



An Roinn Gnóthaí Fostaíochta  
agus Coimirce Sóisialaí  
Department of Employment Affairs  
and Social Protection



## Chairpersons Report 2019

I am delighted to report on another outstanding year for KLESN. As a result of the massive contribution of our staff under the direction of Clodagh, our client registration targets were not only met but surpassed yet again this year. We delivered on our financial commitments, spending less than last year, yet placing more clients in full time roles when compared to 2018. In total we placed 788 (579 full time and 209 part time) clients into employment. The positive impact this has on those that secure the work, their families and society should not be underestimated. We placed 37% of all clients into employment, smashing the target of 30%. I am energised by the team that consistently deliver and work tirelessly across all of our five sites for those seeking work in Kildare. Their drive and the pride they take in what they do makes it an honour to be a part of the KLESN organisation.

Our commitment to Quality has never been questioned. In this regard I must call out the Q Mark team on their fabulous achievement in 2019, achieving an 87% grade. We were one of only 5 national LESN companies nominated for awards and not only does Kildare LESN provide Mediation, Advice and Support to our Clients, we also provide them with one-to-one and group training, as well as continuous support in their progression, upskilling and training at partner agencies. Our job-search training, CV & application form support, personalised jobs-club training & employment guidance is now a proven standard of excellence for 2 years' running! We are now consistently achieving the top level of excellence in Quality Standards and as such are now amongst the top 6% of businesses nationally! This is an outstanding achievement for a small not-for-profit charity organisation.

While we rightfully applaud our 2019 achievements, we are only too well aware of the challenges ahead. Having played our part in driving unemployment down to practically full employment, the global pandemic that is COVID 19 has pushed unemployment back up to 26% with youth unemployment shockingly over 50%. Our resources will be stretched and our services more relevant than ever as we embrace ourselves for a significant caseload and play our part in getting Kildare and Ireland back to work. I know I can count on the team and am confident we will make a significant contribution in the remaining months of 2020.

I would like to thank my fellow Board members who have made a terrific contribution to the success of KLESN. They all give generously of their time and have a passion for improving the well-being of the families impacted by the services we provide

Finally, special thanks to our Chief Operations Officer. The success we have experienced is not a coincidence! It is driven by Clodagh's leadership and her passion for the team and the people she serves. To have a leader like Clodagh at times like this is a 'competitive advantage' and on behalf of the board I say thanks Clodagh for all you do for KLESN.

Alan Downey  
Chairman  
June 5, 2020



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## INTRODUCTION

The County Kildare Local Employment Service Network, Limited by Guarantee (KLESN) was established in 1996 by the Department of Enterprise Trade and Employment in conjunction with FAS and is currently under contract to the Department of Social Protection since January 2013.

KLESN has now completed twenty-four successful years of service and operates throughout the County of Kildare while providing services to parts of Carlow, Wicklow, Laois and Meath, it is managed by a voluntary Board of Directors representing the various target groups and agencies.

### Board of Directors

The Board of Directors of KLESN reflects a partnership approach. It is constituted of representatives drawn from the community, from state agencies, from our local social partners, our local communities and from voluntary bodies.

#### *The membership of the KLESN Board in 2019 was as follows –*

Alan Downey	Director & Assistant Treasurer International at Kellogg Company (Chair)
Michael Gleeson	ISS Recruitment.
Pat O'Mahony	Ex-Department of Education (Treasurer)
Michael Quirke	Governance Specialist
Joe Marken	Scouting Ireland (Secretary)

The Executive Board is comprised of the Chair, Treasurer, and Company Secretary.

#### *Board Meeting dates scheduled for 2020:*

Monday pm 27<sup>th</sup> January 2020

Monday pm 23<sup>rd</sup> March 2020

Monday pm 23<sup>rd</sup> May 2020 (Conference facilities available c/o Damien Gill.)

Monday pm 15<sup>th</sup> June 2020 (AGM – via Conference Call)

Monday pm 21<sup>st</sup> September 2020.

Monday pm 16<sup>th</sup> November 2020.



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## VISION STATEMENT

### OUR VISION:

The vision of KLESN is to improve the quality of life for unemployed people through our help and guidance. This will be our focus in the period of this plan and it will be delivered while improving our service in the manner detailed in our Business Plan. It will be driven by our core values –

*Accountability - Caring - Efficiency - Equality - Openness - Supportiveness - Teamwork – Professionalism - Respect - Welcoming*

To improve the quality of life for unemployed people through our help and guidance.

## MISSION STATEMENT

### OUR MISSION:

KLESN provide essential information and support to local long-term unemployed citizens throughout County Kildare (notably in Naas, Newbridge, Leixlip, Kildare and Athy). The Department of Employment Affairs and Social Protection (DEASP) contracts for the provision of the Local Employment Service (LES) with 22 Organizations' countrywide, including the County Kildare Local Employment Service.

## KLESN – WHO WE ARE

### Establishment

KLESN was established on the initiative taken in October 1995 by Kildare Centers for the unemployed and has provided a gateway through which unemployed persons have access to opportunities enabling their return to the world of work.

Our clients will be made fully aware of all the support available to them. We aim to help individuals develop their own unique abilities and strengths so that they can find suitable and satisfying employment.

The Service offers a non-judgement approach, empathy, accurate information and supports to clients who need employment.

KLESN's performance will continue to be reviewed against qualitative and quantitative measures: Staff training, and development will continue to support the provision of a quality service



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## Co-ORDINATORS REPORT – SERVICE OVERVIEW

As stated in previous years from small beginnings, we continue to grow, diversify, and develop into our role locally. While still providing advice, job-seeking and career guidance support to all those who present to us by way of our Funder (DEASP) or of their own accord (Walk-In Clients), we now also provide Training, Job-seeking skills, PC skills, Psychometric testing (E guide), Steps Training, Interview support and lots, lots more. Awarded the Highest Q-Mark result ever achieved by our KLESN Team in 2019 (for the 3rd year running) was also a significant achievement, which was a significant approval by a statutory body of the fantastic work we continue to do. Our mission and vision accomplished - To improve the quality of life for unemployed people through advice and guidance, and to work by supporting and informing our local community on appropriate pathways to work/life-long learning/education and the benefit of guidance throughout every stage of their unemployed life.

Today, we celebrate 24 years of diversified success. Changes, of course have been necessary for growth. We successfully provided new services to our Clients, with client-specific training to all those presenting, as well as an extensive outreach service provision to those who are further disadvantaged by way of their rural location or disposition (e.g. those living in Direct Provision Centres/Protection Applicants).

Over the past 5 years, I am proud to have been part of KLESN's growth, and I am honoured to have had the privilege to serve as its Chief Ops Officer throughout that time. I am humbled by the vision extended by Fr. Micheal MacGréil when he founded our KLESN in 1996. The keen eye of Mr. Joe Curtis, our first Co-Ordinator, whose strengths would ensure the recruitment of a team, many of whom remain to this day! The commitment also of our Board of Directors, who, completely voluntarily, spend so much of their own Personal time (unpaid) deliberating, planning, overseeing and agreeing / disagreeing risks / strategies / policies / decisions which make us not only resourceful, but ultimately successful.

Thanks must also be expressed to all our staff and their families who continue to strive for the betterment of our local unemployed clients, albeit without knowing if their own contract can be extended past 31<sup>st</sup> December of any year worked (due to our Funding model & the never-ending threat of commissioning/public tendering). To that end, I would also like to congratulate staff member Tina Connolly Salerno who will celebrate her 21st Anniversary with us in this year! Tina has been instrumental in all Quality Management throughout the business, and we thank her sincerely for her continued strength and devotion to high QMS standards!



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We would like to extend our sincere appreciation for the constant changes necessary by all our team in ensuring compliance, governance & adherence to government practices, H&S Guidelines (HSA and HSE Guidelines) & operational guidelines/contracts throughout the past 24 years. Without Change – none of us would be here today.

Thanks also to our local Intreo Offices and their representatives at each location, be they based in Athy, Newbridge, Ballyfermot or Maynooth – we have worked with you all since 2013 and look forward to a further inclusive society by way of continuing to serve the disadvantaged / unemployed / covid-19 affected/longer term unemployed clients in our areas, for many more years' ahead.

In raw figures by the end of 2019, our Charity had spent 96% of its funding provided (with our Funding already reduced by 10k in January 2020), returning the 4% remaining to Government. KLESN also saved costs by reducing its expenditure on training provision, by way of costing €265.39 per client trained in 2018, compared to a cost of €129.22 per client trained in 2019.

Figures depicted below show a phenomenal achievement over the past 3 years, significantly reducing costs, as shown below.

2019 Dec 2019 - 293 + 239 clients trained with €68745 = 532 clients trained costing €129.22 p/client  
 Dec 2019 - Placement of 579 Clients into F/T Work & 209 into Part-time work = 788 clients.  
 2018 Dec 2018 - 285 Clients trained totalling €75636.24 = 285 clients trained costing €265.39 per client  
 Dec 2018 - Placement of 563 Clients into F/T Work & 237 into Part-time work = 800 clients.  
 2017 Dec 2017 = 251 Clients trained totalling €69711.16 = 251 clients trained costing €277.73 per client  
 Dec 2017 - Placement of 558 Clients into F/T Work & 195 into Part-time work = 753 clients.

Inevitably, the past year was not without its downsides. The level of administrative burden and complexity imposed by varying regulatory authorities has had an impact on a small team trying to accomplish all of the new requirements expected, yet continue to operate under budget, to targets specified. Not an easy task, but one KLESN has managed to do continuously for the past 3 years.

As we go to press the very serious COVID-19 pandemic has been causing significant disruption across the globe; Kildare and Ireland have not been spared. KLESN is actively directing its services to assist in the immediate challenge of protecting our staff and clients and indeed our vulnerable community. As ever we are working in partnership with colleague organisations. It is difficult at this stage to estimate the effect and extent of the pandemic on charities such as ours.

We can safely guess that it will be serious and long-lasting but recover we must! In that likely context there will be even more reason to support communities and small businesses to recover and sustain our clients and communities.



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And we commit to being there, front and centre! KLESN has a great team that supports and challenges each other. Sincere appreciation must go to all, not least the volunteers on our Board of Directors and Members without whose trust and backing our staff could not operate to highest standards.

Thank you, one and all!

Warmest regards,

Clodagh Judge

**Chief Ops Officer**

Kildare Local Employment Service Network (KLESN)

c/o Unit 5, Rathasker Square

Kilcullen Road

Naas

Co. Kildare



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### 3: Funding Provided & Spent

Year	% OF 2019 funds spent	% relative to LY
2019	96.37%	98.45%
2018	97.14%	104%

### 4: Annual Targets Met and over-achieved

Contracted Targets	Clients progressed	Clients Placed into Employment (F/T)	% placed in Employment (30% Target)	Clients placed into P/T Employment
Targets met 2019	1985	579 v's 433 Target (+146)	37.56%	209
Targets met 2018	1621	563 v's 484 Target (+74)	34.5%	237

### 5: Value for Money:

Year	Numbers in F/T Employment	Cost per F/T Job Placement	Cost per Job Placement (incl P/T)
2019	579 v's 433 Target (+146)	€1,698.61	€1,248.09
2018	563 v's 484 Target (+79)	€1,774.84	€1,251.15

### 6: Funds spent on Client Training (External) – 2019

Office	Total Clients Trained	Amount Approved by Dept	Amount paid by KLESN	
ATHY	57	14633		
KILDARE	27	€7,157.00		
LEIXLIP	52	€18,791.00		
NAAS	59	€16,846.00		
Newb	76	20110		
<b>Grand Total</b>	<b>293</b>	<b>€77,537.00</b>	<b>€68,745.00</b>	<b>+ 239 internally trained clients = cost per client Training of €129.22</b>
<b>2019</b>	<b>Dec 2019 - 293 + 239 clients trained with €68745 = 532 clients costing €129.22 p/client</b>			
	<b>Dec 2019 - Placement of 579 Clients into F/T Work &amp; 209 into Part-time work = 788</b>			
<b>2018</b>	<b>Dec 2018 - 285 Clients trained totalling €75636.24 = cost of €265.39 per client</b>			
	<b>Dec 2018 - Placement of 563 Clients into F/T Work &amp; 237 into Part-time work</b>			
<b>2017</b>	<b>Dec 2017 = 251 Clients trained totalling €69711.16 = cost of €277.73 per client</b>			
	<b>Dec 2017 - Placement of 558 Clients into F/T Work &amp; 195 into Part-time work</b>			



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## Organisational Structure

### **Board of Directors**

**Up to 8 members representing Key Statutory Bodies, Employer and Employee Representative Bodies, Community & Voluntary Agencies.**

**Determines Policies, Strategies and Programme Budgets.  
Oversees Implementation of the KLESN Business Plan.  
Approves all Programme Expenditures.**

### **Executive Committee**

**Present recommendations to the board on policy, financial and programme matters.**

**Oversee Staff and Management issues**

**Oversee financial controls and procedures**

**To advise the board and co-ordinator on strategic issues as directed by the board**

**Review Preparation of audited accounts**

**Provide guidance to the Co-ordinator**

**To call on external advice as required**

### **Chief Operations Officer**

**Oversee day-to-day operations of the KLESN**

**To implement any recommendations as indicated by the Board of Directors**

**To set up, develop and maintain linkages through personal activities and those of reporting staff.**

**Reporting to the Board of Directors and Executive.**

### **Frontline Staff/Accounts/Team Leader**

- **Clerical**
- **Mediators**
- **Team Leader**



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## TARGET CLIENTS 2018

Target clients for the LES are set out in the DSP contract and are as follows:

*Unemployed/Job Seeking clients who may be:*

- ✓ Pathways to Work (PtW) Referrals
- ✓ Long Term Unemployed (1 year Plus)
- ✓ Intreo Office Referrals
- ✓ Persons in receipt of OPFP
- ✓ Early School Leavers
- ✓ Persons with a Disability (PwD)
- ✓ Qualified Adults
- ✓ Non LR Employment Returners
- ✓ Travellers
- ✓ Offender/ex-offender
- ✓ Refugees
- ✓ Low-income Smallholder

**1. Pathways to Work (PtW) referrals:** are persons and referred by DSP to the LES for career/vocational guidance, job placement & progression services. This categorisation holds for a period of 12 months from the date of referral to GIS (group information session) or Mediator.

**2. LTU: Long Term Unemployed** are persons in receipt of Jobseekers Benefit / Jobseekers Allowance for a period more than one year.

**3. Intreo Office Referrals:** are persons who attend an Intreo office and the DSP Case Officer refers the person to the LES.

**4. OPFP:** are persons in receipt of the One Parent Family Payment.



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**5. Early School Leavers:** are defined as clients presenting or referred who are 16 to 21 years of age inclusive, who have officially left school without sitting their Leaving Certificate and who are experiencing difficulties in the labour market. If under 18 years, the client should produce written evidence from parents/guardians or the last school attended that she/he has officially left the school or be referred by the Education Welfare Board.

**6. Persons with a Disability:** are persons with a disability who present to the LES for service, are targeted by the LES as part of their contract requirements or who are referred to the LES from an Intreo office.

**7. Qualified Adults:** are adult dependents of a person on Jobseekers Benefit or Allowance.

**8. Non LR Employment Returners are:**

- People who have been out of the workforce due to caring duties;
- Are not in receipt of Jobseekers Allowance or Jobseekers Benefit;
- Are not on any existing caseload;
- Are identified as wishing to return to work and
- Need assistance or training to take the next step to paid employment.

**9. Travellers:** are clients who are members of the travelling community

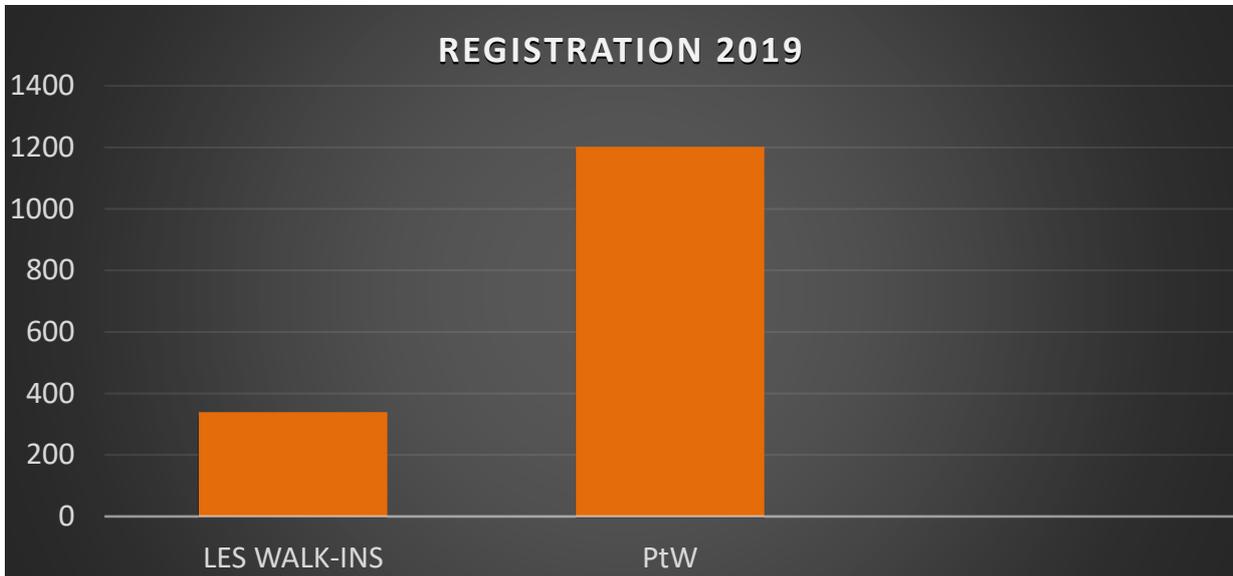
**10. Offender/ex-offender:** are persons who have been released or are about to be released from a period of incarceration.

**11. Refugees:** before providing a service to this group, the individual's eligibility for services must be confirmed.

**12. Low Income Smallholder:** are persons with a small farm holding.



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**PtW (Pathways to Work) Clients in 2019 = 1202**

**LES Walk in Registration Clients for 2019 = 339**



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## INTERGRATING THE DELIVERY OF OUR SERVICE

