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# GET ON

## EDINBURGH

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### What are the objectives of the programme?

'Get On' aims to help people access relevant support services when they need them and, where appropriate, move towards employment thus lessening their need for services. The programme aims in particular to:

- improve the means by which people are made aware of the services that can help enhance their lives;
- revive the links between the services and increase referrals between them;
- increase uptake of Access to Employment services by those who may benefit from them; and
- be the key access point for Access to Employment services.

### Timeline

The project started in June 2004 and is an ongoing development project that adapts to circumstances and seeks to create new and innovative practices.



### Background

The Get On Information Service started as a mobile outreach recruitment unit to link people to employment projects. In May 2009, it became a mobile signposting service dealing with a range of poverty related issues (housing, health, employment etc). Since then it has grown into a partnership of organisations with a staff website, guide to services, local information and guidance points across Edinburgh and a staff networking and learning service.

### Who is responsible for project delivery?

The project is coordinated by the City of Edinburgh Council's Economic Development Employability and Skills team.

### How does the project work?

The project refers people to organisations that can help them with a range of issues (e.g. housing, health, employability, money matters, learning, volunteering etc). It also serves as a platform for linking these services together into a partner network thus enabling a smoother journey through the array of services for the individual. Get On relies on these partner organisations to provide staff to work on the mobile outreach service and its fixed information points in colleges, community centres and other local venues.

## What are the results so far?

Around 1,500 people have been referred to relevant organisations with over 70% of these receiving a service as a result. Over 200 staff members from 90 organisations and projects contribute in various ways (e.g. working on the bus, staffing the info point, offering and delivering training to the network, hosting training and networking events etc).

## Was the project evaluated and were there any follow-up activities?

The project was evaluated as part of a wider pilot study using a Social Return on Investment (SROI) methodology during 2009/10 financial year. The SROI for Get On was put at £2.39 for every £1 invested. The project also impacted on stakeholders other than those who provided funding. The National Health Service and Job Centre Plus saved around £202,689 in expenses that would otherwise have been incurred.

During the evaluation period Get On began linking up with Edinburgh's Guidance Access Point network. The SROI report recommended that this continued, as it would lead to greater impact. The work developed into a full merger (under the Get On branding).

## What lessons did you learn?

The Get On service of signposting/referring people to relevant organisations is very well received by public, partners, funders and other key players. It enables all of these to achieve aims, hit targets and realise outcomes. A new version of the data management programme Caselink is used to keep track of clients. It can be accessed by different partners through a secure system. This data management was the most difficult aspect of the programme and considerable work was put into improving this part of the project. Caselink gives valuable qualitative as well as quantitative information.

## What are the resources dedicated to the project?

The SROI report gave total financial resources committed to Get On (inc partner input) at £142,000 per year. This includes over 200 staff sessions committed by the network partners as well as the three full-time staff from City of Edinburgh Council (CEC). The mobile outreach unit (bus) is provided by CEC but used by the whole network as a resource.

## Who is the contact person for the project?

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If you have an example of a good practice that you would like to include in the database, please send an email to [caroline.greene@eurocities.eu](mailto:caroline.greene@eurocities.eu).