

North Lanarkshire Council

Evaluation and Review of 'Routes to Work'



What our client wanted

North Lanarkshire Council wanted a review and evaluation of Routes to Work Ltd (RTW), a strategic partner set up to tackle the worklessness agenda in North Lanarkshire. The aims were to identify the projects impact, assess whether it had met its targets and objectives, and to draw out key learning that would improve the Routes to Work service offer. They wanted advice on how Routes to Work could refine its current business plan.

What Frontline did

We reviewed the operational and organisational performance of Routes to Work in:

- examination of performance against targets including SIP and Non-SIP splits
- review of activities with partners, stakeholders and users
- identification of good practice and lessons learned for future delivery
- analysis of the Employer Training Access Worker (ETAW) activity, including processes used to progress clients and how they might be improved
- examination of how well placed the organisation is to compete for employability contracts
- evaluation of beneficiaries – main barriers, profiles and what interventions have worked best for various client profiles
- review of the RTW business plan

We worked closely with RTW to ensure that all issues were taken into account – including the client-advisor interface by – attending interviews and advice sessions.

What difference we made

Our report gave North Lanarkshire Council robust evidence that Routes to Work was achieving very good results, and was demonstrating many areas of good practice.

Full Name, Title