



“It has created an opportunity that I don’t think I would have been able to create myself”

Evaluation Paper

A Case Study-based Cost-Consequence Analysis

April 2017

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1. Introduction

Talent Match Coventry and Warwickshire (TMCW) is one of 21 Talent Match projects designed to move 18-24 year old young people furthest away from the labour market towards sustainable employment funded by the Big Lottery.

Talent Match is a 5-year programme running from 2014 - 2018 across England which encourages innovative approaches to engaging and supporting young people who are struggling to find work. Each project is designed locally in response to local need and circumstances. At the core of Talent Match is the principle that young people are actively involved in the design and delivery of each local project.

Talent Match in Coventry and Warwickshire is being delivered through a voluntary and community sector led partnership led by Warwickshire Community & Voluntary Action (WCAVA).

This paper has been produced as part of the Year 3 external evaluation of Talent Match Coventry and Warwickshire to take an economic perspective on the value of Talent Match investment for the young people who participate in the project and for wider society.

2. Approach and Methodology

2.1 What is a cost-consequence analysis?

A cost consequence analysis (CCA) is an approach used to carry out an economic evaluation of a service or initiative. It looks at the costs of delivering interventions and the consequences that have resulted from delivery to inform assessment of the value provided, financial and social. Unlike other forms of cost analysis, such as Social Returns on Investment (SROI), it does not attempt to create an investment to savings ratio (for instance £1 invested creates £5 of cost savings).

*"The assumption is that in making decisions based on a CCA, different decision makers will place their own weights on the different benefits and on costs, implicitly if not explicitly. CCA is of particular interest in public health because the National Institute for Health and Clinical Excellence (NICE) in England permits the use of CCA for public health interventions, unlike other health care. CCA is often referred to as a disaggregated approach, because the benefits and costs are not combined into a single indicator such as net benefit or a cost-effectiveness ratio."*¹

The approach taken for this paper was to use case studies of individual Talent Match participants to set costs incurred by the programme in delivering support and interventions against potential costs that may have been incurred by the public sector if Talent Match had not supported the young people. Potential cost savings are difficult to assess. It is easier where, for instance, a young person is making fewer visits to their GP for depression because Talent Match has given them something positive to do, as there would be savings due to reduced use of health services. Cost avoidance savings are more challenging and less tangible and are based on what *may have* been prevented, such as higher level interventions

¹ Encyclopaedia of Public Health pp 168-168 Cost-Consequence Analysis

by mental health specialists. Therefore it is only possible to say that TMCW may have prevented a trajectory or a series of trajectories as it is impossible to forecast with complete certainty what would have happened to the young people had they not have joined Talent Match.

Some young people who were interviewed for the case studies felt very strongly, however, that their life chances would have been very different for the worse without the TMCW intervention. Some of them certainly were at risk of worsening health, continued unemployment or homelessness, for example, when they first engaged with the programme and there is evidence that those risks have been reduced.

2.2 Selection of case studies

The evaluation team included a Talent Match participant who volunteered as a peer researcher to help identify a long list of potential case studies based on an analysis of data provided by Talent Match on the age, gender, ethnicity, location and outcomes achieved of its cohort.

The analysis identified that an ideal long list should include:

- At least 3 participants from Coventry, with the rest from other TMCW target areas
- A 60/40 split between men and women to reflect the fact that there were more young men participating in the programme than young women at the time of the sample
- A spread across participant ages with at least 4 drawn from the 19-21 age group as this was the most prevalent
- At least 2 young people who have experienced mental ill health as a barrier to employment
- At least one with complex needs, for example mental ill health and homelessness
- One with no qualifications at baseline, 2 with Level 1 skills at baseline, 2 with Level 2 skills at baseline, 2 with Level 3 skills or above at baseline
- 2 who have achieved qualifications since being with Talent Match (whatever their baseline start point)
- 3 who were not working and not looking for work at baseline and 3 who were not working and looking for work at baseline
- 1 who successfully completed a work trial
- In terms of progression routes - 2 moved into sustainable jobs, 2 moved into employment but not necessarily into what the Big Lottery/Talent Match National Evaluation team count as a sustainable job, 2 moved into volunteering activity and 2 whose mental health has improved as a result of the support from TMCW.

Talent Match identified a long list of 11 young people based on this sample and from these 9 case studies were undertaken.

2.3 Case study methodology

Each young person in the case study long list was asked to give informed consent to participate. It was explained that their names would be changed in the case study reports and that they would receive a voucher for taking part in an interview. 9 young people gave permission to be included and agreed to participate.

The key tasks in compiling the case studies were:

- A review of each case file
- An interview with the young person's Project Mentor
- A one-to-one in-depth interview with the young person.

2.4 Identification of costs, risks and potential savings

In order to calculate the cost of Talent Match interventions on a participant basis, Talent Match provided a cost breakdown of its overhead costs (including project management, administration, staff training, external evaluation, young people's participation, IT, recruitment and travel costs) divided by the cohort size figure to give a average per participant overhead cost of £2,767.50 irrespective of their length of engagement. This underpinning cost needs to be in place in order to finance the over-arching Talent Match infra-structure.

Young people are supported mainly by a Project Mentor and, as they move closer to the workplace, by a Recruitment and Progression Officer. Each of these roles has slightly different costs which were calculated at an hourly rate for cost-consequence analysis. However due to organisational and administrative changes during the period covered by the case studies, it has proved challenging to allocate accurately the time each worker spent with the young people. As a pragmatic solution the hours spent with young people have been collated and the hourly costs of both roles have been averaged out to the figure of £11.75.

3. An overview of case study findings

3.1 Profile of case study participants

This is a summary of the characteristics of the 9 young people who agreed to participate in the case studies when they joined TMCW and the progress they had made at the time of the research.

Table 1: Case study participants on joining Talent Match (total no. 9)

Characteristics					No.
Female					3
Male					6
White British					8
Asian British					1
Age 19	3	Age 20	1	Age 21	1
Age 22	1	Age 23	1	Age 24	2
Care leaver					1
Parent					2
Learning disabled					2
Poor mental health					6
Experienced suicidal thoughts					2
Attention deficit hyperactivity disorder (ADHD)					3
Abusing illegal drugs					2
Abusing prescription drugs					1
Recently homeless					2
Experienced domestic violence					2
Poor self-confidence and self-esteem					6
Claiming Job Seekers Allowance					3
Claiming Employment Support Allowance					3
Not claiming benefits & not actively looking for work (Hidden NEETs ²)					3

The evaluation team is confident that the young people chosen for the case studies are typical of the overall cohort of young people registered with Talent Match Coventry and Warwickshire.

Table 2: Case study participants on leaving Talent Match (total no. 9)

Progress	No.
In sustained jobs and happy at work	7
Clear pathway into work and focus to get there	2
More motivated	7
Clear ambitions for the future	7
Gained work experience on Talent Match	5
Increased self-confidence and self-belief	7

² Not in Employment, Education or Training and not registered for benefits therefore not recorded in unemployment statistics.

3.2 Barriers to employment for young people

In the overall cohort of young people accessing TMCW there are a number of recurring barriers to employment that are reflected in the case studies.

The impact of being NEET

Young people who are NEET are a national target group for the Talent Match programme. Young people who are NEET may be looking for work and available for work and therefore classified as unemployed, or they may be neither looking for work and/or not available for work and therefore classified as economically inactive. Those young people who are not currently engaged in employment, training or education who are not currently receiving unemployment or worklessness benefits are called Hidden NEET.

Research has shown that spending time as a NEET is associated with a 50% higher risk of poor physical and mental health and that the most disadvantaged NEET young people are around 8 times more likely to visit A&E due to self-harm and around 9 times more likely to have abused drugs. For some, the effect of being NEET could be felt for up to 20 years.

Young people who were NEET in 1991 and remained economically inactive in 2001 consistently demonstrated significantly poorer outcomes in 2011 than those who were non-NEET in 1991 and economically active in 2001 and those who were engaged in employment or education in either 1991 or 2001. This suggests that there is a cumulative effect of being out of employment or education on later life chances and this group is the most disadvantaged that need continuing support³.

Scottish Longitudinal Study 2015

The research found that the young people who are NEET and who do move into employment are twice as likely as their peers to work in a low status occupation.

While there are no definitive costs that can be assumed around young people who are NEET, York University identified the opportunity costs of lost wages and productivity and costs to society for a NEET young person as in the region of £104,000 per annum (based on figures for 2009).⁴ The same report estimated that each NEET young person costs £56,301 per annum in public finance costs.

A re-calculation using inflation estimating software⁵ suggests that the opportunity costs would rise to c. £127,920.00 in 2017 and the public finance costs would be c. £68,880.00.

Mental ill-health

Mental ill health (including suicidal thoughts, depression and anxiety) and poor self-confidence have emerged as significant barriers to training, education and employment for the young people accessing Talent Match nationally.

³ <http://www.gov.scot/Publications/2015/10/6731/1> Scottish Longitudinal Study Consequences, risk factors, and geography of young people not in education, employment or training (NEET) Oct 2015

⁴ Coles et al Estimating the life-time cost of NEET: 16-18 year olds not in Education, Employment or Training Research Undertaken for the Audit Commission 2010

⁵ <http://inflation.stephenmorley.org/>

"Levels of well-being are startlingly lower among those completing the baseline survey compared to UK adults aged 16-24. Most notably the percentage giving a very high rating for "satisfaction with their lives nowadays" and the percentage giving a very high rating of how "worthwhile they think the things they do are" are both 18 percentage points lower than the national score."

National Evaluation Report 2015

The Princes Trust in their 2017 Youth Index⁶ found that young people are becoming increasingly unhappy. Concerns about their job prospects and coping with challenges at school and work have resulted in young people feeling increasingly concerned about their futures. The report found that many young people feel that their lack of self-confidence holds them back, a finding reflected by the young people who were interviewed for this paper.

The ONS (2015)⁷ reported that bullying at school is strongly associated with mental ill health and the Facts About Mental Health Report (2016)⁸ notes that young people who have experienced bullying will have lower wellbeing and general life satisfaction than those who have never been bullied. Several of the case studies in this paper concern young people who have experienced bullying at school.

The ONS report also found that:

- 75% of mental illness in adult life (excluding dementia) starts during adolescence.
- 27% of young people with mental health issues were on benefits compared to 14% of those without mental health issues.
- Young people with mental health issues were 8 times more likely to have contact with criminal justice services than young people without such issues.
- 55% of young people aged 16 to 25 with a mental health issue were not receiving mental health services. Of those young people aged 21 to 25 with a mental health issue, 64% were not receiving mental health services.
- Even for young people with a severe mental illness, 46% were not receiving mental health services.

Research also shows that mental ill health, and particularly undiagnosed and untreated mental ill health, in young people can have adverse effects in later life including exhibiting unhealthy behaviours (use of alcohol and tobacco, for example) and achieving poorer employment outcomes which can lead to poorer physical health.

However it is almost impossible to accurately cost the impacts of mental health on individuals or the state for this age group specifically. Where case study participants have accessed support or mental health services, cost ranges have been included where possible.

⁶ The Prince's Trust Macquarie Youth Index 2017

⁷ ONS. (2015). Measuring National Well-being: Insights into children's mental health and well-being. Retrieved from ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/measuringnationalwellbeing/2015-10-20

⁸ <https://www.mentalhealth.org.uk/sites/default/files/fundamental-facts-about-mental-health-2016.pdf>

Attention deficit hyperactivity disorder (ADHD)

ADHD can have a significant impact on young people who suffer from the disorder. It is characterised by symptoms of inattention, hyperactivity and impulsivity. It can create feelings of internal restlessness which makes maintaining focus difficult and it can adversely impact on relationships with family, friends and peers. People with this condition may not always have insight into the impact of their behaviour on others or may exhibit an inability to read others.

For many young people ADHD can make school and college environments challenging and even in adults, where the hyperactivity may be diminished, impulsivity can continue to be problematical.⁹

ADHD can impact on the way people behave in interviews or in work, as people with the disorder may experience difficulty managing their time; have a tendency to procrastinate or to become hyper-focused on certain activities and impaired social skills. Research suggests that adults with ADHD can have poorer work performance and more time off sick than their counterparts and they may require specific consideration by employers, in line with people with other disabilities.¹⁰

4. Improving life chances for young people

All 9 of the case studies demonstrate positive outcomes for the young people as a direct result of taking part in the Talent Match project. There is evidence of distance travelled towards employment and some sustained job outcomes. There are common factors across the case study group that have contributed to the achievement of positive outcomes.

One-to-one mentoring

Talent Match Coventry and Warwickshire offers each participant a project mentor who provides one-to-one support for the duration of their participation in the project (up to 18 months) and follow up in-work support, as needed.

Over 3 years of local evaluation activity, all of the young people that have been interviewed, including these case study participants, described the importance of the one-to-one relationships they have with their mentors. The Year 2 Local Evaluation found that generally young people felt that they had a relationship of trust with their mentor; that they saw mentors as knowledgeable about what Talent Match has to offer; and able to give them the tools to be successful.

The case studies illustrate the varied range of skills mentors require to effectively engage and motivate young people with complex and chaotic lives in thinking about moving into work. They start by listening and questioning to help young people to identify their hopes and dreams, for some this may mean tempering expectations, for others it may be helping them develop aspirations for a future they had never considered.

⁹ <http://www.adhd-institute.com/burden-of-adhd/impact-of-adhd/>

¹⁰ <https://bmcp psychiatry.biomedcentral.com/articles/10.1186/1471-244X-13-59>

Mentors are focused on agreeing action plans with participants and then coaching them through implementing them. They demonstrate patience, encouragement, humour and perseverance – they do not give up on young people and this is a key factor in moving young people forward. For some it is someone who is on their side, who is consistent and part of their journey, who challenges them to get out of bed and do something, who provides support on the days when they cannot do this for themselves.

On occasion, young people are assigned new mentors and a case study shows how one young woman felt about her ability to cope with a change of mentor. *"I am really proud of myself for adjusting to (new mentor), it's nice to get to know different people - when I first arrived I wouldn't have coped with this change."*

Building confidence and employability skills

A key element in moving young people forward is to address the low self-confidence and self-esteem levels that many record at their baseline assessments. The case studies suggest that, in addition to the personal support provided by mentors, the ability to access motivational courses through Talent Match proves to be a turning point in increasing young people's confidence and interpersonal skills.

There are a variety of courses on offer as commissioned services through Talent Match that provide opportunities for young people to be creative, develop new skills and challenge themselves as part of a team with other young people in a supported environment. Case study participants reported discovering that they could achieve things they did not expect and had their eyes opened to career options they had not considered before. For some, the prospect of work became exciting for the first time. The achievement of core functional skills and qualifications, especially in English and Maths, also raised young people's confidence levels and gave them more options.

Several of the case study participants accessed more than one motivational course while at Talent Match and each one incrementally helped to build up their confidence and self-esteem over time. This is a key factor in the ultimate success of the project as demonstrated by case study participants; it takes time and the reinforcement of positive messages for young people to really start to believe in themselves and what they are capable of achieving. The young people who access the project have ingrained low self-confidence that is not easily overcome.

Another element of the Talent Match package that case studies show to be effective in bolstering young people's self-confidence is the Young People's Steering Group that helps to inform and shape the activities on offer to participants in the project. Young people who have been involved in the Steering Group feel that their opinions are listened to and acted upon; they experience the responsibility of representing other young people and of ensuring that ideas they have advocated are a success by helping to make them happen. This is very empowering and helps young people to see that their views can be valued.

Case study participants demonstrated increased confidence and self-esteem by being prepared to participate in the evaluation interviews; some would not have felt comfortable

to do so before Talent Match. Participants talked about being better able to tell people about themselves, to present well at interviews and cope in new or stressful situations. They are clearer about what to expect from the world of work, they understand that it is different from school and college and that they need to behave differently in order to be successful. Mentors described the subtle changes they noticed as young people progressed on their individual Talent Match pathways, such as being able to look people in the eye during a conversation and being able to talk to someone they do not know.

Improving mental health

Of the 9 young people in the case studies, 6 presented with a history of poor mental health when they joined Talent Match, including depression, anxiety, eating disorders and Post-Traumatic Stress Disorder; 3 of whom had received specialist mental health interventions. 5 of the 6 young people are now in sustained employment and enjoying being in work. 4 young people specifically reported improvements in their mental wellbeing and 2 reported significant improvements in their mental health.

Working with Talent Match mentors has helped young people put in place strategies and approaches that help them to cope when they feel low, one described having to get up and out of the door because she has a job. Young people are more able to ask for help and better know how to access support or treatment if they need it in future. They may also be personally better equipped to overcome some of those societal attitudes to young people and mental health that they may face.

A major factor in improving poor mental health in Talent Match participants appears to be overcoming the social isolation many of them present with when they join. The camaraderie they have with peers on the project and with mentors has enabled young people to create new friendships. *“There is a community of friends among Talent Match peers – it has brought people out of their shells, helped with their anxieties.”*

Across the case studies, young people who were at risk of worsening mental ill health (through lack of confidence, poor self-esteem, poverty, homelessness, family or domestic violence, a learning disability or substance misuse) provided evidence to indicate that with the support of Talent Match they had been able to put in place protective factors to increase their emotional resilience including developing outside interests, engaging in activities, understanding more about positive thinking, gaining skills and qualifications and getting a job.

5. Case Studies - an overview

The Talent Match national evaluation team estimated that the cost per participant for Talent Match Coventry and Warwickshire would be £6,296.00,¹¹ based on a simple analysis of participant targets and funding allocated to the project. This figure provides a benchmark for the cost-consequence case studies but it is an un-nuanced figure that does not take into account the diversity and complexity of the cohort and the different levels of support each young person required. The intervention costs are broadly in line with what was estimated by the national evaluation team; some young people require a higher financial investment than others, some require a higher emotional support investment, but the outcomes achieved and the risks that have been reduced or prevented show the value of the project.

The potential savings for each case study have been estimated based on possible trajectories young people themselves identified, or where research/anecdotal evidence suggests that similar risk factors are possible. The identification of risks prevented and projected costs to the public purse avoided have also been presented on an individual basis. Assumptions are detailed in the text under the heading 'cost analysis' which should be read in conjunction with each cost calculations table. The approach taken to cost-consequence the case studies is explained in more detail at section 2 of this report (pp. 1-3).

The young people selected for case studies were all NEET or Hidden NEET at the time of joining the project; all went on a journey of self-discovery and personal development as illustrated by their reported outcomes, for example:.

- All case study participants described how being involved in Talent Match had given them much more agency over their own futures
- All the young people demonstrate increased personal resilience factors in that they have widened their horizons and improved their life chances - factors that will help them in the job market and also have longer term impact on their continued health and wellbeing and on the health, wellbeing and prospects of their families now and in the future
- All reported improvements in their mental health and wellbeing
- 6 young people presented with a history of poor mental health when they joined Talent Match manifested by depression/eating disorders/PTSD; of these 5 moved into employment
- Those with experience of long-term unemployment realised that they can work and want to work and, for some, the change in aspiration to move into employment was not even on their horizon when they started with Talent Match

¹¹ Evaluation of Talent Match Programme: Annual Report Big Lottery Fund Centre for Regional Economic and Social Research (CRESR) and Institute for Employment Research (IER), University of Warwick December 2014

- For others, the project has helped address issues that started in childhood or at school and which contributed to them getting 'stuck' and not seeking work
- Some young people were supported to recognise that high ambitions require stepping stones of action to be realistic, Talent Match helped them to understand that in employment terms you have to start somewhere - even if the starting point is not where you want to end up

Overall the case studies reflect the findings of earlier Talent Match Coventry and Warwickshire local evaluation reports in that:

- Project mentor support is an essential element which enables young people to progress along their individual pathways at a pace they can manage with encouragement and is a relatively cost effective element of the project, in comparison to commissioned interventions
- The combination of one-to-one mentoring with motivational activities and skills development creates appreciable difference in self-perception in the young people that enables them to move forward into sustained economic activity
- A warm, friendly and open approach combined with clear boundaries and high expectations motivates young people to succeed
- Young people making connections with each other and forming friendships, often for the first time, is a key element in building confidence and acts as a stepping stone towards employment.

Table 3 (p.12) provides a headline summary of the cost consequence case studies and Appendix I presents the case studies in full detail.

Table 3: Summary of cost-consequence case studies

More detailed information about each of the case studies can be found in Appendix I

Case Study <small>(names have been changed)</small>	Complex needs	Time unemployed on joining	Time on programme	Outcome	Cost of Talent Match support	Potential cost savings over 12 months	Potential net saving over 12 months
Angel	Yes	2 years	9 months	Employment	£3,377.25	£27,548.80	£24,171.55
Gulshan	Yes	2 years	12 months	Employment	£8,640.75	£9,063.72	£422.97
Heather	Yes	3yr 4mth	18 months	Employment	£6,953.00	£5,821.80	Not realised in one year
Ian	No	1 yr 6mth	9 months	Employment	£3,172.88	£3,010.80	Not realised in one year
John	Yes	8 years	12 months	Closer to labour market	£4,875.00	£8,666.80	£3,791.80
Joseph	Yes	1 year	6 months	Employment	£5,393.25	£17,406.80	£12,013.55

Case Study <small>(names have been changed)</small>	Complex needs	Time unemployed on joining	Time on programme	Outcome	Cost of Talent Match support	Potential cost savings over 12 months	Potential net saving over 12 months
Karl	Yes	4 years	6 months	Employment	£6,605.50	£6,653.00	£48.00
Marie	Yes	5 years	9 months	Employment	£7,834.75	£8,368.60	£533.85
Richard	No	1 year	12 months	Closer to labour market	£5,235.50	£3,021.24	Not realised in one year

Appendix I: Detailed Case Studies

Angel

Angel is a 25 year old White British woman referred to Talent Match by the Job Centre. Life has been tough for Angel, her dad went to prison when she was 5 for dealing drugs and she has no contact with him or her younger step-brother. When she joined Talent Match Angel had been unemployed for 2 years.

School was often challenging for Angel, in the general school population she was bullied and called abusive names. She feels this really affected her ability to learn. She was diagnosed with ADHD and when she was in the learning support unit she felt comfortable and not judged. She tried college but, again, felt she did not fit in; she did an NVQ Level 1 hairdressing course. She fell in with the "*the wrong crowd*", started drinking and taking drugs and became pregnant at 17.

6 months after her child was born, while she was doing a public services course (which she was really enjoying - she made friends and found the structured nature of the course suited her), she was made homeless and went to live in a homeless shelter. She left the course after only completing the first year as she was eventually re-housed in Nuneaton and the course was delivered in Coventry where she had previously been living.

She moved in with her child's father however he was physically and emotionally abusive. She got involved with another man who became very controlling, made her leave her retail job and physically abused her and her child. She started taking drugs as a way of coping but this made it hard to look after herself and her child and Social Services got involved.

Angel has poor mental health; she has been treated with medication for anxiety and depression and at times would sleep for most of the week. Her personal hygiene slipped and she felt lost and confused. Social Services helped her and her child access counselling for the domestic abuse they experienced.

Angel worked in 2 different jobs for 6 months in total and had done some volunteer work in charity shops before coming to Talent Match.

(Name has been changed)

Talent Match intervention

Angel had little self esteem, poor confidence and her mental health was fragile when she started working with her mentor. She was clear that she wanted to do hair and beauty or work in retail.

She had done some training in hair beauty and her mentor arranged for her to do a Level 2 Health and Beauty course which proved to be a turning point for her as the first thing she had really completed.

Support then focused on searching for jobs, developing her CV and overcoming practical barriers such as buying clothes for interviews and practising interview skills. She enrolled on

the Wheels to Work scheme to help with transport. She was also referred to CAB for help with her debts and finances.

Although her lack of confidence occasionally got in the way she feels being able to talk to her mentor helped her through.

Outcomes

- Angel has a job and transport to get to it.
- She is dealing with her debts and is claiming Housing Benefit and Working Tax Credits.
- She reports her mental health has improved and that she can get up and get on with life even when she feels low.
- Angel reported that she did not need her medication so much.
- She reported feeling much more confident and her relationship with her child is improving.
- She has greater self-esteem – she learnt how to present herself and take care of her appearance.

For an investment of less than 6 months Job Seekers Allowance Angel is working and economically active.

Costs analysis

Angel presented with five substantive issues, identifying her as someone with complex needs,¹² not uncommon in young people accessing Talent Match.

- NEET
- Substance misuse
- Mental health issues
- Risk of homelessness
- History of domestic abuse

Had Angel not participated in the Talent Match programme and completed her pathway into work, she could still be unemployed and at risk of further crises due to unstable home conditions.

- Supporting Angel into work enabled her to become economically active¹³, a tax and National Insurance contributor, and helped her create a more stable life for her and her child. She is no longer NEET which creates a saving of c. £68,880.00 to the public purse annually and releases the estimated £127,920.00 of lost opportunity costs/loss of contribution to society identified for each NEET.¹⁴ Although she is entitled to in-work benefits, had she continued to be NEET for a further 12 months' she would still be

¹² A person with 'complex needs' is someone with two or more needs affecting their physical, mental, social or financial wellbeing. Source http://www.turning-point.co.uk/media/636823/appg_factsheet_1_-_june_2014.pdf

¹³ Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

¹⁴ See page 5 of this report for more information on the cost basis of this information

claiming Job Seekers Allowance plus a child premium. In the 2 years prior to joining Talent Match Angel would have claimed in the region of **£14,281.28**.

- Research on people who remain NEET shows that it contributes to poor mental health and wellbeing. Had Angel not been able to access meaningful activities through Talent Match and her mental health had deteriorated even further, additional service costs could have included local authority day care costs (£32 per hour), cognitive therapies (£51-£86 per hour), local authority mental health residential costs (£906 per week) or the cost of an NHS specialist residential unit (£353 per day).¹⁵
- Had Social Services decided to remove Angel's child from her care because of her mental health problems or because she was unable to look after the child, the indicative costs would range between £798 and £5,176 per week for a child in care, depending on level of need.¹⁶
- Had Angel not progressed into work, there could have been a high risk of her misusing drugs again. Drug services costs are:¹⁷ community support (per care contact) £124 average; outpatient care (per attendance) £130 average cost.
- The cost of homelessness is estimated at £24,000 - £30,000 (gross) per person¹⁸ per annum. If Angel had not been referred by Talent Match for help with debts and managing money she and her child could have risked being made homeless again.
- Had Angel not become more confident and less socially isolated through being a part of Talent Match the longer term effects of the domestic abuse she survived could have escalated. Domestic violence, excluding economic costs for loss of employment and personal costs to survivors, is estimated to cost £3.9 billion¹⁹ per year, when housing, legal and health care costs, including support for PTSD, are taken into account.

¹⁵ Source (2014) <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014>

¹⁶ Source – Stanley, J. and Rome, A. (2103) *Unit Costs of Health and Social Care 2013*. London, National Centre for Excellence in Residential Child Care, NICE <file:///R:/Final%20films%20at%2014%202%2017/stanley-rome.pdf>

¹⁷ ¹⁷ Source (2014) <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014>

¹⁸ Communities and Local Government data (2012)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7596/2200485.pdf

¹⁹ ¹⁹ Source – (2014) <https://www.nice.org.uk/guidance/ph50/resources/costing-statement-69194701>

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring June 2016 - Dec 2016 approx (still receiving some in-work support)		13	4
Talent Match support		Potential savings	
Cost peer mentor support at £11.75 p.h. x 17 hours	£199.75	JSA + child premium (12 months)	£7,248.80
Programme costs per participant (12 months)	£2,767.50	Cognitive therapy (8 hours lower estimate)	£408.00
Cost of Talent Match support	£2,967.25	Looked after child (1 month lower estimate)	£3,192.00
Talent Match commissioned support		Homelessness (3 months) 1 adult, 1 child £6,000 pp	£12,000.00
Compulsory bike training (CBT) course	£120.00	PTSD due to DV health & social care costs (1 month)	£4,700.00
Level 2 Health and Beauty course	£290.00	Drugs community care contact (x4 lower estimate)	£496.00
Interview skills training (in-house)	No cost to TM		
Cost of commissioned support	£410.00		
Total cost of Talent Match support package	£3,377.25	Potential savings total	£28,044.80

Gulshan

Gulshan is a 21 year old British Asian man. He has a low-level learning disability and he had not worked prior to joining Talent Match in March 2015. He had mostly stayed at home playing computer games and was therefore part of the group known as Hidden NEETs²⁰ his father was keen for him to get a job. Gulshan presented initially with poor personal hygiene, appearing unkempt and lacking in confidence.

(Name has been changed)

Talent Match intervention

When he registered with Talent Match Gulshan identified that he wanted to work in either engineering or designing computer games. To design computer games but he would have needed to go to college to gain qualifications and his father did not want him to go to college, he wanted him in work. Gulshan really needed to build his confidence. His poor communication skills meant that he was not able to explain himself very well and his lack personal hygiene was yet another barrier to employment.

His Talent Match mentor was able to talk with him about his goals for personal development and to approach issues like his appearance and hygiene sensitively. He enrolled with the Imagineers programme, which delivers confidence building through participation in visual arts and performance. His mentor reports this was a turning point for Gulshan; he thoroughly enjoyed the programme and made friendships. She observed that his confidence started to build.

Gulshan accessed a variety of opportunities through Talent Match to gain skills and experience and build confidence. He participated in a Motorvate course which combined driving skills with employability skills. He gained a Level 2 Health and Safety Certificate on the course. He also attended the Wild Earth bush craft and employability programme which is effective in confidence building.

He completed Level 1 qualifications in Maths and English and a 4-day interview skills course. This enabled him to successfully apply for an 8-week Retain Traineeship where he gained a BTEC Level 1 and an NVQ Level 2 in Spectator Safety qualification.

Gulshan also joined the Talent Match Young People's Steering Group which his mentor noticed helped to further increase his confidence. The incremental building up of skills, experience and confidence enabled Gulshan, with the patient support of his mentor, eventually to apply successfully for a full-time job.

Outcomes

- Gulshan is working full time in Burger King and has sustained the job for several months.
- He has achieved useful qualifications: Level 1 Maths and English level, Level 2 Health and Safety Certificate, NVQ Level 2 in Spectator Safety, BTEC Level 1

²⁰ Not in Employment, Education of Training. 'Hidden' because not registered for benefits.

- His mentor describes him as highly motivated and confident.
- His appearance has significantly changed; he is clean and very smart.
- He has made a lot of friends and is not simply staying in his home playing games.

While the potential cost savings in this case are not immediate, they will continue to accrue for all the years that Gulshan is in employment.

He built his confidence; he is gaining valuable experience and enjoys working. Overall moving into employment makes him a net contributor to both society and the economy as he has moved from being economically inactive to being economically active.²¹

Cost analysis

Gulshan presented with 5 main barriers to employment:

- Hidden NEET / social isolation
- Low self confidence
- Poor communication skills
- Poor personal hygiene
- Unrealistic job expectations.

Gulshan is in employment and has much more realistic expectations about his job prospects. He has made friends and is less socially and economically isolated than if he continued to stay at home. Research has identified that being in employment and having a network of friends are protective factors for health and wellbeing.

He is likely to continue being happier and healthier now he is in employment - particularly given that research carried out in Scotland²² identified that spending time as a NEET is associated with a 50% higher risk of poor physical and mental health. The impact of being NEET can be felt for up to 20 years and as such while it is hard to establish the immediate savings there be longer term benefits.

- If Gulshan has continued to be socially isolated, and his lack of self confidence had continued to be a barrier to getting out of the house he may have need support from a counselling service. Talking therapies provided through IAPT counselling and support service costs £105 per intervention²³.
- If Gulshan had had to register for Universal Credit he would have been entitled to £251.77 per month (2016-17 rates) as a single claimant under 25 years. **Over a year this would total £3,021.24.**²⁴

²¹ Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

²² [http://www.gov.scot/Publications/2015/10/6731/1/Scottish Longitudinal Study Consequences, risk factors, and geography of young people not in education, employment or training \(NEET\) Oct 2015](http://www.gov.scot/Publications/2015/10/6731/1/Scottish%20Longitudinal%20Study%20Consequences,%20risk%20factors,%20and%20geography%20of%20young%20people%20not%20in%20education,%20employment%20or%20training%20(NEET)%20Oct%202015)

²³ <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014>

²⁴ Source: www.entitledto.co.uk/help/Universal-Credit-Rates 251.77 per month (2016-17 rates) as a single claimant under 25 years

- Gulshan is no longer at risk of continuing as NEET which creates a potential saving of £68,880.00 to the public purse annually and releases the estimated £127,920.00 of lost opportunity costs/loss of contribution to society identified for each NEET.²⁵

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring March 2015 to September 2016		57	17
Member of Young People's Steering Group – Mentor time estimated (3 sessions)		7	
		Potential savings	
Cost peer mentor support at £11.75 p.h. x 81 hours	<i>£951.75</i> <i>£2,767.50</i>	Universal Credit (1 year)	<i>£3,021.24</i>
Programme costs per participant (12 months)		IAPT service intervention @ £105.00 per intervention (8 sessions)	<i>£840.00</i>
Cost of Talent Match Support	<i>£3,719.25</i>		
Talent Match - commissioned support			
Imagineers	<i>£1,333.50</i>		
Motorvate	<i>£1,000.00</i>		
Learn 2	<i>£1,000.00</i>		
Wild Earth	<i>£1,588.00</i>		
Interview skills (in-house)	<i>No cost</i>		
Cost of commissioned support	<i>£4,921.50</i>		
Total cost of Talent Match support package	£8,640.75	Potential savings	£3,861.24

²⁵ See page 5 of this report for more information on the cost basis of this information

Heather

Heather is 21 years old and White British. She left school after achieving low grades in her GCSEs. She has Cerebral Palsy and a history of being treated for an eating disorder. She had been unemployed for 3 years 4 months when she joined Talent Match.

After school she applied for an apprenticeship with a dog groomer but did not get it. She achieved a place in a Remploy factory where she did a number of jobs: packing, picking and in the canteen. She achieved Food Hygiene and Food Safety certificates while there. Remploy got her an interview at a supermarket but she was unsuccessful.

She then did a 4-week work experience placement in another supermarket where she hoped to be kept on but when they realised she was 16 they were unable to offer her a job. She did achieve a seasonal job at Poundland but was let go after Christmas.

Her partner introduced Heather to Talent Match. When she joined she was claiming Employment Support Allowance (ESA) and wanted to work in retail or achieve qualifications to work with animals, not in a pet shop or animal charity shop, but in animal care.

(Name has been changed)

Talent Match intervention

Heather was keen to achieve Maths and English qualifications and her mentor arranged for her to attend courses. She also enrolled with Wild Earth, a provider in motivational and confidence-building activities. Heather really enjoyed being outside every day, making fires, making camp, recording the sounds of nature and making music from the recorded sounds. She also did African drumming which helped to build her confidence.

About 8 months into her time with Talent Match Heather was referred to a counsellor for support with personal issues. She also accessed benefits advice from the Job Shop.

Her initial aspirations changed over time to consider catering and hospitality; she opened up to more ideas e.g. apprenticeships. She briefly gained an apprenticeship as a pizza chef (came off ESA) but had to leave after a couple of months as it was too fast paced for her.

Heather had a break for 3-4 months then got another job in a warehouse. She was pleased with achieving this by herself but it was an intense environment and, again, too fast paced. She discovered quite quickly it was not for her as well as quite far to travel.

Her mentor provided her with in-work support to consider other options and she realised she needed a part-time job. Her mentor encouraged her to keep the warehouse job and apply for less intensive work. He helped her see she needed to be realistic about what she could do and make it easier for herself.

Heather found a part-time job herself in a pub restaurant as a waitress/kitchen porter. She appears to be coping better, although it can still be a busy environment, and has sustained the job for 3-4 months.

Her mentor saw his main role as providing positive reinforcement, helping Heather gain insight, keep moving forward rather than getting stuck.

“At first her head was down, the last time I saw her she was more open, head up”

Outcomes

- Heather achieved Level 1 in both English and Maths. She wanted to do Level 2 but she took up part time employment and it was too much to do both.
- Her mentor observed that Heather’s confidence has increased.
- There was a point when there was a change in how she presented herself and how her communication improved but her mentor was unable to attribute it to any one intervention.
- Heather required more handholding at first and *“gradually she became more independent and now she knows she can influence and change her own future.”*
- She has overcome personal barriers to succeed in achieving a sustainable job. She has shown perseverance and adapted to find work that fits with her abilities.

For the cost of around 16 months of ESA Heather is now working is economically active and better able to sustain her employment.

Costs analysis

Heather presented with four substantive issues, identifying her as someone with complex needs,²⁶ not uncommon in young people accessing Talent Match.

- A physical disability. Research²⁷ shows that disabled people are less likely to be in employment. Over 44% of working age disabled people are economically inactive compared to 11.5% of non-disabled people.
- A range of emotional and wellbeing issues
- NEET and unemployed for over 3 years
- A history of not sustaining employment once secured.

Supporting Heather into work means that:

- She is no longer claiming ESA. If Heather had continued to be unemployed and claiming ESA - based on January 2017 Employment Support Allowance costs of £102.15²⁸ per week, **the cost over a year would be £5,311.80.**
- Given that Heather was unemployed and claiming ESA for 3 years and 4 months prior to joining Talent Match; it is highly likely that she would have continued to find it hard to find or stay in work.

²⁶ A person with ‘complex needs’ is someone with two or more needs affecting their physical, mental, social or financial wellbeing. Source http://www.turning-point.co.uk/media/636823/appg_factsheet_1_-_june_2014.pdf

²⁷ Disability in the United Kingdom 2016 - Papworth Trust

²⁸ <https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/employment-and-support-allowance/before-you-apply-for-esa/esa-how-much-you-can-get/>

- Heather is no longer at risk of continuing as NEET which creates a potential saving of some £68,880.00 to the public purse annually and releases the estimated £127,920.00 of lost opportunity²⁹ costs/loss of contribution to society identified for each NEET.
- Research on people who remain NEET shows that it contributes to poor mental health and wellbeing. She received counselling through Talent Match. However the cost to the NHS of cognitive therapies is estimated to cost between £51-£86 per hour.³⁰
- She is keen to do more and continue her journey and as such the move into part-time work sees her become a net contributor to both society and the economy for example she now contributes by paying tax and national insurance and has moved from being economically inactive to being economically active.³¹

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring April 2015 to October 2016		60	30
		Potential savings	
Cost peer mentor support at £11.75 p.h. x 90 hours	£1,057.50	ESA Costs for 12 months	£5,311.80
Programme costs per participant (12 months)	£2,767.50	Cognitive therapy (10 hours lower estimate)	£510.00
Cost of Talent Match Support	£3,825.00		
Talent Match - commissioned support			
Learn2 - English & Maths	£1,000.00		
Wild Earth	£1,588.00		
Relate counselling	£540.00		
Job Shop (partner agency) c. 8 sessions	No cost to TM		
Interview Skills (in house)	No cost		
Cost of commissioned support	£3,128.00		
Total cost of Talent Match support package	£6,953.00	Potential savings total	£5,821.80

²⁹ See page 5 of this report for more information on the cost basis of this information

³⁰ Source (2014) <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014>

³¹ Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

Ian

Ian is 23 years old and is White British. He was unemployed at the time of referral although he already had Level 2 Computer and IT qualifications and a Diploma in Business Administration. He had been unemployed for 18 months when he joined Talent Match.

His confidence was very low and he did not really believe that he could do anything at all and this prevented him moving into employment although he was motivated to work.

(Name has been changed)

Talent Match intervention

When Ian started with Talent Match in May 2015 he wanted to go into retail or computers. He attended a 4 day interview skills course and achieved a 3 month trial apprenticeship with a computer company within 8 weeks of joining. After 2 months the company ended the trial on the basis they needed someone with more experience. Although this really knocked his confidence Ian was brave enough and ready to take up a work experience opportunity in the Job Centre where he worked for 8 weeks doing 4 days each week.

When this ended Ian and his mentor talked about further training opportunities, however before any decisions were reached a work trial opportunity at Costa Coffee became available and by January 2016 Ian had secured a job.

Outcomes

Ian has sustained his job at Costa Coffee for over a year. He enjoys working there and his confidence has grown hugely.

For slightly more than 1 years cost of JSA Ian is now working and contributes to wider society by paying tax and national insurance and has moved from being economically inactive to being economically active.³²

Costs analysis

At the time of joining Talent Match Ian's self confidence and self belief was so poor that although he wanted to work he felt unable to.

- Ian was unemployed for 18 months and claiming JSA prior to joining Talent Match which would have provided Ian with **an income of £4,168.80³³** during this period.
- If Ian had continued being unemployed from his referral date until the time of writing this case study (April 2017) **he would have claimed £5,540.80 in JSA.**
- Ian is no longer at risk of continuing as NEET which creates a potential saving of some **£68,880.00** to the public purse annually and releases the estimated **£127,920.00** of lost opportunity³⁴ costs/loss of contribution to society identified for each NEET.

³² Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

³³ Based on a weekly payment of £57.90 for 2015/16 JSA costs

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring May 2015 to January 2016		24.50	10
		Potential savings	
Cost peer mentor support at £11.75 p.h. x 90 hours	£405.37	JSA 12 months	£3010.80
Programme costs per participant (12 months)	£2,767.50		
Cost of Talent Match Support	£3,172.87		
Talent Match - commissioned support			
4 day interview skills (in-house)	No cost		
Cost of commissioned support	No cost		
Total cost of Talent Match support package	£3,172.87	Potential savings total	£3010.80

³⁴ See page 5 of the report for more information on the cost basis of this information

John

John is 25 years old and White British. He grew up in an abusive household. He left school with no GCSEs at 15, moved in with a partner and had 2 children. The relationship ended 2 years ago.

He has never had a job, and has been unemployed for 8 years his GP signed him off with ill health. He was diagnosed with Post Traumatic Stress Disorder and depression and referred to a psychiatrist. He also has ADHD for which he has been prescribed medication since he was a child. He takes medication on and off now.

John has anger issues and has a history of fighting and drinking.

John has good woodworking skills; he has done some carpentry jobs on the side for people. He went to college to learn key skills and take a Health and Safety certificate.

John previously claimed Income Support and currently claims Employment Support Allowance and Housing Benefit. He was referred into Talent Match by the Job Centre and at the time of the referral had been out of work for 8 years.

(Name has been changed)

“When I arrived at Talent Match I felt worthless, my mental health was terrible and I often felt suicidal.”

Talent Match intervention

When John started at Talent Match he wanted to do carpentry or something practical. He was advised he would need a CSCS card to work on construction sites but the nearest training provider was in Bedworth which proved a barrier.

John’s mentor arranged for him to participate in an outward bound activities course and a creativity course. Both of these proved to be turning points for John as he realised he was capable of doing things he had not tried before and he discovered that youth work was an area of work that inspired him.

Talent Match arranged for John to enrol on Level I Youth Work course and secured a volunteer placement for him in the New Arley youth club. This confirmed for John that working with young people was the field in which he wanted to work and he is looking forward to doing his L2 Youth Work training.

John enrolled on a Compulsory Basic Training course for riding a moped but struggled with being given instructions which caused him anxiety so he gave it up after 4 sessions. His Mental Health issues sometimes also prevent him from keeping appointments. Through Talent Match he accessed two counselling sessions and then 14 mentoring sessions from the youth work training provider (no cost) to help deal with his anxiety.

Outcomes

- John feels that since joining Talent Match he has started to get back on his feet and if he had not joined Talent Match he would “*still be fighting, would be a couch potato*” and would continue messing up his life.
- John reports he now has a purpose as he wants to go into youth work. He says he still feels worthless but the change is that he now recognises that he can do things for himself, such as applying to volunteer and meeting the person from the placement on his own.
- John reports that his confidence has increased. He was very clear that he could not have participated in an evaluation interview before joining Talent Match.
- John reports that before Talent Match he did not want to wake up or get out of bed – he feels more motivated now.
- His mentor has observed changes in John: at first he could not make eye contact and he often found it difficult to attend. Now his confidence has grown, he makes eye contact, engages more regularly and is engaging with other Talent Match young people.
- John still does not feel ready for employment, he wants to gain enough volunteering experience to achieve a job, but he recognises he is significantly closer to getting a job now than he was when he joined Talent Match.
- John feels Talent Match took a chance on him and has helped him do so much and helped him get out of his shell.

“...since joining Talent Match I recognise that I can do things and I don’t feel like a waste of space anymore”

For less than the cost 1 year of higher rate ESA John is closer to the labour market than he has been at any point in his previous 8 years of unemployment.

Costs analysis

John presented with four substantive issues, identifying him as someone with complex needs,³⁵ not uncommon in young people accessing Talent Match.

- NEET
- Alcohol abuse which led to violent behaviour
- Mental ill health and low self confidence
- No previous employment experience

³⁵ A person with ‘complex needs’ is someone with two or more needs affecting their physical, mental, social or financial wellbeing. Source http://www.turning-point.co.uk/media/636823/appg_factsheet_1_-_june_2014.pdf

He has re-engaged with the idea that can participate in the labour market, research shows that volunteering will help him gain valuable skills and experience; it helps to build and maintain self worth and this has the potential to enable John to move into employment.³⁶

While there may not be an immediate cost saving to the public purse, John will complete his youth work training and will move into employment and to move from being dependent on welfare support to being a contributor by paying taxes and national insurance.³⁷ When John is ready to move into paid work, he will sign off from claiming Employment Support Allowance, depending on his employment he may still be entitled to Housing Benefit and he may also be able to claim Working Tax Credit.

- However he has been claiming benefits for 8 years, over this period his claim would have been complex given his partner and children and the subsequent relationship breakdown. The complexity and level of benefits for John aren't known, and this calculation does not include other benefits he may have been entitled to. However an **indicative** pre Talent Match benefits claim can be arrived at³⁸ of some **£ 45, 7236.000** for the 8 years he was unemployed prior to joining TMCW.
- He has re-engaged with the idea that can he work and his pathway to date suggests that he will be successful. He is volunteering (which research) shows will help him gain valuable skills and experience; it build and maintain self worth and has the potential to enable John to move into employment.³⁹
- His mental health has improved; he is potentially using NHS services less which represent possible savings as follows. An hour of specialist counselling for PTSD costs in the region of £37.00⁴⁰ per hour. If John accessed 10 weeks of counselling that would have cost in the region of £370.00. An IAPT service costs £105⁴¹ per intervention and if John accessed 10 weekly sessions this support would have cost in the region of £1,005⁴² Community Mental Health teams cost around £235⁴³ per intervention - 10 sessions with a psychiatric would cost in the region of £2,350.00
- As a result of Talent Match John has changed his behaviour and is at a much reduce risk of offending and therefore there are potential savings for the Criminal Justice system for example For Warwickshire Probation⁴⁴ services it is estimated that a pre-sentence report costs around £210.00; offender supervision costs for a community order are in the region of £4,305. Costs for imprisoning someone (once all costs including police and

³⁶ <http://blogs.ncvo.org.uk/2013/09/23/volunteering-during-unemployment-does-it-lead-to-paid-work/>

³⁷ Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

³⁸

John benefit calculation	
6 years as a couple claiming ESA at £112.55 per week)	£35,115.6
2 years ESA at £102.00 (higher rate assumed	£10, 608.00
Total Claim for ESA	£45,7236.0

³⁹ <http://blogs.ncvo.org.uk/2013/09/23/volunteering-during-unemployment-does-it-lead-to-paid-work/>

⁴⁰ <https://www.nice.org.uk/guidance/cg26/resources/cost-impact-report-193399453>

⁴¹ <http://www.pssru.ac.uk/project-pages/unit-costs/2016/#sections>

⁴² As above

⁴³ As above

⁴⁴ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/254027/probation-trust-unit-costs-2012-13.pdf

court costs are taken into account) is £65,000.00⁴⁵ year on year of continued imprisonment are in the region £40,000 per annum.

- He is also no longer NEET which creates a potential saving of some £68,880.00 to the public purse annually and releases the estimated £127,920.00 of lost opportunity⁴⁶ costs/loss of contribution to society identified for each NEET.

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring April 2016 to March 2017		29.5	8
		Potential savings	
Cost peer mentor support at £11.75 p.h. x 90 hours	£440.62	ESA (higher Rate) £102.15 per week for 12 months	£5,311.80
Programme costs per participant (12 months)	£2,767.50	IAPT service costs	£1,005
Cost of Talent Match Support	£3208.12	Community Mental Health support	£2,350.00
Level 1 Youth Work course	£150.00		
Kingsbury Course	£857.00		
CBT– completed 4 hours	£120.00		
Sycamore counselling	£540.00		
WAYC mentoring	No cost to Talent Match		
Cost of commissioned support	£1,667.00		
Total cost of Talent Match support package	£4,875.00	Potential savings total	£8,666.80

⁴⁵ <http://www.fpe.org.uk/the-cost-of-prisons/>

⁴⁶ See page 5 of the report for more information on the cost basis of this information

Joseph

Joseph is a 22 year old White male who found out about Talent Match from Doorway (a hostel for young homeless people) and joined in August 2015. He had been unemployed for over a year and claiming Employment Support Allowance when he joined the programme.

Joseph was in care when he was younger and had moved around between family members following his parents' relationship breakdown when he was 10. He coped with the changes in schools by "*being the class clown*" and he ran away from home on several occasions, was picked up by the police and referred to social services. He has mental health problems which started around this time and he saw a psychiatrist at age 13.

On leaving care he lived in supported accommodation for 12 months, which he liked, and started college but found an 80 mile daily round trip unsustainable. He achieved Level 1 and 2 Mechanics qualifications and started a mechanics apprenticeship but it not work out and he was sacked before he could achieve his Level 3 qualification.

In 2014 he was diagnosed with clinical depression for which he saw his GP on a regular basis. He felt suicidal and received counselling organised by the college. He is still on regular medication and sees his GP from time to time.

His lack of work experience and mental health problems were real barriers to moving into employment, he got into debt and ended up at Doorway.

(Name has been changed)

Talent Match intervention

When Joseph started at Talent Match he wanted a job in mechanics, bricklaying or labouring. He did not really have any aspirations, he just wanted a job. The turning point for him when he joined Talent Match was hearing about the surprising variety of things on offer.

"I was surprised by the range of courses I could access through Talent Match."

His mentor booked Joseph on a Motorvate driving and employability skills course which proved another turning point when he began to feel differently about himself. He shared his love of music and his mentor encouraged him to pursue his music career in the studio, providing a bus pass so he could get there, which he described as "*a lifeline*".

His mentor spent time with Joseph and helped him to address his personal issues and to see that he could open up many more work opportunities by training as a security guard. She then enabled him to enrol for a Level 2 Security Certificate in door supervision which he achieved.

Joseph achieved a security job in Boots and, through Talent Match, accessed the Wheels to Work scheme and after passing his Compulsory Bike Training test was provided with a moped.

Outcomes

- Joseph has been in full time employment since November 2015 and is living in privately rented accommodation.
- He feels that he has developed as a person and he can now see a future for himself. He knows how to look for jobs and to keep his CV up to date. He is clearing his debts and starting to feel more in control of his life.
- He no longer feels suicidal and his mental health is much more stable.
- Joseph made friends through Talent Match when he did not have any before and his confidence has grown. He can talk to strangers and knows how to make conversation. He also finds talking to girls much easier now.
- He is no longer afraid to perform in front of an audience and has got a number of gigs booked. His music helps him release stress and is one of the reasons he feels that his mental health is improving.
- He feels confident riding the moped and he wants to pass his driving test and get a car.
- Joseph has aspirations for the future – he would like to do more with his music and become qualified in close personal protection. He has realised that he can combine his passion for music with work and is looking for additional work in festival security.
- He is looking forward to going to Amsterdam with a group of friends for his birthday.

"Talent Match provided me with something to get up for."

For around the cost 2 years ESA Joseph has moved into sustained employment. He is working and contributes to wider society by paying tax and national insurance and has moved from being economically inactive to being economically active.⁴⁷

Costs analysis

Joseph presented with 4 issues many of which were long standing identifying him as young person with complex and interrelated needs.⁴⁸

- NEET
- Previously homeless and living in a hostel
- Depression and long standing mental health issues
- Suicidal feelings and thoughts
- Debt issues

⁴⁷ Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

⁴⁸ A person with 'complex needs' is someone with two or more needs affecting their physical, mental, social or financial wellbeing. Source http://www.turning-point.co.uk/media/636823/appg_factsheet_1_-_june_2014.pdf

Had Joseph not joined Talent Match programme and completed his pathway into work, he could still be unemployed and at risk of continued homelessness and suicide.

- In the 14 months before he started with Talent Match Joseph was claiming ESA at a weekly rate of £102.15 per week (higher rate assumed), a total of **£6,129.00** over this period⁴⁹.
- He has been in full-time employment since November 2015. However if Joseph had not joined Talent Match and was still claiming ESA he would potentially remained unemployed for a further 18 months at a cost of **£7,354,80**
- Joseph has been able to secure accommodation and his continued employment means that his risk of being homeless again has reduced. The cost of homelessness is estimated at £24,000-£30,000 (gross) per person per annum⁵⁰.
- Joseph has reported improvements to his mental health and his risk of committing suicide has been reduced. The cost of supporting someone with mental ill health could include local authority day care costs (£32 per hour), cognitive therapies (£51-£86 per hour), local authority mental health residential costs (£906 per week) or the cost of an NHS specialist residential unit (£353 per day).⁵¹ The cost of a reported suicide (based on estimates for Birmingham and Solihull)⁵² £539,000,000 based on direct costs - of services used leading up to and following suicide, indirect or societal costs such as lost production and human costs.
- In addition Joseph is no longer NEET which is estimated to cost in the region of c. £68,880.00. to the public purse annually and research suggests that a further c. £127,920.00 can be identified for each NEET in terms of lost opportunity costs/loss of contribution to society.

⁴⁹ Based on the 2014/15 ESA figures for someone aged 19 - 24

⁵⁰ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/7596/2200485.pdf

⁵¹ Source (2014) <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014>

⁵² * 2012-2014 based on 3 year count – Solihull = £76,000,000 // Birmingham = £463,000,000
http://www.heartofengland.nhs.uk/wp-content/uploads/Suicide-and-Suicide-Prevention_SandB_Handout.pdf

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring (August 2015 – Nov 2015) plus in-work support		52 hours	15
		Potential savings	
Cost peer mentor support at £11.75 p.h. x 67 hours	£787.25	ESA Claim 12 months	£5,311.80
Programme costs per participant (12 months)	£2,767.50	Homelessness (3 months lowest estimate)	£6,000
Cost of Talent Match Support		Acute Hospital (1 week)	£2,471.00
Motorvate – 6 weeks course	£1,333.50	Residential care (1 month)	£3,624.00
Level 2 Security Certificate	£385.00		
Compulsory bike training (CBT) course	£120.00		
Cost of commissioned support	£1,838.50		
Total cost of Talent Match support package	£5,393.25	Potential savings total	£17,406.80

Karl

Karl is a 24 year old White British man who did not do well at school; he hung out with a group that led him into trouble now and then. He was not confident and if things felt difficult he would take the day off sick; school did nothing to build his self-esteem and confidence. At the time of joining the programme Karl had been unemployed for 4 years.

He did attend a local FE college to do an HGV course but was unable to complete it because there were changes to the course, he got behind with the work and he felt bullied and unsupported by the tutor. Life was tough and chaotic and he simply did not cope well with his numerous personal problems and with a relationship breakdown. He developed mental health problems.

Karl was not working, not claiming benefits and living off a small inheritance,⁵³ his main activity during this time was riding his bike around the City Centre along with his mates and generally '*hanging around*'. When his mental health started to worsen he learnt how to use his prescription medication to "*make himself feel worse*", he simply could not cope with feeling happy.

Karl was referred by his GP for counselling, which did help as did his counsellor's referral to the Princes Trust for a 12 week course. Karl really enjoyed the course and found that his mental health improved. However at the end of the course he went back to hanging around with mates and abusing prescription drugs. His mental health continued to deteriorate to the point where his friends no longer wanted to spend time with him and he became increasingly isolated and lonely. He continued with counselling, having one or two sessions a week for over 12 months, until his counsellor referred him to the Job Shop in Coventry where he was referred on to Talent Match in April 2015.

(Name has been changed)

Talent Match intervention

During his initial assessment at Talent Match Karl identified that he wanted to improve his mental health, to find out what he really wanted to do and get into employment. Karl said he was interested in sports, driving and psychology and his Talent Match mentor suggested several things to get him started. Karl however was reluctant to try anything new or outside of his comfort zone, his confidence was still very low.

Eventually he agreed to enrol with Imagineers and really enjoyed the experience. It got him out of the house and interacting with other people, his confidence improved. Karl then accessed the Wild Earth programme where he left so comfortable he was able to act as a mentor to the next group of participants. This demonstrated a significant shift in Karl's self-esteem; he was able to pass his knowledge on to others. By this stage, with the on-going support of his mentor, Karl was able to volunteer as a member of the Talent Match Young People's Steering Group, which helps to shape the range of activities for young people on

⁵³ Karl was part of a group known as Hidden NEETs – not in employment, education or training and not claiming benefits so not known to the system.

the programme, and to take part in interview panels for new Talent Match staff members. Karl's ability to contribute to these responsible activities demonstrates how far he has travelled in terms of his confidence and self-belief; being asked to take part and to give his opinion has helped him to feel valued.

Talent Match secured an opportunity for Karl to have a work trial with Costa Coffee which he successfully completed and was offered a permanent job.

Outcomes

- Karl has a job which he enjoys and he has been working there for the past 12 months.
- He feels more confident and capable.
- His mental health is improving and when he does feel low he can manage these feelings much more appropriately.
- He feels he has matured and has become more focused about his ambitions and aspirations for his life.

"Before Talent Match I planned day to day now I'm thinking about the long term"

Karl has moved from not being involved in any training or work seeking activity to being in employment and has now become a net contributor to the wider economy through paying tax and national contributions.⁵⁴

Costs analysis

Karl presented with 5 barriers to employment, identifying her as someone with complex needs, not uncommon in young people accessing Talent Match.⁵⁵

- NEET
- Poor coping skills
- Mental health issues
- Abuse of prescribed medication
- Low self esteem and poor self confidence

Had Karl had not have participated in the Talent Match programme and completed her pathway into work he may well still be unemployed and not seeking work and continuing to abuse prescriptions drugs and need additional help to manage his mental wellbeing.

⁵⁴ Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

⁵⁵ A person with 'complex needs' is someone with two or more needs affecting their physical, mental, social or financial wellbeing. Source http://www.turning-point.co.uk/media/636823/appg_factsheet_1_-_june_2014.pdf

- Providing a pathway into work for Karl means that he is now a net contributor to society through the payment of his tax and national insurances⁵⁶ Young people who are NEET are more likely to be economically inactive⁵⁷ or working in the informal economy, they do not make a net contribution to society. He is no longer NEET which is estimated to cost in the region of c. £68,880.00 to the public purse annually and research suggests that a further c. £127,920.00⁵⁸ can be identified for each NEET in terms of lost opportunity costs/loss of contribution to society.
- While he was not claiming benefits at the time of his referral into Talent Match; should he have needed to in the future JSA rates of £73.10 per week (January 2017 rates) would have seen him claim **£3,801.20 per year**. Research shows that being in work will have long-term benefits for Karl's physical and emotional wellbeing and that he is less likely to use NHS services as a result of these improvements.⁵⁹
- Research shows that being in work will have long-term benefits for Karl's physical and emotional wellbeing and that he is less likely to use NHS services as a result of these improvements.⁶⁰ His mental health is improving and he has aspirations for a better future.
- Karl previously had counselling support on a weekly basis over a period of more than 12 months. Cognitive therapies cost the NHS in the region of £51- £85⁶¹ per hour and if Karl's mental health had not improved and he was to require further weekly counselling of an hour each session, at the lowest cost range⁶² the cost to the NHS would be **£2,448.00**. Should he continue to need regular GP visits they would cost the NHS £44.00 each with NHS prescriptions costing in the region of £23.30 each.

⁵⁶ Fujiiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes*. DWP 2013

⁵⁷ Goodwin P, Garry K, Wilson R *Investigation into Hidden NEET* Birmingham & Solihull Talent Match 2015

⁵⁸ See page 5 of this report for more information on cost of NEET

⁵⁹ G. Wadell; A.K. Burton: *Is Work Good For Your Health and Well-Being?* TSO 2006

⁶⁰ G. Wadell; A.K. Burton: *Is Work Good For Your Health and Well-Being?* TSO 2006

⁶¹ PSSRU cost book for Health and Social Care 2015

⁶² based on a 48 week year (assuming non attendance for practitioner holidays etc)

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring (April 2015 - February 2016)		40	17
Member of Young People's Steering Group – Mentor time estimated (4 sessions)		8	
		Potential savings	
Cost peer mentor support at £11.75 p.h. x 78 hours	£916.50	JSA (12 months)	£3,801.20
Programme costs per participant (12 months)	£2,767.50	NHS Counselling costs	£2,448.00
Cost of Talent Match Support	£3,684.00	6 GP visits (Bi-monthly 12 months)	£264.00
Imagineers	£1,333.50	Prescription costs (6)	£139.80
Wild Earth	£1,588.00		
Adult Social Care Course	No cost to TM		
Cost of commissioned support	£2,921.50		
Total cost of Talent Match support package	£6,605.50	Potential savings total	£6,653.00

Marie

Marie is 24 and White British. She had a love/ hate relationship with school where she had a small group of friends. She was psychologically bullied because of the way she looked and as a result felt useless. She had a physical disability and educational support needs that meant she had a statement of special needs and got to rely on having a member of staff to help her; when the support staff were not working with her she would "shut down."

She self-harmed and comfort ate/starved herself and it was not until she left school that she realised the feelings she experienced were caused by depression. She was prescribed anti-depressants and although she sought support with her mental health problems she did not like what was available and accessed support from the internet.

Marie left school at 16 with 7 GCSEs and went to college where she achieved a Merit in her Diploma in Performing Arts. She went on to do a further Performing Arts course but left after the first year as she did not like the staff. She then moved to 6th Form College to do GCSEs in English and Maths.

Between 19-22 years she claimed JSA as she "wasn't depressed enough" to claim ESA and she eventually moved on to Universal Credit. She was finding it difficult to get out of bed; she had never had a job and lacked experience, motivation and skills, as well as confidence. The Job Centre referred her to Talent Match - at that point Marie had been unemployed for 5 years.

(Name has been changed)

Talent Match intervention

Marie has needed a lot of support from the 2 Talent Match mentors she has worked with. Her original aspiration was to become an author and her mentors helped her to set achievable short-term goals while not giving up her dream of being published one day.

Working with her mentor, Marie could see that her lack of confidence, anxiety and depression have often got in the way of moving forward. Her desired outcomes were to build her confidence, get some experience of outdoor activities and get into work. Her mentor referred to a healthy living activity course at Kingsbury to help build her confidence and self-esteem. Although initially Marie struggled to be involved in group activities, she realised over time that she would like to teach outdoor pursuits.

Her mentor encouraged her to try lots of other courses and Marie identified her turning point as 6 months after starting Talent Match when she participated in and completed the Princes Trust programme.

"This made me do something, I started noticing changes"

She also did a creativity course, the Motorvate driving and employability skills course and participated in farm work experience with Aim Educational. Marie became a member of the

Talent Match Young People's pre-Steering Group, volunteering her time to help shape the programme.

All of these experiences built Marie's employability skills, knowledge and confidence to the point where she was able to apply for a work trial with Costa Coffee negotiated by Talent Match. She successfully completed the work trial and was offered a permanent part-time job.

Outcomes

- Marie is working part-time at Costa Coffee and has a permanent contract.
- Her mental health has improved and she feels more confident.
- Her personal presentation, communication and inter-personal skills have improved.
- She is able to motivate herself and she believes that she can do things.
- She says that before she joined Talent Match, on 'down' days she could not leave the house and even though the 'down' days still hit her as hard, she has put in place strategies that mean she always goes into work.
- She understands more about looking after herself and now has "*found a routine of exercise and eating well.*"
- She has aspirations for the future - she would like to gain work experience in the summer in teaching outdoor pursuits; she wants to learn to drive and move into her own home.

After 5 years of inactivity, for an investment of less than 23 days specialist mental health care Marie is now working, making a positive contribution and self-managing her mental health.⁶³

Costs analysis

Marie presented with 3 barriers to employment, identifying her as someone with complex needs, not uncommon in young people accessing Talent Match.⁶⁴

- NEET
- Mental health issues
- Lack of work experience and skills
- Lack of motivation and confidence

Had Marie not participated in the Talent Match programme and completed her pathway into work, she could still be unemployed and at risk of worsening mental health.

- Marie is no longer NEET which creates a saving of c. £68,880.00 to the public purse annually and releases the estimated £127,920.00 of lost opportunity costs/loss of contribution to society identified for each NEET⁶⁵ although she is entitled to in-work

⁶³ Fujiwara D. *The Department for Work and Pensions social Cost-Benefit Analysis Framework. Methodologies for incorporating the wider social and economic impact of work in Cost Benefit Analysis of employment programmes.* DWP 2013

⁶⁴ A person with 'complex needs' is someone with two or more needs affecting their physical, mental, social or financial wellbeing. Source http://www.turning-point.co.uk/media/636823/appg_factsheet_1_-_june_2014.pdf

⁶⁵ For more information on NEET costs see page 5 of this report

benefits, had she continued to be NEET she would still be claiming Universal Credit. In the 5 years prior to joining Talent Match Marie would have claimed in the region of **£14,833.00** in JSA and Universal Credit.⁶⁶

- Marie reports that without Talent Match she would have required specialist mental health services support as she was increasingly unable to cope. Had Marie not been able to access meaningful activities through Talent Match and her mental health had deteriorated further, additional service costs could have included local authority mental health residential care costs (£906 a week); local authority day centre costs (£32 per hour)⁶⁷; cognitive therapies (£51-£86 per hour) or NHS in-patient specialist mental health services, (£353 per day).⁶⁸

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring		83	20
Talent Match support		Potential savings	
Cost peer mentor support at £11.75 p.h. x 103 hours	£1,210.25	Universal Credit (12 months)	£3,018.60
Programme costs per participant (12 months)	£2,767.50	Cognitive therapy (8 hours lower estimate)	£408.00
Cost of Talent Match support	£3,977.75	In-patient specialist Mental Health care (14 days)	£4,942.00
Talent Match commissioned support			
Princes Trust (partner agency) - 12 weeks	No cost to TM		
WAYC creativity course - 6 weeks	£1,500.00		
Motorvate – 6 weeks	£1,000.00		
Aim Educational – 6 weeks	£500.00		
Healthy Living Course - Kingsbury	£857.00		
Cost of commissioned support	£3,857.00		
Total cost of Talent Match support package	£7,834.75	Potential savings total	£8,368.60

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Marie benefits calculation	
4 years of JSA - based on 2013/4 figures of £56.80 per week	£11,814.400
1 year of Universal credit at £251.55 per month	£3,018.60
Total Claim for ESA	£14,83300

⁶⁷ Department of Health (2015) <https://www.gov.uk/government/publications/nhs-reference-costs-2013-to-2014>

⁶⁸ 2015 - <http://www.pssru.ac.uk/project-pages/unit-costs/2015/>

Richard

Richard is 20 years old and White British. He left school without the grades he was hoping for and did nothing for a year. He had relationship issues at this time, felt a bit depressed and says his confidence plummeted.

He then went to City College Coventry and completed a BTEC in Performing Arts, followed by a L2 Science course at Henley College Coventry which he left before he completed the course due to moving house. Richard tried quite a few things before joining Talent Match including volunteering. He wanted a job but not any job; he specifically wanted to work in horticulture or animal care, something with “*an ethical base*”. He signed on for Universal Credit for a while but was uncomfortable with the process so he signed off. He felt the Jobcentre, his family and peers were pushing him towards work he did not want to do and that his reluctance was perceived as laziness or an unwillingness to work – “*I brought that pressure with me into Talent Match*”.

Richard heard about Talent Match from a friend who had accessed a motivational course at Wild Earth through the programme. Richard was able to join the Wild Earth course where he met his Talent Match mentor, and decided to join the programme (Dec 2015). At the time he joined the programme he was not in work, receiving no benefits and was living with his parents and therefore part of the group known as Hidden NEETs⁶⁹ and had been in this situation for 12 months.

(Name has been changed)

Talent Match intervention

Richard came into Talent Match knowing that gardening or wildlife work was his goal but not how to achieve it.

His mentor saw his role as to help Richard gain some focus and clarity about how to move forward, to help Richard look at his pathway and the steps to get there, to “*shine a light on the path*”.

“When I joined Talent Match I had the vision but not the understanding of how to get there – I was unmotivated because of fear of having to get everything sorted out.”

They agreed initial goals to improve Richard’s basic qualifications in English & Maths and to find some relevant work experience. He registered with Adult Education to do English, Maths and Customer Services LI courses. Adult Education and Talent Match together found him a voluntary work placement with Wrighton Organic Gardens, to run concurrently with his courses for 1 day a week for 6 months where he learnt about organic garden maintenance, weeding, sowing and pruning.

⁶⁹ Not in Employment, Education or Training, ‘Hidden’ because not registered for benefits.

Richard also enrolled with Imagineers (Jan – Sept 2016) on their Transformations co-creation programme which aims through theatre, design and construction to develop the confidence skills and capabilities of all the young people involved.

Richard participated in the Talent Match Young People's Steering Group which influences the activities available to young people on the programme.

In December 2016 Richard started a 6 week work experience placement with Aim Educational where he learnt about farm maintenance, horticulture and animal care. In January 2017 his mentor arranged for him to attend an open day at Moreton Morrell agricultural college where he found out he needed a Maths qualification to enrol on an Ecology course; this inspired him to re-enrol on a Maths course which he expected to complete imminently. After that, Richard's next steps are to find *"the right kind of work"* and undertake an Ecology course. He is also considering volunteering overseas on a wildlife reserve.

Richard still helps out at Imagineers, encouraging new participants and see part of his future as a creative, in plays and as a writer. In 5 years' time he expects to have an Ecology qualification, to be working in a conservation organisation and going to auditions.

Outcomes

- Richard achieved his L2 English and Customer Services LI. Although he has not yet achieved a Maths qualification he reports *"I've definitely improved my Maths skills"*
- From work experience he gained knowledge of plants and their uses, the organic approach to gardening and about garden design influences. He gained skills in animal care and horticulture.
- Richard has made friends through Talent Match and the work placements. *"There is a community of friends among Talent Match peers – it has brought people out of their shells, helped with their anxieties"*.
- From reviews and assessments at Talent Match Richard can see for himself his growth in confidence and motivation. *"It is good that it is on paper, it provides evidence and also I can reflect on my progress for myself – this is motivating and cathartic"*.
- Richard's mentor has observed he has an increased focus on where he wants to get to, more energy to get there and *"he can see there are opportunities to do things he is interested in."*

"I have a clear pathway now"

"It has created an opportunity that I don't think I would have been able to create myself"

After a year of inactivity, lacking direction, for an investment of less than the average cost for a Talent Match Coventry & Warwickshire participant, Richard has gained qualifications, work experience and confidence and has a clear career progression plan.

Costs analysis

Richard presented with 3 barriers to employment when he joined Talent Match.

- Hidden NEET / social isolation
- Lack of confidence and motivation
- Lack of English and Maths

Had Richard not participated in the Talent Match programme and started his journey towards the workplace, he could still be a hidden NEET staying at home doing nothing.

- Richard is no longer NEET which releases an estimated £127,920 of lost opportunity costs/loss of contribution to society identified for each NEET.⁷⁰ If Richard had decided re-register for Universal Credit he would have been entitled to £251.77 per month (2016-17 rates) as a single claimant under 25 years.

Cost Calculations

Support received		Face to face support (hours)	Follow Up Support
Talent Match peer mentoring		35	12
Member of Young People's Steering Group – Mentor time estimated (2/3 sessions)		7	
Talent Match support		Potential savings	
Cost peer mentor support at £11.75 p.h. x 54 hours	£634.50	Universal Credit (12 months)	£3,021.24
Programme costs per participant (12 months)	£2,767.50		
Cost of Talent Match support	£3,402.00		
Talent Match commissioned support			
Adult Education –26 weeks course	No cost to TM		
Imagineers - 12 weeks programme	£1,333.50		
Aim Educational - 6 weeks experience	£500.00		
Cost of commissioned support	£1,833.50		
Total cost of Talent Match support package	£5,235.50	Potential savings total	£3,021.24

⁷⁰ For more information see page 5 of report