118
FAS Training Programmes	77	85
Skillnets Training Courses ^a	156	246
VEC Training Programmes	22	22
EGF Training Grant (FETAC) ^b	110	178
EGF Training Grant (HETAC) ^b	21	24
EGF Training Grant (Reimbursement) ^b	31	35
Second Level Allowances (BTEA)	14	14
Internships (JobBridge)	14	14
Third Level Courses	102	118
Third Level Allowances (BTEA)	49	49
Course Expenses Claims	186	801
Enterprise Supports (CEB)	54	54
Total	391	1,758

^a *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.

^b 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. There are two types of approved courses: courses recognised and accredited by the Further Education and Training Awards Council (FETAC); and, courses recognised and

accredited by the Higher Education and Training Awards Council (HETAC). The maximum EGF Training Grant in the case of courses accredited by FETAC is €3,000. In the case of courses accredited by HETAC the maximum grant is €5,000. In all cases the grant is made payable to the institute, college, or company providing the training course. 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 7th 2011 and 31st May 2013 a total of 391 eligible workers accessed 1,758 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 391.

The figures provided for interventions are the actual number of interventions accessed by the 391 EGF eligible workers that accessed at least one intervention. It should be noted that the figure of 801 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.

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 - FETAC (110), Guidance and Career Planning (114) and third level courses (102). The former were provided by WCS and CCMAS during 2011 and 2012 and are now concluded (see First Implementation Report for details).

A total of 102 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 17.4% 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
- 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 FETAC accredited course is 110. This figure corresponds to 18.8% 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 broad.

All of the above interventions relate to 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). Just over one in ten (10.8%) EGF eligible workers were in receipt of either the second or third level Back to Education Allowance administered by the DSP and 186 individuals made a total of 801 claims in respect of costs associated with their participation in education or training courses (e.g. computer equipment, software, course materials, travel and subsistence). To date, 14 EGF eligible workers have participated JobBridge Programme being implemented by the DSP. A total of 54 EGF eligible workers engaged with the Waterford City Enterprise Board. This proportion corresponds to 9.2% of the cohort of EGF eligible workers.

4 Labour Market Status of the Talk Talk EGF Eligible Cohort (February 2012, January 2013 and May 2013)

Data on the welfare and employment status of the EGF eligible cohort were provided by the DSP and Revenue, respectively. The dates in respect of which the data were provided are the 17th February 2012, the 18th January 2013 and the 31st May 2013. By cross-referencing data from both sources it was 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) and "Other". The latter category mainly includes persons identified as "not listed" in DSP data and not employed in Revenue data. It also includes a small number of persons in receipt of welfare payments such as One Parent Payment. It is also likely to include persons who have emigrated as these would not appear on either of the data sources used. Detailed figures are presented in Annex 1.

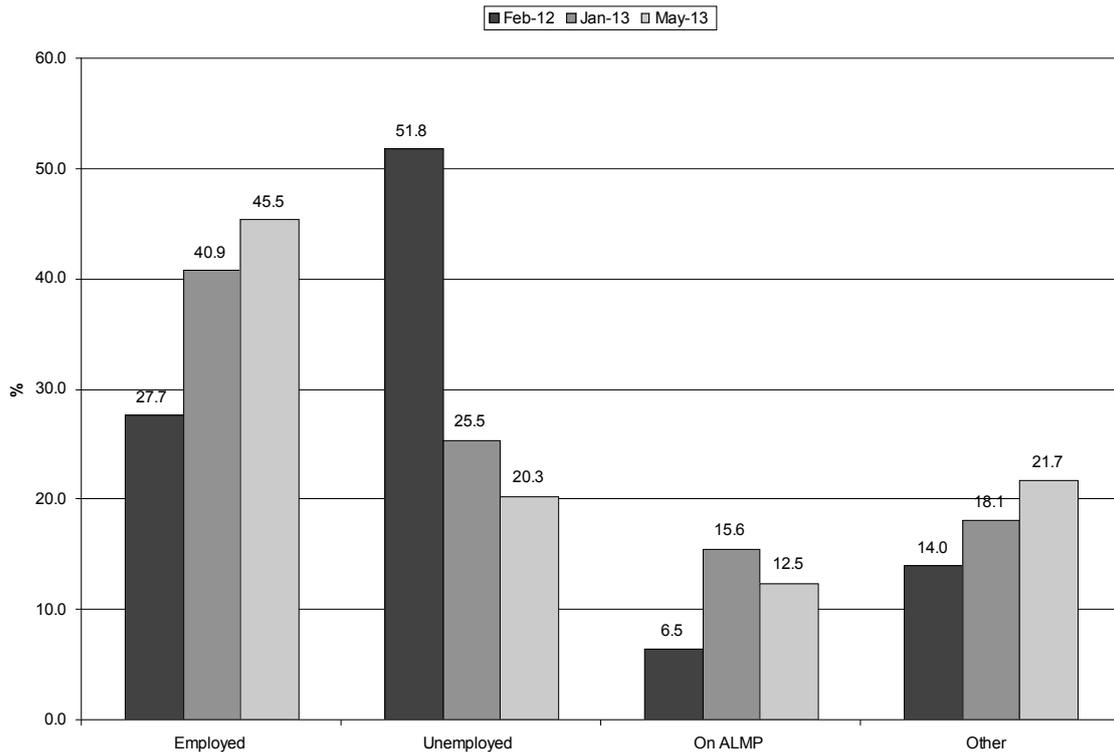


Figure 1 Trend in the Labour Market Status of the Talk Talk EGF Eligible Cohort (February 2012 to May 2013)

Figure 1 shows the trend in the labour market status of the EGF eligible cohort over time. Between February 2012 and May 2013 the proportion in employment increased from 27.7% to 45.5%. Corresponding to the increase in employment, the proportion unemployed decreased from 51.8% to 20.3%. At 15.6%, the proportion on an ALMP peaked in January 2013 declining to 12.5% in May 2013. The latter figure is likely to be an underestimate as not all persons attending a third level course or a training programme will be captured by data from either of the sources used. The proportion of persons categorised as “Other” has risen over time from 14.0% to 21.7%. This increase 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 May 2013

Table 3 shows the labour market status of non-beneficiaries and beneficiaries on the 31st May 2013. At 50.5%, the proportion of non-beneficiaries in employment is higher than among beneficiaries (43.0%). 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 31st May 2013

	Non-Beneficiaries		Beneficiaries	
	N	%	N	%
Employed	98	50.5	168	43.0
Unemployed	29	14.9	90	23.0
On Active Labour Market Programme	5	2.6	68	17.4
Other	62	32.0	65	16.6
Total	194	100.0	391	100.0

Table 4
Profile of Non-Beneficiaries and Beneficiaries

	Non-Beneficiaries		Beneficiaries	
	N	%	N	%
Gender				
Men	110	56.7	208	53.2
Women	84	43.3	183	46.8
Total	194	100.0	391	100.0
Age				
Under 25 Years	28	14.4	66	16.9
25 to 54 Years	158	81.4	316	80.8
55 Years and Over	8	4.1	9	2.3
Total	194	100.0	391	100.0
Education				
At Most Level 3	15	7.7	49	12.5
Levels 4 and 5	55	28.4	126	32.2
Level 6	13	6.7	35	9.0
Level 7 and Higher	13	6.7	68	17.4
Not Known	98	50.5	113	28.9
Total	194	100.0	391	100.0

At 14.9%, the proportion unemployed is also lower among non-beneficiaries than beneficiaries (23.0%). This is likely to reflect not only the higher proportion of

non-beneficiaries in employment but also the higher proportion categorised as “Other” which includes a proportion of people who have emigrated.

The higher proportion of beneficiaries than non-beneficiaries categorised as on an ALMP mainly reflects the ongoing participation of beneficiaries in education and training courses, particularly third level courses.

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 (17.4% and 6.7% respectively). This difference remains (i.e. 24.5% and 13.5% respectively) when the calculations exclude persons whose educational qualifications are not known.

5 Conclusions

The data presented in this report cover the period from 7th September when interventions began to the end of May 2013 - a 21 month period. The Talk Talk EGF Programme ends on the 28th February 2014.

The data on programme performance show that, to date, 391 of the cohort of 585 EGF eligible redundant workers have accessed at least one of the interventions being provided with EGF support - corresponding to 66.8% of the cohort of EGF eligible workers.

The analysis of the interventions accessed shows the predominance of training and education programmes with a substantial proportion (17.4%) of the EGF eligible cohort having completed or are currently completing third level courses (mainly provided by Waterford Institute of Technology). The data also show that the availability of EGF Training Grants has enabled EGF eligible workers to access a very wide range of courses that have been individually chosen.

Over the course of the 21 months of programme implementation there has been an increase in the proportion of former Talk Talk workers in employment (rising from 27.7% in February 2012 to 45.5% in May 2013) and corresponding to this a decrease in the proportion unemployed (from 51.8% in February 2012 to 20.3% May 2013). Comparison of the labour market status of non-beneficiaries and beneficiaries showed the former had a higher proportion of persons in employment and lower proportion unemployed.

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

Numbers	Employed	Unemployed	On ALMP	Other	Total
Feb-12	162	303	38	82	585
Jan-13	239	149	91	106	585
May-13	266	119	73	127	585
%	Employed	Unemployed	On ALMP	Other	Total
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
