

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands March 2013

Rationale of Progress Measure

Relationship counselling

Improved Relationship counselling allows the all the family Participants to benefit from improved social skills and mental health. This in turn results in increased employability. Better relationship and behaviour attitudes will also have considerable benefits for the wellbeing of the individual's family
This Progress Measure has been identified by current Working Links, ESF Clients and their families and LA FIP Key and social workers

Is this a New, Amended or Resubmitted Progress Measure?

Amendment from Working Link Progress measure 1, to include all relationships, behaviours and attitudes

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (Include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM1	<p>Relationship counselling Clients that have been identified through the action plan as experiencing from poor relationships, behaviours and attitudes with other family members and/or members of the public will be referred to suitable courses of counselling. Clients will be made aware that their current relationships with other family members and/or members of the public, public service such as Police, Social Service and other statutory/authority services are negatively impacting on their lives and lifestyle. Once self-awareness has been raised in this area we will work with clients to strengthen their relationships.</p>	<p>Approximately 30% of target families are “broken homes”. Because of the lack of support within these homes eligible clients will be disadvantaged when trying to undertake activity from there action plan (attend college courses or other learning etc).This progress measure, if it is not addressed will</p>	<p>Participation Record will describe attendance and progression and be endorsed by the deliverer and participant backed up by the Action Plan and action review document. Customer endorsed activity logs will document attendance</p>	<p>Providers will be sourced on a location by location basis, this could be by Working Links or one of the supply chain delivery organisations or specialist provision that will be spot purchased where appropriate. We will record the individual actions undertaken by each FEC and specialist org in the action plan review document.</p>

	<p>Our intensive and holistic package of support will be delivered over a minimum 15 hrs over 6 months of face to face interventions but will typically be in excess of 20hrs. The support sessions will be made up of theory (group/individual informal training) and practical sessions (show and tell). These will be interwoven into the client meetings and reflected in the updated action plan. examples include:</p> <ul style="list-style-type: none"> • Relationship Counselling (including infidelity) • Anger Management • Anti-Social Behaviour • Adolescent behavioural problems • Bereavement • Negative Perception • Abusive Behaviour <p>This will give clients a stronger and more positive support network. Strengthening the key relationships that the client has with other family members, public or service provider will enable the family to fully support each other in their social development, training & employment goals. We will define the appropriate duration & intensity of support in the action plan.</p>	<p>inevitably have a negative effect in any working environment.as some participants cannot relate, communicate or interact with fellow workers, or extended family in a reasonable and controlled manner..</p>	<p>and Working Links detailed records will document progress and the benefit the activity is having on relationships with the family.</p> <p>The Progress measure will only be claimed once activity is complete with endorsement from participant and key worker (where applicable) that relationships have stabilised or progress significantly so the family can function without on-going external support.</p>	
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Consultations Undertaken

In pre tender meetings with Local authorities we produced a number of Progress measures (PMs) to start the contract with a subsequent remit to find new specific local measures as the contract evolved. We have done this in conjunction with Current ESF Family customers, operational teams within the LAs. Our supply chain and LAs tell us the new PMs are crucial in getting referrals onto the ESF Families programme as they show a significant difference in services provided by LAs agencies and depts. Which in some case are very similar, which has been some cause of the lack of referrals.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

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<p>PM2 <i>Domestic Violence</i></p>	<p>Clients will be identified through the action plan as being part of a household where domestic violence or domestic abuse or the potential of Domestic violence being present.</p> <p>Clients will be made aware of the effect this Domestic Violence is having on the households and the others living in it. We will work with clients to ensure that domestic violence or its likelihood of occurring is reduced. Support sessions will be made up of theory (group informal training) and practical sessions (show and tell) examples include:</p> <ul style="list-style-type: none"> • Recognise Domestic Violence, How to help manage disclosure; • Effect of Domestic Violence on children’s and others safety • Counselling services for perpetrators • Counselling Services for victims <p>The aim of this PM is to better equip eligible clients to prevent Domestic Violence occurring and to build stronger more stable households for all individuals in them, to safeguard themselves and possible any children within the home. We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews</p>	<p>The result of Domestic violence makes it difficult for an individual to complete any course of action, to undertake learning or begin and sustain employment. Physical Injuries, the feeling of shame and the effect on the victim’s confidence all make it nearly impossible to work successfully with clients.</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer</p>	<p>Expert providers will be sourced on a location by location basis and will on occasion form part of the supply chain.</p> <p>We will record the individual actions undertaken by each FEC in the action plan review document.</p>

	<p>to uncover reasons for possible non-attendance and show remedial actions to help clients fully engage with service. However every client shall attend at least 3 separate 1 hour sessions over a 3 month period and the improvements will be measured over a further 3 months with the aim of the participant overcoming their domestic violence related barriers to employment.</p>			
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

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PM4 Parenting Classes	Through the Action Plan we will identify clients who have children or who are expecting new babies who would benefit from parenting classes. Clients will be made aware of the potential to increase their parenting skills and the potential benefits of better parenting. We will work with the client to ensure they access to parenting support classes and increase their parenting skills. Support sessions will be made up of theory (group informal training) and practical sessions (show and tell) examples include: <ul style="list-style-type: none"> • Teenage pregnancy support • Coping with children with learning difficulties • Adolescent behavioural problems inc Domestic Violence • Encouraging children to take up learning activities and out of school activities. The increase of the parent's skills will have a knock on effect on reducing teen anti-social behaviour and exclusion from schools. The ability of "key adults" to better control young children in the home will increase the stability of the home. We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews to uncover reasons for possible non-attendance and	Completion of a parenting course will contribute to a more stable house hold for new parents and for expectant teenagers (16 to 19). This will also reduce the amount of care needed by "young" grandparents in the family unit (in 30s).	Completion record will describe attendance and progression and be endorsed by the deliverer	Providers will be sourced on a location by location basis and will on occasion form part of the supply chain. We will record the individual actions undertaken by each FEC in the action plan review document.

	show remedial actions to help clients fully engage with service. The aim is for the participant to complete the course as laid out in the action plan However every client shall attend at least 6 separate 45 minute sessions over a 3 month period and the improvements will be measured over a further 3 months.			
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

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PM5 Housing Stability	<p>Families that have been identified as being at risk of losing their tenancy will have an in depth assessment into the reasons why they are seen as problematic. Individuals will be made aware that their current behaviours/ way of thinking is putting their tenancy at risk and that measures can be taken to reduce the risk of losing their tenancy.</p> <p>Once their self-awareness has been raised in this area we will support clients onto the appropriate provision to tackle their negative behaviours.</p> <p>We will work with clients in order for them to reduce the risk of losing their tenancy, support sessions will be made up of theory (group informal training) and practical sessions (show and tell) examples include:</p> <ul style="list-style-type: none"> • Keeping a cleaner home • Being a good tenant • Reducing antisocial behaviour • Advocating & agreeing realistic rent arrears <p>We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews to uncover reasons for possible non-attendance and show remedial actions to help clients fully engage with service.</p> <p>At least 4 separate sessions of at least 1 hours</p>	<p>Ensuring that clients and their families have stable and secure homes will ease the amount of uncertainty they had previously while being classed as at risk of losing their tenancy. This increased stability will have a positive effect on the client's ability to successfully complete the action points as agreed on their Multi agency team Link UP plan. If clients lose their tenancies then completion of the ESF provision may not then be possible</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer.</p>	<p>Providers will be sourced on a location by location basis and will on occasion form part of the supply chain. We will record the individual actions undertaken by each FEC in the action plan review document.</p>

	duration each over a 3 month period and the improvements will be measured over a further 3 months.			
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

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<p>PM6 Places</p>	<p>Through our Action Plan we will identify clients from families that are living in sub-par housing conditions. Clients will be made aware of the potential to increase their living conditions and the benefits of living in better housing conditions. Once this awareness raising has occurred we will supported clients in bettering their living conditions and work with them as a matter of urgency to have them re-homed or support them so that they are able to make minor changes to none critical building work such as tiling, painting, gardening, wallpapering, laying carpet securing window frames to exclude drafts, re-pointing brickwork etc. The aim of this progression measure is to make clients less dependent on services and to increase the physical condition of the property they live in. eg</p> <ul style="list-style-type: none"> • Referrals on to first steps DIY courses: Joinery, plastering etc (delivered by qualified tutors) • Show and tells on wiring plugs, light switches by professional qualified tradesmen. • Sharing of skills for the benefit of the community <p>Living in sub-par housing will have an effect on a person's mental well-being and is used as an excuse to not start a course of action. This Progress Measure will elevate this barrier while giving a sense of</p>	<p>A number of FIP teams from the contract package area have identified families that are living in sub-par housing not using the whole of their property as a result of disrepair. Increasing the client's and their family's basic living conditions, solving heat and energy loss etc will help create a more stable and safe environment in which the family can recuperate from the increased levels of stress or worry undertaking the activity on the action plan may create.</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer. support and given it to/from other providers and to ensure that the available to work restrictions are not broken.</p>	<p>Providers will be sourced on a location by location basis and will on occasion form part of the supply chain.</p> <p>We will record the individual actions undertaken by each FEC in the action plan review document.</p>

	achievement when tasks are complete. Every client shall attend at least 2 separate, 1 hour sessions over a 4 month period and the improvements will be measured to their wellbeing/ living conditions over a further 3 months with the aim of the provision to remove the client's significant housing barriers.			
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

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ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

Rationale of Progress Measure

Increasing Personal Capacity/Mental Health

Increasing mental health will improve the quality of the live of individuals and their families to allow them to progress their potential in all areas. This in turn results in increased family stability progressing toward employability. Better mental health and attitudes will also have considerable benefits for the wellbeing of the family
This Progress Measure has been identified by current Working Links, ESF Clients and their families and LA Social workers and Team around the Family / Child (TAF/TAC)

Is this a New, Amended or Resubmitted Progress Measure?

Amendment

Proposed Progress Measure

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PM7	<p>Increasing Mental Health Awareness</p> <p>We will identify households that contain a family member that has been diagnosed or that they perceive themselves to have a significant mental health issues who is currently is not receiving the appropriate support. This mental health condition has significant impact on their ability to conduct themselves in a normal way in society (significant relationship breakdowns, self-confessed anti-social behaviour, possible substance misuse) clients will be</p>	<p>All Local Authorities have customers who have mental health needs; and social isolation and unemployment are risk factors for deteriorating mental health (NHS 2011). It is envisaged that a high proportion of the households and families we engage with will contain individuals suffering with mental health issues. Creating</p>	<p>Participation Record will describe attendance and progression and be endorsed by the deliverer and participant backed up by the Action Plan and action review document. Working</p>	<p>The Progress Measure will be managed by the End to End provider with the FEC: arranging all activities completed; provide all monitoring and reviews; being central point for all external provision.</p>

	<p>made aware that their current state of mind is negatively impacting on their life. We will work on a client's mental health issues to reduce the impact that their condition has on their everyday life. Our intensive and holistic package of support will be delivered over a minimum of 12 hrs over 6 months of face to face interventions, but will be typically 18 hrs or above. The support sessions will be made up of theory (group informal training) and practical sessions (show and tell) . These will be interwoven into the client meetings and reflected in the updated action plan.eg</p> <ul style="list-style-type: none"> • Registering with GP Surgeries • Support with stabilising medication • Secondary mental health services <p>We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews to uncover reasons for possible non-attendance and show remedial actions to help clients fully engage with service. Through the action plan we will identify clients who's mental health is a significant barrier to them achieving social mobility, personal development and their employment related goals.</p>	<p>stronger individuals within a household will contribute to creating a stronger overall unit from which all eligible individuals can successfully complete further action points, start a course of learning and take up employment opportunities.</p>	<p>Links will keep records of all activity substantiate PM claim. Any additional evidence will be witnessed by FEC and where applicable a 3rd party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</p>	
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Consultations Undertaken

In pre tender meetings with Local authorities we produced a number of Progress measures (PMs) to start the contract with a subsequent remit to find new specific local measures as the contract evolved. We have done this in conjunction with Current ESF Family customers, operational teams within the LAs. Our supply chain and LAs tell us the new PMs are crucial in getting referrals onto the ESF Families programme as they show a significant difference in services provided by LAs agencies and depts. Which in some case are very similar, which has been some cause of the lack of referrals.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

Progress Measure

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PM8 Substance Misuse	We will identify households that contain a family member that has a significant substance misuse habit (Drugs/Alcohol/Prescription Drugs) who currently is not receiving the appropriate support. This habit has significant impact on their ability to conduct themselves in a normal way in society (significant relationship breakdowns, self-confessed anti-social behaviour, crime and theft) Individuals will be made aware that their current misuse/ habit is negatively impacting on their life. Once their self-awareness has been raised in this area we will work with in order to tackle and reduce their negative behaviours. support sessions will be made up of theory (group informal training) and practical sessions (show and tell) examples include: <ul style="list-style-type: none"> • registering with GP Surgeries • Support Agencies such as APAS (alcohol) • A referral will be made to secondary health services such dual diagnosis team etc. We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews to uncover reasons for possible non-attendance and show remedial actions to help clients fully engage with service. However every client shall attend at least 2 separate	It is well documented that alcohol and drugs relate to a high percentage of anti-social behaviour and crime. Reducing the eligible client's consumption of these will ultimate decrease the risk of them committing anti-social behaviour going forward. Reducing anti-social behaviour of individuals will contribute to increasing the stability of the individuals house hold (through not being a bad role model to others or elevating stress levels of other individuals). Again this will allow all eligible individuals within the house hold to follow through with other actions on the Link UP Plan, take up learning opportunities	Completion record will describe attendance and progression and be endorsed by the deliverer	Providers will be sourced on a location by location basis and will on occasion form part of the supply chain. We will record the individual actions undertaken by each FEC in the action plan review document.

	sessions of 45 minutes to an 1 hour each over a 3 month period and the improvements will be measured over a further 3 months with the aim of the participant completing the attendance as laid out in the action plan.	and enter employment.		
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

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Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

Rationale of Progress Measure

Health & Wellbeing

Obesity and other conditions related to unhealthy eating costs EM £64m per annum, with child obesity and unfitnes is highest in Mansfield and Bassetlaw. 15% children and 1 in 4 adults in EM are obese.

A reduction or cessation of smoking will have health and financial benefits to the whole family in terms of active and passive smoking reduced need for NHS assistance later in life.

This Progress Measure has been identified by current ESF Clients and their families and LA Ops Key workers

Is this a New, Amended or Resubmitted Progress Measure?

Amended Progress measure to include a reduction or cessation of smoking.

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (Include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM9	<p>Health & Wellbeing</p> <p>Clients will be made aware that their current physical health and wellbeing is impacting on their life. Once their self-awareness has been raised we will work with clients to ensure that they are placed onto the appropriate provision to increase their physical health. Our intensive and holistic package of support will be typically delivered over 18 hrs up to and beyond where required for a period 6 months of face to face interventions. The support sessions will be made up of theory (group informal training) and practical sessions</p>	<p>Obesity and other conditions related to unhealthy eating costs EM £64m per annum, with child obesity and unfitnes is highest in Mansfield and Bassetlaw. 15% children and 1 in 4 adults in EM are obese.</p> <p>A reduction or cessation of smoking will have</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer and customer on completion. Working Links will keep detailed records to substantiate intensity of support.</p>	<p>Providers will be sourced on a location by location basis and will on occasion form part of the supply chain.</p> <p>We will record the individual actions undertaken by each FEC in the action plan review document.</p> <p>First instance enrol with NHS</p>

	<p>(show and tell) These will be interwoven into the client meetings and reflected in the updated action plan. examples include</p> <ul style="list-style-type: none"> • Existing PCT and partner services, • Exercise On Prescription • Health Trainers • Weight management sessions • Family cholesterol checks • Reduce Nicotine Addiction • Healthy eating classes e.g. draw up family meal plans. <p>We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews to uncover reasons for possible non-attendance and show remedial actions to help clients fully engage with service. Families that smoke will be identified as being at significant risk of poor health later in life and putting the health of their families In jeopardy and that saving can be made to increase family budget.</p> <p>Duration – The progress measure will be claimed when the package of measures as identified in the action plan has been completed. This will be a typically 18 hours of support over a 6 month period.</p>	<p>health and financial benefits to the whole family in terms of active and passive smoking reduced need for NHS assistance later in life.</p>		<p>national Quit Line other Providers will be sourced on a location by location basis and will on occasion form part of the supply chain</p>
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Consultations Undertaken

In pre tender meetings with Local authorities we produced a number of Progress measures (PMs) to start the contract with a subsequent remit to find new specific local measures as the contract evolved. We have done this in conjunction with Current ESF Family customers, operational teams within the LAs. Our supply chain and LAs tell us the new PMs are crucial in getting referrals onto the ESF Families programme as they show a significant difference in services provided by LAs agencies and depts. Which in some case are very similar, which has been some cause of the lack of referrals.

Performance Manager Initial Assessment and Comments

PMA Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMA decision and feedback

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

Progress Measure

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PM10 Debt/Money Management	<p>Our Action Plan will identify individuals within engaged households that are struggling from significant financial difficulties either as a result of severe debt or fuel poverty. Individuals will be made aware that their current debt situation is negatively impacting on their lives and lifestyle. Once their self-awareness has been raised in this area we will support clients who currently are not receiving the appropriate support onto the appropriate provision to tackle their money miss-management. We will work with clients to ensure that they attend provision, that there is an increase in their ability to manage money. Support sessions will be made up of theory (group informal training) and practical sessions (show and tell) examples include: Speaking to utility companies about dual fuel discounts.</p> <ul style="list-style-type: none"> • Looking at energy saving measures • Advocating payment arrears • Advice on how to clear their debts and how to manage the change of payment structures when in employment. <p>We will define the appropriate duration & intensity of support in the action plan and assure attendance</p>	<p>Debt and money management have been raised by LAs in our consultations as a key priority for families and their lack of ability to manage money is a key factor of them remaining in the benefit trap. Often clients will not attempt a change of circumstances (eg moving into employment) due to fear of the effect it will have on their debt collection arrangements.</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer.</p>	<p>Providers will be sourced on a location by location basis and will on occasion form part of the supply chain. We will record the individual actions undertaken by each FEC in the action plan review document.</p>

	<p>through regular action plan reviews to uncover reasons for possible non-attendance and show remedial actions to help clients fully engage with service. The client shall attend at least 4 separate 1 hour sessions over a 2 month period and the improvements will be measured over a further 3 months with the aim of the client successfully removing their debt or money management issues.</p>			
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

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<p>PM14 Sector Routeways</p>	<p>Our Action Plan will identify clients that have the skills and abilities to function successfully in key industry sectors who previously did not consider such sectors. We will raise an individual's awareness of these skills and then support them on to employer lead sector routeways (SRWs). SRWs will take place in arrange of sectors including but not limited to care, customer services, security. The courses will:</p> <ul style="list-style-type: none"> • dispel the negative myths around the industry • Uncover transferable skills • basic employability (CV, Writing, Interview Prep etc). • work tasters • interviews. <p>These SRWs will often be the first course of informal learning eligible clients have participated in for several years as well as an opportunity for them to engage other peers in a relax group setting. As well as the pre-designed learning outcomes clients will also benefit from increased social inclusion and become more relaxed in a semi-professional group setting. Also all successful course attendees will be given a guaranteed interview, again the first the client may have had for some considerable length of time.</p>	<p>Over 14% of working age benefit recipients across the CPA have not worked for over 2 years, others within targeted households would not have worked for decades. In that time the labour market has changed and it will be necessary for many of the programme participants to gain an understanding of the current labour market and job search techniques. Participation in short, employer-led courses give a taste of different industries, gain knowledge and build skills to access work. E.g. in Notts, Care is an undersubscribed but growing sector, with the UK's largest proportion of older residents.</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer</p>	<p>Ran by Working Links across whole package area</p>

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

Annex 2

ESF Progress Measures PMAP1 – Working Links – CPA 2: East Midlands

Rationale of Progress Measure

Combined Increasing Positive Social Behaviour, Volunteering & Social related Work Placements

Increasing positive social activity, alongside socially related work placements or volunteering will improve the quality of the live of individuals and their families to allow them to progress them towards employment. Progress Measure has been identified by current Working Links, ESF Clients and their families and LA Social workers and Youth offending services.

Is this a New, Amended or Resubmitted Progress Measure?

Amendment from Working Link Progress measure 15 & 26 to further expand positive social activity into volunteering etc

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (Include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM15	<p>Increasing Positive Social Behaviour, Volunteering & Social related Work Placements</p> <p>Our Action Plan will identify eligible clients who lack the knowledge of their local labour market to successfully enter employment e.g. clients with unrealistic job goals, clients moving to a new geographical location, clients who have been absent from the labour market for a long time.</p> <p>As a minimum the Social Activity Programme will include a combination of:</p> <ul style="list-style-type: none"> • Coaching (minimum 6 hours) FEC providing guidance and goal setting e.g. how to access the 	<p>This Progress measure provides Clients with the social confidence, skills development & understanding to increase potential. Increased social activity increases the likelihood of a client entering & sustaining employment. Where it is identified that the client could benefit from current local provision the FEC will provide the support & guidance to ensure the client participated</p>	<p>Completion record endorsed by the customer and Work Placement Evidence Stencil from Work placement or paid employment where it does not meet minimum 16 hours per week and/or does not last 13 week consecutive or 26/30 weeks. Signed by work organisation of</p>	<p>Providers will be sourced on a location by location basis and will on occasion form part of the supply chain.</p> <p>We will record the individual actions undertaken by each FEC in the action plan review document.</p>

	<ul style="list-style-type: none"> • Experience (typically a minimum 20 hours of work experience or training)to provide the skills and knowledge required to enter local labour market • Additional Support Package – (minimum 3 sessions as detailed in the Clients Action Plan) on going support tailored to Clients' needs e.g. Peer Mentoring; engagement with local services; 1-1 information and guidance. <p>We will define the appropriate duration & intensity of the Work Placement/ volunteering op in the action plan and assure attendance through regular reviews to uncover reasons for possible non-attendance and show remedial actions.</p> <p>Duration – This Progress Measure will be achieved once 5 e-learning sessions, 4 hours of coaching, 20 hours of work experience/training has been completed plus 3 sessions of additional support as detailed in the action plan. Totalling 30 hours</p>	<p>fully in provision which they would normally avoid or disengage with.</p> <p>Volunteering and social related work placements will give clients tangible evidence to show that they are able to cope with the stresses and strains of working life. It will also give them the opportunity to learn new skills and try various different sectors before applying for work.</p> <p>There will also be the intangible benefit of an increase in pride, motivation and self-worth from completing socially orientated tasks</p> <p>We will raise the individual's self-awareness to their current lack of skills and abilities as well as raise their awareness to the chances and opportunities to take up a volunteering or work placement.</p>	<p>placement.</p>	
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Consultations Undertaken

In pre tender meetings with Local authorities we produced a number of Progress measures (PMs) to start the contract with a subsequent remit to find new specific local measures as the contract evolved. We have done this in conjunction with Current ESF Family customers, operational teams within the LAs. Our supply chain and LAs tell us the new PMs are crucial in getting referrals onto the ESF Families programme as they show a significant difference in services provided by LAs

agencies and depts. Which in some case are very similar, which has been some cause of the lack of referrals.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

Annex 2

ESF Progress Measures PMAP1 – Working Links – CPA 2: East Midlands

Rationale of Progress Measure

Reducing Offending Behaviour

This Progress Measure will equip the Client to recognise the effects of offending, provide techniques to reduce offending and provide support to minimise the effects of offending. Reducing Clients offending behaviour significantly increases their personal wellbeing and employability potential. Working Links has extensive experience of reducing reoffending and supporting this Client group

This has been identified as key area of need by WL Clients and LA Family Intervention Project Key workers

Is this a New, Amended or Resubmitted Progress Measure

New to Working Links; (but this is an almost identical progress measure has already been submitted by another ESF Families provider, but we have enhanced their previous accepted version of Progress measure from Wise 14 already passed)

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 17	<p>Reducing Offending Behaviour</p> <p>Target Clients – Offending history and potential disposition to offending has long lasting effects on a Client’s personal development and chances of entering employment and offending is often a family wide issue e.g. Client receiving police caution, siblings of an offender, Client with low level convictions.</p> <p>The Offending Programme will include the following elements as a minimum:</p> <ul style="list-style-type: none"> • Coaching – (minimum 6 sessions typically lasting 	<p>This Progress Measure will equip the Client to recognise the effects of offending, provide techniques to reduce offending and provide support to minimise the effects of offending. Reducing Clients offending behaviour significantly increases their personal wellbeing</p>	<p>Completion Record - detailing activities undertaken, with customer endorsement on completion date. Working Links detailed records will substantiate the customer’s activity. Any certificate will be witnessed by FEC and where applicable a 3rd party representative e.g.</p>	<p>The Progress Measure will be managed by the End to End provider with the FEC: arranging all activities completed; provide all monitoring and reviews; being central point for all external provision.</p>

	<ul style="list-style-type: none"> • Personal Development (3 sessions) providing 'offending reduction' preparation including recognising family offending behaviours. Sessions are intensive participatory activity and typically last 4-6 hours over 1 or 2 days. • Experience – (4 sessions typically lasting 2-3hours) – opportunities for Clients to participate in behaviour redevelopment programmes e.g. gang unification programme • Additional Support Package – (minimum 3 sessions as detailed in the Clients Action Plan) ongoing support tailored to Clients' needs e.g. Peer Mentoring; engagement with community provision; 1-1 information and guidance. <p>Duration - as a minimum the Progress Measure will be claimed when the following is completed: 6 sessions of coaching; 3 Personal Development sessions together with a minimum of 3 sessions of additional support as detailed in the Action Plan..</p>	<p>and employability potential.</p> <p>Working Links has extensive experience of reducing reoffending and supporting this Client group</p>	<p>Trainer; educational establishment; Local Authority key worker; local provider.</p>	
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Consultations Undertaken

In pre tender meetings with Local authorities we produced a number of Progress measures (PMs) to start the contract with a subsequent remit to find new specific local measures as the contract evolved. We have done this in conjunction with Current ESF Family customers, operational teams within the LAs. Our supply chain and LAs tell us the new PMs are crucial in getting referrals onto the ESF Families programme as they show a significant difference in services provided by LAs agencies and depts. Which in some case are very similar, which has been some cause of the lack of referrals.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (Include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM19 Family Learning Courses	<p>Our Action Plan will identify adults within eligible households that have Literacy & Numeracy skills either on or below par compared to the children of that household.</p> <p>We will increase the parent's self-awareness around their basic skills and in agreement with them we will work with a family (or some of its members) on learning courses and ensure that the increase in basic skills is embedded within the household during and after completion of the learning. Once the course has been completed the example activities will be common place within the household:</p> <ul style="list-style-type: none"> • Parents reading bedtime stories to children • Parents helping with homework. • Parents and children engaging in educational game • Trips to libraries and other public places of learning (Museums, galleries etc) <p>Increasing a parent's basic skills will enable them to become a greater part of their children's lives and become better role models for educational behaviour. We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews to uncover reasons</p>	<p>Ofsted recognises that Family learning programmes have a considerable impact on the achievements of both children and adults. In almost all cases, adults are able to develop enhanced good skills, behaviours and parenting attitudes</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer</p>	<p>Providers will be sourced on a location by location basis and will on occasion form part of the supply chain. We will record the individual actions undertaken by each FEC in the action plan review document.</p>

	for possible non-attendance and show remedial actions to help clients fully engage with service. However every client shall attend at least 4 separate sessions over a 3 month period and the improvements will be measured over a further 3 months with the aim of the participant completing the attendance as laid out in the action plan.			
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

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Annex 2

ESF Progress Measures PMAP1 – Working Links – CPA 2: East Midlands

Rationale of Progress Measure

Increasing Technological Ability

This Progress Measure provides Clients with the technological skills and abilities increasing technological utilisation for employment and social activities.

This Progress Measure of Technological skills have been identified by employers as a skills gap with potential unemployed recruits.

Is this a New, Amended or Resubmitted Progress Measure?

New to Working Links; (but an almost identical progress measure has already been submitted by another ESF Families provider, (The Wise Group PM 18) that is also relevant to the East Midlands where low skills/low pay dominate all entry level jobs where IT Skills gap exists

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (Include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM20	<p>Increasing Technological Ability</p> <p>Client Group – Clients within the East Midlands who identify they have a technological skills gap or who do not have adequate utilisation technology in their home and local community. E.g. over 50's; parents of teenager children; Clients without home access to IT technology.</p> <p>The technology Routeway will include the following as a minimum:</p>	<p>This Progress Measure provides Clients with the technological skills and abilities increasing technological utilisation for employment and social activities.</p> <p>Technological skills have been identified by employers as a skills gap</p>	<p>Completion record — detailing activities including any courses undertaken, skills/qualifications gained and progression made. The customer will endorse this on completion date and customer signed activity log will document</p>	<p>The Progress Measure will be managed by the End to End provider with the FEC: arranging all activities completed; provide all monitoring and reviews; being central point for all external provision.</p>

	<ul style="list-style-type: none"> • Coaching – (minimum 6 sessions, Typically 1 hour per session) – individualised coaching and goal setting including support to access funding for home technology. • IT Training and e-learning – (Typically average 6 hours) – comprehensive skills training to increase Client knowledge and ability to utilise technology. Opportunity to participate in certified IT training increasing Client skills in chosen IT area e.g. IT for employment. • Workshop (minimum of 2) – knowledge on utilisation of technology for different aspects of life e.g. it job searching workshop, social media workshop. • Additional Support Package – (minimum 3 sessions as detailed in the Clients Action Plan) ongoing support tailored to Clients’ needs e.g. Peer Mentoring; engagement with community provision. <p>Duration - as a minimum the Progress Measure will be claimed when the following is completed: 6 sessions of coaching; average 6 hours IT training and e-learning; 2 Workshops; with a minimum of 3 sessions of additional support as detailed in the Action Plan</p>	with potential unemployed recruits.	progress throughout. Any certificate will be witnessed by FEC and where applicable a 3 rd party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider.	
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Consultations Undertaken

In pre tender meetings with Local authorities we produced a number of Progress measures (PMs) to start the contract with a subsequent remit to find new specific local measures as the contract evolved. We have done this in conjunction with Current ESF Family customers, operational teams within the LAs. Our supply chain and LAs tell us the new PMs are crucial in getting referrals onto the ESF Families programme as they show a significant difference in services provided by LAs agencies and depts. Which in some case are very similar, which has been some cause of the lack of referrals.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

ESF Progress Measures Annex 4b PMAP1 – Working Links – CPA 2: East Midlands

Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (Include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM27 Self Employment	<p>Our Action Plan will identify clients that would benefit from a course of self-employment related learning. We will raise client's awareness of the possibility for them to become self-employed and support them onto appropriate provision.</p> <p>We will run awareness sessions for customers to gain a better understanding of traditional self-employment or social enterprises. These will provide an overview of business start-up and set customer's expectations. It will also provide customers with the opportunity to validate their business ideas and quickly determine whether they will be successful. We will then further support individuals on to self-employment specific programmes tailored to their needs: eg:</p> <ul style="list-style-type: none"> • Introduced to Self Employment • Business Plan • Web tools for the more abled clients and simple business ideas • New entrepreneur licence <p>We will define the appropriate duration & intensity of support in the action plan and assure attendance through regular action plan reviews to uncover reasons for possible non-attendance and show remedial actions to help clients fully engage with service.</p>	<p>Many communities where unemployment is high and there is significant anti-social challenges creates entrepreneurial spirits as individuals skills want higher income than state benefits however these are offend illegal (directly or indirectly) this would give customers means and knowledge of how to legitimise business such as window cleaning or foster new ideas. This particular customer group may also face significant difficulty working to someone's rule etc and this will allow them manage themselves.</p>	<p>Completion record will describe attendance and progression and be endorsed by the deliverer</p>	<p>Providers will be sourced on a location by location basis and will on occasion form part of the supply chain. We will record the individual actions undertaken by each FEC in the action plan review document.</p>

	However every client shall attend at least 4 separate 1 hour sessions over a 3 month period and the improvements will be measured over a further 3 months with the aim of the participant completing the attendance as laid out in the action plan.			
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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

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