

**NOTE TO COMMUNITY ORGANISATION LEISURE AND  
CULTURE SCRUTINY AND PERFORMANCE PANEL**

**Feedback from the Jobshop Live Event held on  
23<sup>rd</sup> July, 2005**

**1. Purpose of the Note**

The purpose of this note is to provide members of the Community Organisation Leisure and Culture Scrutiny and Performance Panel with feedback from the Jobshop Live Event held on 23rd July this year and specifically to share with panel members the perception of disabled people of barriers against accessing employment opportunities with the Council (recommendation 4 of the Strategic Review of Disability Working Group – Report of Spring, 2005).

**2. Background**

The Council's second Jobshop Live Event was held in the Town Hall, Lichfield Street in July of this year. The event once again proved very popular with over 500 people in attendance. Exhibitors included representatives from Social Care and Supported Housing, Street Pride, Regeneration, Libraries, Leisure, Cleaning/Caretaking/School Crossing Service plus many more, all supported by the Council's HR team. External exhibitors included the Citizens Advice Bureau, Children's Information Services, WALSAVE, Jobcentre Plus and the Shaw Trust.

482 people registered their details with us (this was not mandatory) and are now on our mailing list for notification of job vacancies for a three month period. Attendees were also encouraged to complete a Customer Feedback Card to provide us with an indication of how useful the event had been and to share with us any barriers people perceive to them being able to access jobs with Walsall Council. Regrettably only 59 people completed a Feedback Card, representing around 10% of attendees.

**Analysis of attendees who registered their details with us**

**Sample Size 482**  
**Disability yes or no**

<b>Category</b>	<b>Number</b>	<b>Percentage</b>
Disabled	15	3%
Non-disabled	337	70%
Not stated	130	27%

**There may have been some reluctance by attendees in declaring their disability perhaps feeling that this would have a negative effect on them securing employment with the Council.**

### Type of work sought by the 15 disabled attendees

Type of work	Number	Percentage
Teaching	2	13%
Clerical	6	40%
Regeneration	1	6.6%
Catering	1	6.6%
Cleaning	1	6.6%
Care	1	6.6%
Semi Skilled	1	6.6%
Admin	2	13%

### Geographical location of the 15 disabled attendees

Location	Number	Percentage
WS1 – Highgate	1	6.6%
WS2 – Beechdale/Leamore	5	33.3%
WS3 – Bloxwich	3	20%
WS4 - Sheffield	1	6.6%
WS8 – Brownhills	1	6.6%
WS10 – Darlaston	1	6.6%
?? – West Bromwich	1	6.6%
?? – Smethwick	1	6.6%
B43 – Birmingham	1	6.6%

### Analysis of attendees who registered their details with us

#### Sample Size 482

#### Ethnicity

Category	Number	Percentage
White/British	300	62%
Other White	5	1%
Irish	3	0.6%
Indian	49	10%
Other Black	7	1.5%
Bangladeshi	8	1.7%
Pakistani	22	4.6%
Black Caribbean	18	3.7%
Chinese	2	0.4%
Black African	7	1.5%
White/Black Caribbean	3	0.6%
Other Mixed	1	< 1%
White/Asian	1	< 1%
Other Ethnic Group	2	0.4%
Not Stated	54	11.2%

**Customer Feedback Data**  
**Sample Size 59**

**How informative/useful has the Jobshop Live Event been?**

<b>Usefulness of the Event</b>	<b>Number</b>	<b>Percentage</b>
Very Useful	29	49%
Of some Use	24	41%
Of little Use	3	5%
Of no Use	1	1.7%
Not Stated	2	3.4%

**I find it easy to apply for jobs with Walsall Council? This question was posed to all attendees and not just those who declared a disability.**

<b>Our customers said</b>	<b>Number</b>	<b>Percentage</b>
Agree	26	44%
Sometimes	15	26%
Disagree	6	10%
Did not state	12	21%

**Specific comments included:**

**Application forms too lengthy**

**I have not yet applied to Walsall**

**The recruitment process was described better at the seminar I attended on the day**

**I see jobs advertised in newspapers**

The percentage of people who find it difficult to access our recruitment services appears low which is good news, however, we aim to make our recruitment services as accessible as possible. In terms of the comments we can do something about I can confirm that the Council's application form is currently being redesigned to shorten it thereby making it easier for people to complete. This will also apply to our e-forms and application forms available on disc and on audio tape. Consultation is currently taking place with key stakeholders. In terms of the other comment about the usefulness of seminars on applying for jobs with the Council/tips for attending interview, the Recruitment Team will be looking to deliver a number of these seminars throughout 2005/6 at a variety of locations throughout the Borough and to a

variety of audiences. The next one will take place on 16<sup>th</sup> November for Gateway unemployed clients searching for work with the help of the Steps to Work organisation.

#### **4. Conclusion**

Overall the Jobshop Live Event was a great success, if we build on the learning points above we are confident that future years events can be even better providing greater access to recruitment services for all.

#### **5. Recommendations**

The Community Organisation Leisure and Culture Scrutiny and Performance Panel to note the above.

The Recruitment Team to implement a shortened, more intuitive application form.

The Recruitment Team to deliver sessions on applying for jobs/succeeding at interview at a variety of events and to a variety of audiences throughout the Borough.

The Recruitment Team to work alongside the soon to be appointed Welfare to Work Co-ordinator to run focus groups comprising disabled LNP members to facilitate a more in-depth discussion concerning the perception of disabled people in relation to barriers which exist to accessing employment opportunities with the Council.

Lisa Koc  
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