



Multi Access Centres (MACS) & Routeways Programme

**Leicestershire and Leicester City Learning Partnership
(LLCLP)**

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Learning Partnership - Key Roles

- Facilitating collaborative practices and joint working in lifelong learning, skills and economic development to support key partners in achieving their objectives
- Promoting provider collaboration
- Maximising the contribution of learning to local regeneration
- Focus on post 19 age group but link with children's services



What does LLCLP do?

- Identify the issue/area of activity
- Draw together the expertise
- Identify what can best be done collaboratively
- Draw in resources
- Commission activity
- Share the outcomes widely
- Steer and shape the activity
- Make strategic links to other activity



LLCLP commissioned by LSEP

- Support development of single programme application
- Develop capital proposals for Multi Access Centres (MACs) across city and county
- No new builds – increase access to services
- Add value to existing new building plans
- Long term sustainability essential



Multi Access Centres (MACs)

part of

Routeways programme



How do MACs fit strategically with LAA / MAA?

MAA addresses Worklessness,
Skills and the Economy

MACs aim to reduce worklessness,
improve skills and support
economic growth



Increasing employment and reducing worklessness

NI 152 – Working age people on out of work benefits

Improving skills levels

NI 163 – Proportion of the population qualified to at least **Level 2** or higher

NI 165 – Proportion of the population qualified to at least **Level 4** or higher



Stimulating business growth

- **NI 172** - Percentage of small businesses in the area showing employment growth

Also linked to

- **NI 117** – 16 / 18 year olds that are NEET

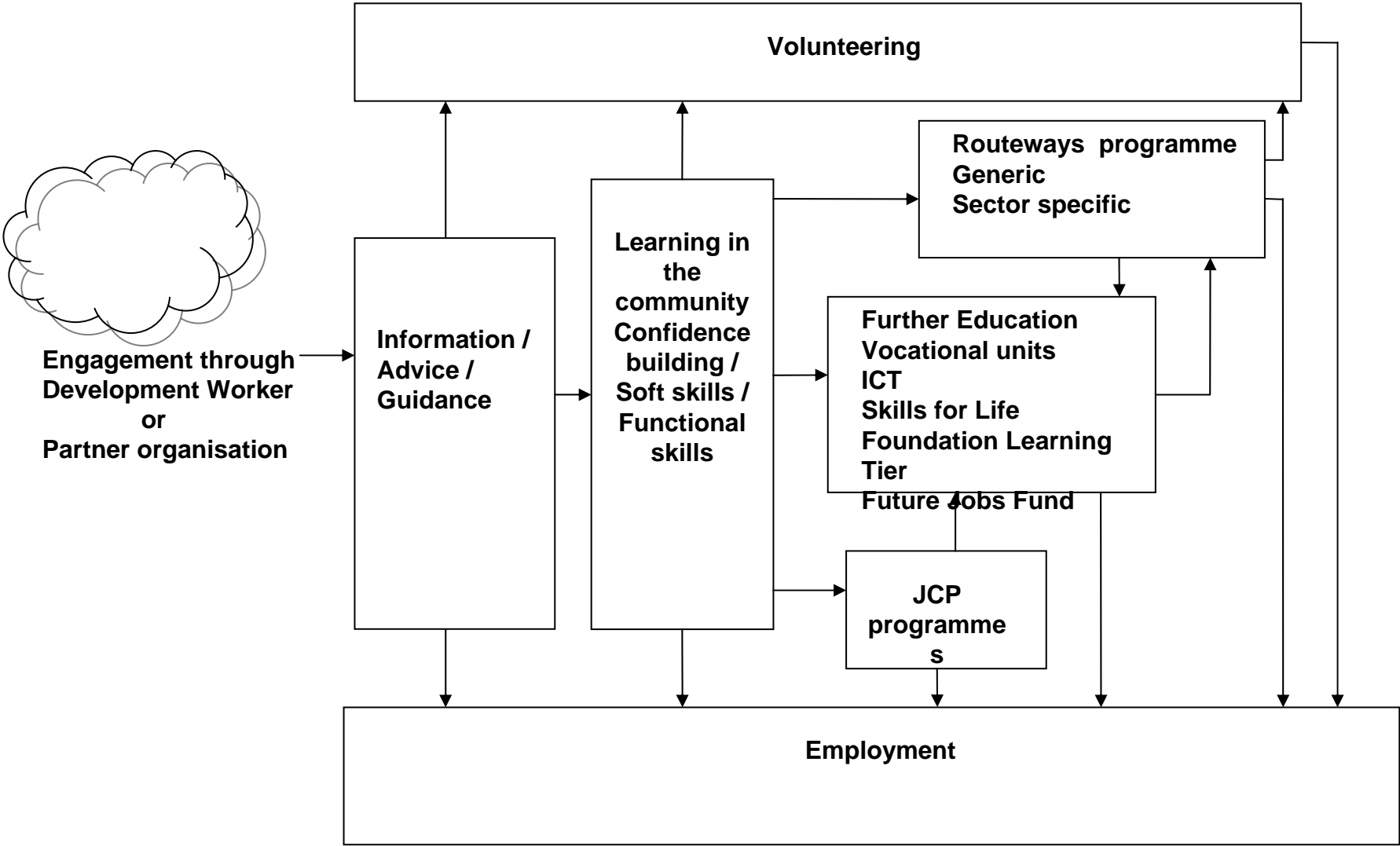


Increasing efficiency

- **NI 179** Value for money

Public services are provided in the most efficient and effective way

Multi Access Centres & Routeways pathway – Sept 09





What does a Multi Access Centre (MAC) do?

- Targets clients aged 19+ - long term unemployed
- Located in areas of deprivation
- Supports people into employment
- Provides a range of services to meet their needs
- Works with a number of providers and partners
- Can be a hub and spoke model using several venues
- Uses local venues
- Links to the Routeways Training Programme



MAC Services

- Engagement with clients
- Information, Advice & Guidance
- Confidence building
- Referral to appropriate training
- Job/ Career Guidance
- CV writing
- Referral to other appropriate support –
eg: Welfare & Benefits advice



Routeways pathway

MACs provide:

- Client engagement
- IAG
- Pre employment support
- Post employment support

Sector Specific Routeway


- Job interview guarantees




Sector Specific Routeways

A bespoke short course to train clients to be job ready for a designated sector

- Retail
- Construction
- Business & Call Centres
- Health & Social Care
- Food, Drink & Hospitality

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- Leads to job interview guarantee
 - Employer engagement essential
 - Match pathway for individuals and job opportunities
 - Co-ordinated by Sector Group partnerships

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- Model developed in city
 - Links with county
 - Aim to roll out across county
 - Political support through MAA leadership

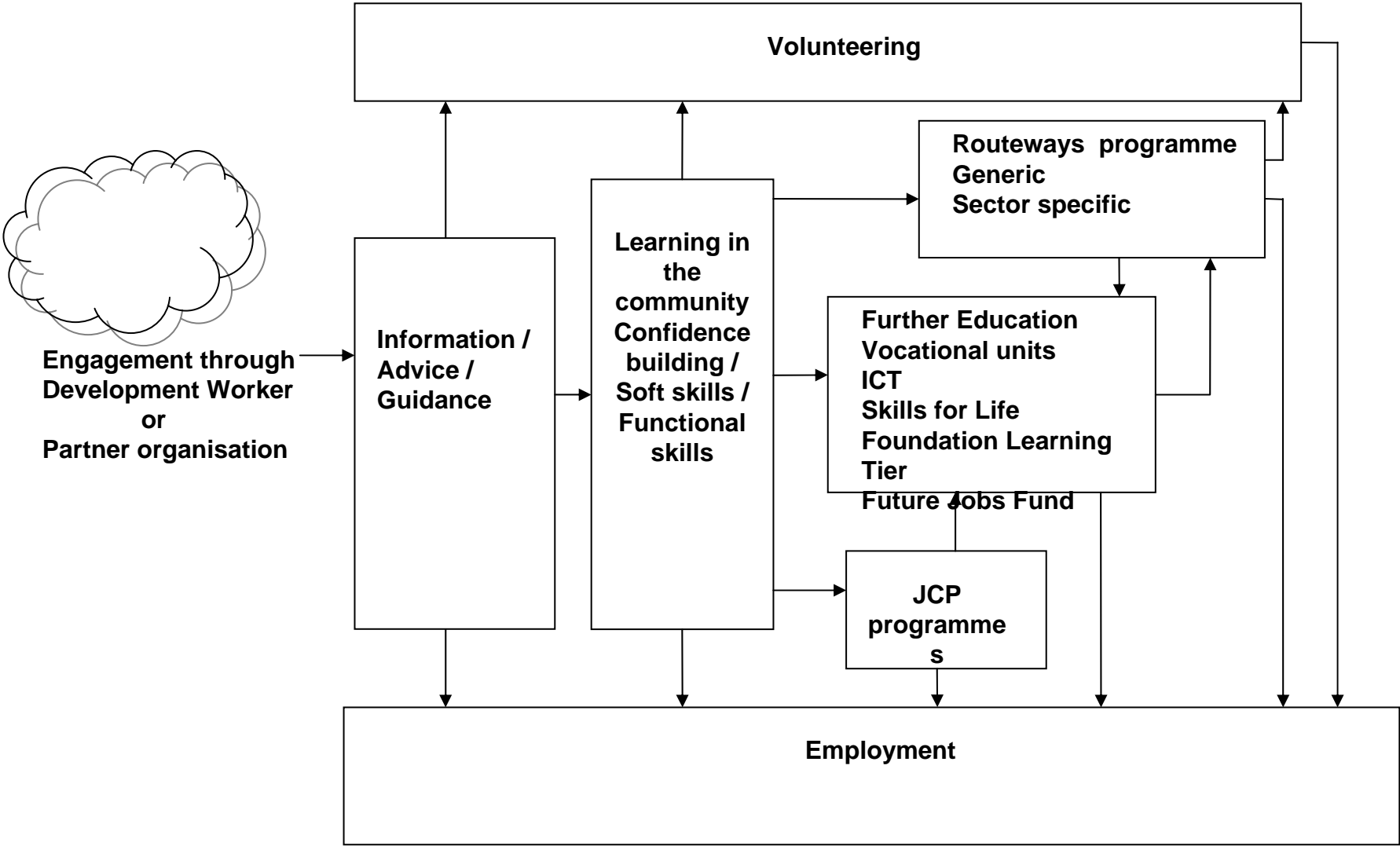


Proposed County MACs programme

- 5 hub and spoke models across county
- Incorporate previous round of MACs
- Hubs in main libraries in:
- Coalville, Loughborough, Hinckley, Melton & Market Harborough

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- Spokes in libraries in areas of deprivation
 - Virtual spokes – Adult Learning Service Development Workers.
 - Will support work across rural areas
 - Includes new builds:
 - South Leics college
 - Barwell Community Centre

Multi Access Centres & Routeways pathway – Sept 09





- Engagement via development workers

- IAG via ALS development workers and trained library staff

- Refer to existing adult learning and training provision


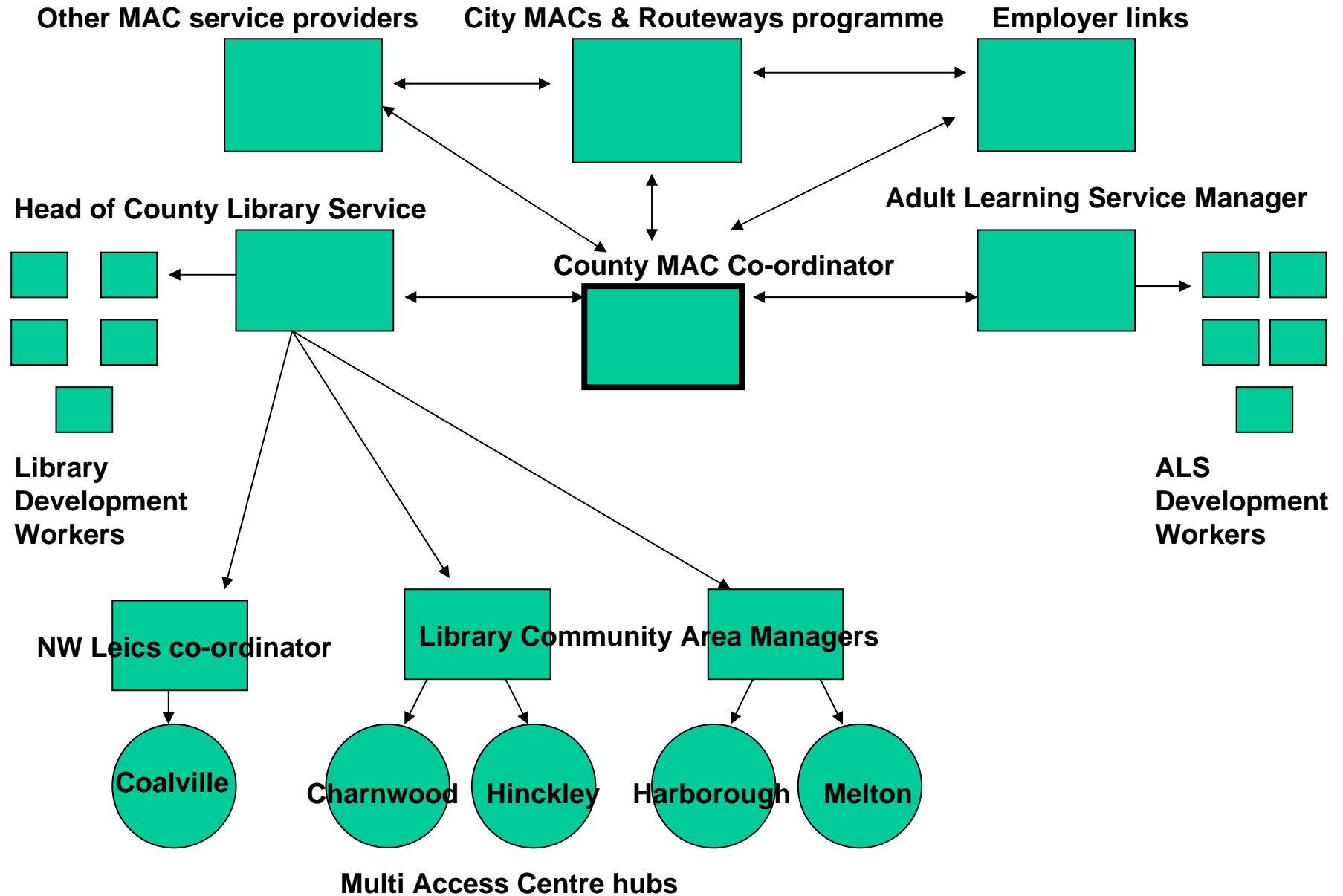
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- Applying for additional services support
 - Refer onto Routeways programme
 - MAC programme centrally coordinated
 - Central database of client and services information

Diagram of co-ordination / management of County MAC Programme





Key partners

- Adult Learning Service
- Library Service
- District Councils
- Parish Councils
- Better Places Team
- Children's Centres and Extended Services
- Voluntary Sector
- Police
- NHS
- Gypsy & Traveller support



Linked initiatives and programmes

- City MACs programme
- Total Place Project
- Access 2 Services
- Jobcentreplus programmes
- Future Jobs Fund
- Fit for Work pilot
- SME support programmes
- Financial Inclusion

North West Leics MAC

Libraries and other venues

- Coalville (hub) Ashby de la Zouch
- Ibstock Measham
- Castle Donington

- Stephenson College Kegworth Library

- Whitwick Leisure Centre?
- Moira REPLAN?

Charnwood MAC

Libraries and other venues

- Loughborough (hub) Syston
- Thurmaston Mountsorrel

- Moira Centre Loughborough College

Other libraries:

- Birstall Barrow upon Soar Groby
- Hathern Quorn Rothley
- Shepshed Sileby Anstey Glenfield

Hinckley & Bosworth (includes Blaby) MAC Libraries and other venues

- Hinckley (hub) Barwell
- Earl Shilton Enderby
- North Warwickshire & Hinckley College
- Other libraries:
Newbold Verdon Desford Mkt Bosworth
Countesthorpe Narborough Cosby
Braunstone Town Burbage



Also in Hinckley & Bosworth....

- Other libraries in:

Kirby Muxloe

Markfield

Ratby

Sapcote

Stoney Stanton

Glenhills

Blaby

Leicester Forest East

Huncote

- Bagworth – community centre?

Harborough (includes Oadby & Wigston) MAC Libraries and other venues

- Market Harborough (hub)
- South Leicestershire College (South Wigston)
- Broughton Astley

- Other libraries in:

Lutterworth

Oadby

South Wigston

Wigston

Great Glen

Kibworth

Fleckney

Multi-Access Centres

Supporting people into work





Quote from a MAC client

“After I was made redundant, I went to the Multi Access Centre.

The MAC advisers were really helpful and understanding.

I was referred onto a Retail Routeway course at Leicester College to improve my Customer Service skills.

An adviser also helped me to put a professional covering letter together.

I used their advice and information, and improving my skills has helped me find a job in the Motor Industry!”