



THIRD IMPLEMENTATION REPORT ON THE TALK TALK EGF PROGRAMME

prepared for

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

by the

**EGF Administrative and Technical Support Unit
(WRC Social and Economic Consultants)**

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1 Introduction

This report is the third implementation report on the Talk Talk EGF Programme. It covers a 24 month period beginning on the 7th September 2011 - the date on which interventions commenced - and ending on the 30th August 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 August 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 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.

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.

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 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

	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	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

To date, a total of 473 persons have engaged with the Co-ordination Unit for the Talk Talk EGF Programme since the 7th September 2011 when the programme commenced. This corresponds to 80.9% of the EGF eligible cohort of workers. As shown below, 405 persons have accessed at least one intervention since the programme commenced, corresponding to 69.2% of the eligible cohort. This section provides data on the interventions accessed and satisfaction levels with the implementation of the programme.

3.1 Beneficiaries and Interventions

To date (30th August), 405 persons from the EGF eligible cohort have accessed at least one intervention, corresponding to 69.2% of the cohort of EGF eligible workers.

Table 2
Number of Beneficiaries and Interventions to End August 2013

	Cumulative Number at 30 th August	
	Beneficiaries	Interventions
Guidance and Career Planning	114	118
FAS Training Programmes	71	77
Skillnets Training Courses ^a	156	246
VEC Training Programmes	23	23
EGF Training Grant (FETAC) ^b	124	201
EGF Training Grant (HETAC) ^b	29	30
EGF Training Grant (Reimbursement) ^b	35	41
Second Level Allowances (BTEA)	14	14
Internships (JobBridge)	18	18
Third Level Courses	109	185
Third Level Allowances (BTEA)	56	56
Course Expenses Claims	201	835
Enterprise Supports (CEB)	57	57
Total	405	1,901

^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 30th August 2013 a total of 405 eligible workers accessed 1,901 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 405.

The figures provided for interventions are the actual number of interventions accessed by the 405 EGF eligible workers that accessed at least one intervention. It should be noted that the figure of 835 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 - FETAC (124), Guidance and Career Planning (114) and third level courses (109). 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 109 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 18.6% 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 124. This figure corresponds to 21.2% 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.

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). Seventy individuals - corresponding to 12.0% of EGF eligible workers - were in receipt of either the second or third level Back to Education Allowance administered by the DSP and 201 individuals made a total of 835 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, 18 individuals - corresponding to 3.1% of EGF eligible workers - have participated in the JobBridge Programme being implemented by the DSP. A total of 57 EGF eligible workers engaged with CEBs in the South East Region. This number corresponds to 9.7% of the cohort of EGF eligible workers.

3.2 Satisfaction Levels with Programme Implementation

Data on levels of satisfaction with programme implementation are provided by a survey of 582² of the 585 EGF eligible workers undertaken during September 2013. A total of 204 (35.1% of total surveyed) persons responded to the survey.

² Three persons had stated that they did not wish to be surveyed, hence the figure of 582.

The survey included two questions on satisfaction levels:

- *How satisfied are you with the information provided to you about supports from the EGF?*
- *Overall, how satisfied are you with the support you received from the EGF to date?*

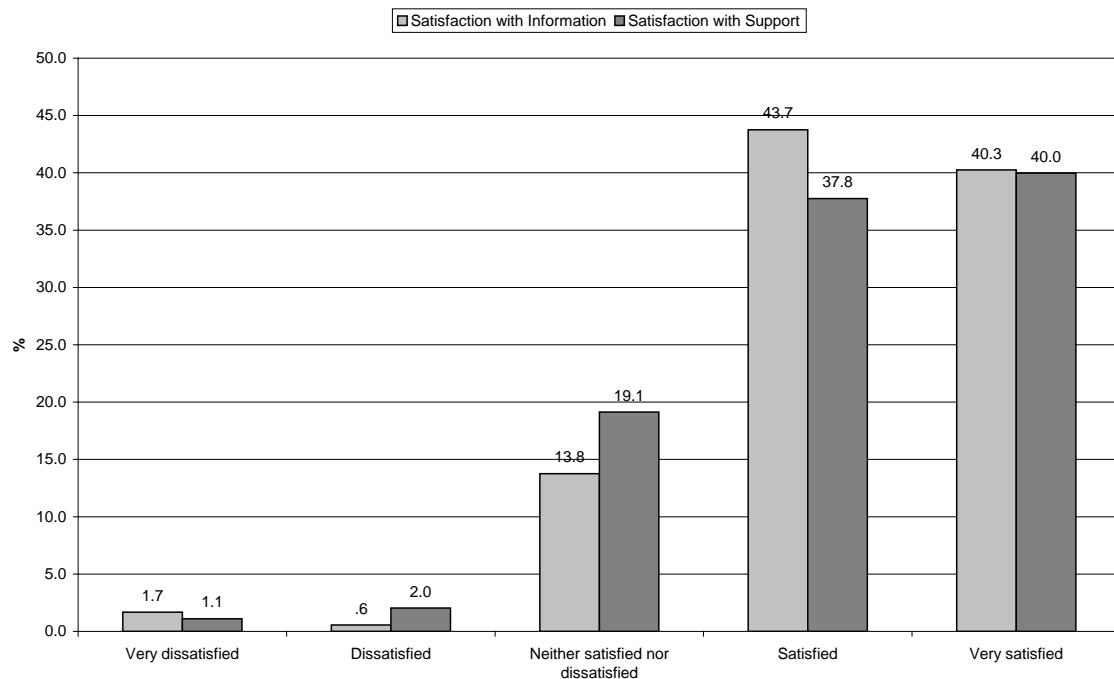


Figure 1 Levels of Satisfaction with the Information Provided about EGF Supports and with the Actual Level of Support Provided

The results of the survey are shown in Figure 1. They show that the vast majority are either satisfied or very satisfied with the information and support they received from the organisations implementing the EGF. At most 3.1% expressed some level of dissatisfaction. From the open-ended responses provided by some respondents the sources of dissatisfaction were related to aspects of the process of implementing the programme (e.g. completion of forms, time taken to process queries) rather than the content of the programme itself.

4 Labour Market Status of the Talk Talk EGF Eligible Cohort

4.1 Labour Market Status Based on Administrative Data Sources (DSP and Revenue)

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, the 31st May 2013 and the 30th August 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) or “other”. The latter category mainly includes persons identified as “not listed” in 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.

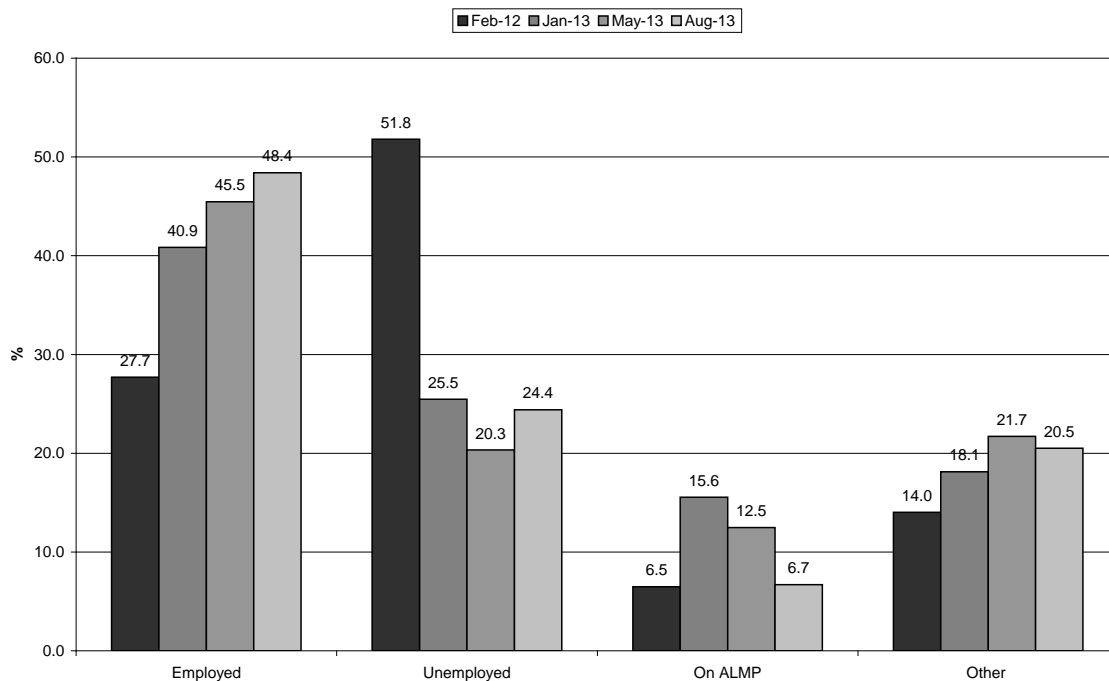


Figure 2 Trend in the Labour Market Status of the Talk Talk EGF Eligible Cohort Based on Administrative Data (February 2012 to August 2013)

Figure 2 shows the trend in the labour market status of the EGF eligible cohort over time. Between February 2012 and August 2013 the proportion in employment increased from 27.7% to 48.4%. Reflecting the increase in employment, the proportion unemployed decreased from 51.8% to 24.4%. 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 would be consistent with the decrease noted in the proportion of the cohort on an ALMP between May and August 2013.

At 15.6%, the proportion on an ALMP peaked in January 2013 declining to 6.7% in August 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% in February 2012 to a peak of 21.7% in May 2013 and then falling back slightly to 20.5% in August 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.

4.2 Labour Market Status Based on Survey Data

Table 3 presents an estimate of the labour market status of the cohort of EGF eligible workers based on the September 2013 survey results. The proportion in employment is estimated to be 52.9%. The proportion unemployed is estimated to be 12.4%. The proportion participating in an active labour market programme is estimated to be 23.2%. The proportion classified as “other” includes persons not in the labour force (at home, not able to work due to illness) and persons not indicating a labour market status and it amounts to 11.5%.

Table 3
Estimates of the Labour Market Status of EGF Eligible Talk Talk Workers
Based on Survey Data (September 2013)

	Survey Data September 2013	
	N	%
Employed	308	52.9
Unemployed	72	12.4
On an Active Labour Market Programme	135	23.2
Other	67	11.5
Total	582	100.0

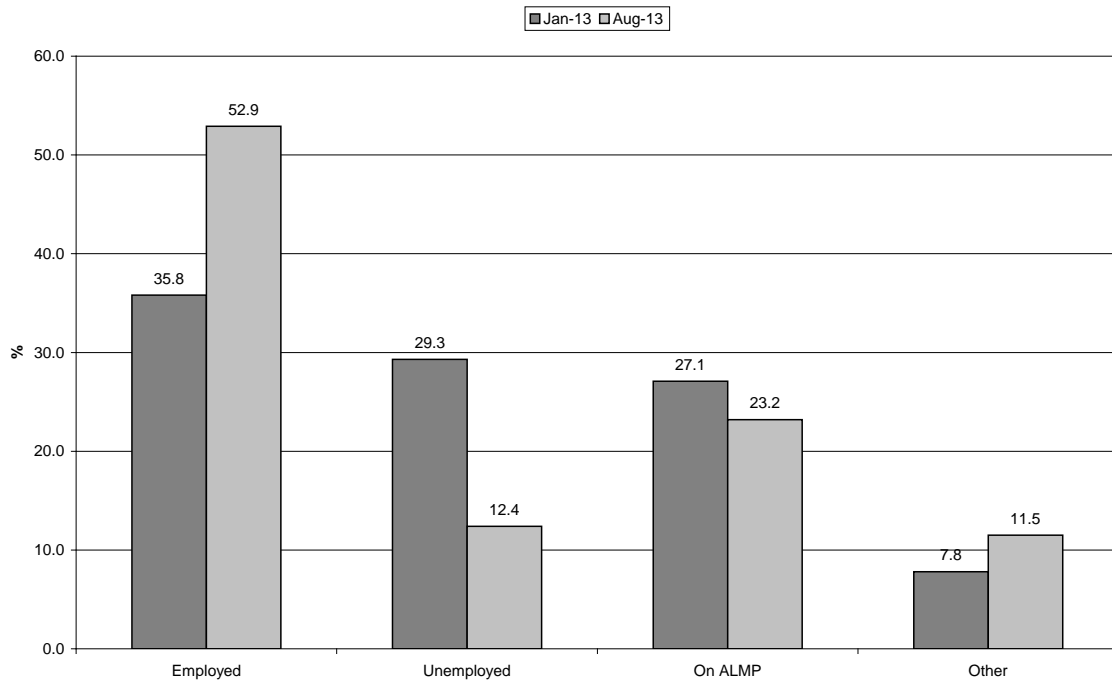


Figure 3 Trend in the Labour Market Status of the Talk Talk EGF Eligible Cohort Based on Survey Data (January 2013 and August 2013)

Comparison of the September 2013 survey results concerning labour market status with those of the January 2013 survey shows that, in line with the trend found using administrative data, employment has increased and unemployment has decreased during the seven months between January and August 2013. The September 2013 survey results also show a slight decrease in the proportion of the EGF eligible cohort on an ALMP and a slight increase in the proportion classified as other.

Information on the occupations of persons in employment is provided by the September 2013 survey (see Annex 2). While not comprehensive it does show that the majority of persons in employment had accessed jobs in line with their previous occupation in Talk Talk. The estimated figure is in the region of 75%.

5 Labour Market Status of Non-Beneficiaries and Beneficiaries in August 2013

Using administrative data Table 4 shows the labour market status of non-beneficiaries and beneficiaries on the 30th August 2013. At 52.2%, the proportion of non-beneficiaries in employment is higher than that found among beneficiaries (46.7%). 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 4
Labour Market Status of Non-Beneficiaries and Beneficiaries on 30th August 2013

	Non-Beneficiaries		Beneficiaries	
	N	%	N	%
Employed	94	52.2	189	46.7
Unemployed	29	16.1	114	28.1
On Active Labour Market Programme	3	1.7	36	8.9
Other	54	30.0	66	16.3
Total	180	100.0	405	100.0

Table 5
Profile of Non-Beneficiaries and Beneficiaries

	Non-Beneficiaries		Beneficiaries	
	N	%	N	%
Gender				
Men	101	56.1	217	53.6
Women	79	43.9	188	46.4
Total	180	100.0	405	100.0
Age				
Under 25 Years	24	13.3	70	17.3
25 to 54 Years	149	82.8	325	80.2
55 Years and Over	7	3.9	10	2.5
Total	180	100.0	405	100.0
Education (Excluding 211 Not Known)				
At Most Level 3	14	15.4	50	17.7
Levels 4 and 5	53	58.2	128	45.2
Level 6	13	14.3	35	12.4
Level 7 and Higher	11	12.1	70	24.7
Total	91	100.0	283	100.0

At 16.1%, the proportion unemployed is also lower among non-beneficiaries than beneficiaries (28.1%). This is likely to reflect not only the higher proportion of non-beneficiaries in employment but also the higher proportion (i.e. 30.0%)

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. As noted above however, not all participants in ALMPs will be accurately identified by data from administrative sources.

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 (24.7% and 12.1% respectively).

5 Summary and Conclusions

The data presented in this report cover the period from the 7th September 2011 when interventions began to the end of August 2013 - a 24 month period. The Talk Talk EGF Programme ends on the 28th February 2014.

The data on programme performance show that, to date, 405 of the cohort of 585 EGF eligible redundant workers have accessed at least one of the interventions being provided with EGF support - corresponding to 69.2% of the cohort of EGF eligible workers. Excluding the large number of Course Expenses Claims (i.e. 835), the total number of interventions provided with EGF support to date is 1,066.

Based on survey data from September 2013 levels of satisfaction with programme implementation are very high among the cohort of EGF eligible workers with at most 3.1% expressing some level of dissatisfaction

The analysis of the interventions accessed by beneficiaries shows the predominance of training and education programmes with a substantial proportion (i.e. 18.6%) 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 201 individuals have made a total of 835 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 individually chosen.

Administrative and survey based estimates of the labour market status of former Talk Talk workers are in agreement regarding the trend in levels of employment and unemployment.

Based on administrative data sources, over the course of the 24 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 48.4% in August 2013). Corresponding to this, the proportion unemployed has reduced by half (from 51.8% in February 2012 to 24.4% in August 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, May 2013 and August 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
August-13	283	143	39	120	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
August-13	48.4	24.4	6.7	20.5	100.0

ANNEX 2

Occupations of Persons in Employment / Self Employed

	Frequency	Percent
Account Manager	1	1.0
Administrator	1	1.0
Apple Technical Advisor	5	5.0
Assistant Psychologist (part time) and Care Assistant (full time)	1	1.0
Assistant Store Manager	1	1.0
Bar Man/ Office Admin	1	1.0
Bar Supervisor	1	1.0
Business Development Officer	1	1.0
Call Centre Agent	4	4.0
Call Centre Technician	1	1.0
Care Assistant	1	1.0
Care Home Worker	1	1.0
Cashier	1	1.0
Catering Assistance	1	1.0
Chief Product Officer	1	1.0
Composer for Film & TV	1	1.0
Computer Programmer - Self Employed / Started Own Business	1	1.0
Contract Centre Sales Agent	1	1.0
Credit Controller	1	1.0
Customer Service	5	5.0
Customer Service - Call Centre	2	2.0
Customer Service Advisor	1	1.0
Customer Service Representative.	1	1.0
Customer Support Agent	2	2.0
Deli Supervisor	1	1.0
Done Deal - Customer Support	1	1.0
EU Project Manager/ Business Analyst	1	1.0
Factory Worker	1	1.0
H.R. Consultant	1	1.0
Head of Learning and Development for UPC	1	1.0
Health Insurance	1	1.0
Healthcare Assistant	1	1.0
Independent Record Producer & Merchandising	1	1.0
IT Analyst	1	1.0
Lead Software Developer	1	1.0
Makeup Artist with Lancôme	1	1.0
Manager of a Retail Shop	1	1.0
Managing Director	2	2.0
Motor Claims Assessor	1	1.0
Music Coordinator	1	1.0
n/a (yet, all going well)	1	1.0
National Placement Development Officer for Momentum project (Job Creation)	1	1.0

Night Portering	1	1.0
Office Administrator/ Personal Assistant	1	1.0
Operations Manager	2	2.0
Oyster Farming	1	1.0
PC Repairs	1	1.0
Production Operator	1	1.0
Programme Co-ordinator for a Training programme	1	1.0
Psychiatric Nurse	1	1.0
Quality Manager	1	1.0
Realtime Analyst	1	1.0
Receptionist	2	2.0
Resource Planning Manager	1	1.0
Sales agent	3	3.0
Sales agent - call centre	1	1.0
Sales Assistant	2	2.0
Sales Executive	1	1.0
Sales Manager for a Marketing Company	1	1.0
Sales Representative	2	2.0
Service Desk Administrator	1	1.0
Sky Sales and Retention Officer	1	1.0
Software developer	1	1.0
Store Manager	1	1.0
Support Engineer	1	1.0
Tea Room - Owner & Manager of Tea Room -	1	1.0
Team Manager	2	2.0
Technical Administrator	1	1.0
Technical Support Apple	1	1.0
Technical Writer	1	1.0
Technology Support Worker	1	1.0
Training Consultant	1	1.0
Training Specialist	2	2.0
Travel Agents	1	1.0
VCC CSA (virtual call centre customer service associate)	2	2.0
Waitress	1	1.0
Web Development Specialist	1	1.0
Total	100	100.0