

Annex 2

ESF Progress Measures PMAP1 – G4S CPA6 November 2012

Rationale of Progress Measure

Manchester is still ranked as the fourth most deprived Local Authority in England (Index of Multiple Deprivation 2010) with 17.8% of children living in workless households in Greater Manchester. This is 2.79% above the national average for England. Manchester also experiences social difficulties directly linked to parenting. Research into high levels of anti-social behaviour in the city found that poor parenting is a key factor behind many children and young people who exhibit anti-social behaviour. This has an impact on the life chances for children and young people in the city. In addition the Department for Education reports that 1 in 10 secondary school pupils across Manchester have been permanently excluded from school in 2012. It is well documented that individuals who are excluded from school often lack parenting skills upon starting a family.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 1 | The Title of this Progress Measure (PM) is: Parenting Skills | Parenting Skills provision will lead to: An increased ability to manage challenges and | The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The | The Family Support Broker's Key Worker will identify the issues faced using diagnostic interview techniques. |

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| | <p>This PM is aimed at individuals whose poor parenting skills impact upon their family. For example, their lack of parenting skills may mean that they have a child or children that have a history of truancy or exclusion from school and they may find it hard to communicate to their child/children.</p> <p>The Key Worker will use diagnostic interview techniques to identify the Participant's need for parenting support. For example, they may use the Framework for the Assessment of Children in Need and their Families (Department of Health, 2000).</p> <p>Activities delivered by the Key Worker directly related to parenting skills will also include</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Broker access to suitable provision | <p>difficulties at home, this will make parents more likely to consider employment.</p> <p>Reduction in child truancy/exclusion, which will allow greater focus on employment.</p> <p>Improved communication skills which will support a parent.</p> <p>Better role models being provided for children to improve employability across generations.</p> | <p>signed Action Plan will outline what support and activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>An improvement in social and communication skills by attending support groups and sessions.</p> <p>Where the Participant has been referred to external support then full details of the provision will be presented in the Action Plan. Evidence from the external</p> | <p>They will then put in place a bespoke package of support directly relating to parenting skills to address the specific issues of the individual and their family.</p> <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations, for example: Extended Schools that provide Parenting Skills Provision as part of their additional services, Children's Centres there are approximately 62 located across Greater Manchester and 'Parenting your Teenager' through Reconnect Manchester. Additional provision will be sourced from the G4S Knowledge Bank where appropriate, but is not</p> |
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| | <ul style="list-style-type: none"> • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Provide support to the Participant and wider family following completion of the course embedding what they have learned and establishing stability within the household • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required <p>The provision will include</p> | | <p>provider (for example, a letter confirming attendance) will also be included.</p> | <p>limited to this.</p> <p>Where we are accessing existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Broker access to suitable provision • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to |
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| | <p>activities from the list below (but this list is not exhaustive):</p> <ul style="list-style-type: none"> - Improved parenting skills - Different parenting skills - Listening skills - Child discipline - Being a good role model - Building strong family relationships - Access to support groups, forums and services both online and in the local area for example through the Children’s Centres, Sure Start Centres <p>This will comprise of group and/or one-to-one sessions including coaching, support, advice and workshops over a stipulated period agreed by the Participant and the Key Support Worker. This will be for a minimum of 12 cumulative hours over a minimum period of 4 weeks.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the interventions</p> | | | <ul style="list-style-type: none"> • Provide support to the Participant and wider family following completion of the course embedding what they have learned and establishing stability within the household • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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| | outlined on the Action Plan equivalent to 12 cumulative hours of support over a minimum of 4 weeks. | | | |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need for Parenting Skills.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓) **Accepted (in principle)** **Resubmit** **Reject**

Reason for PMAP decision and feedback

Rationale of Progress Measure

56% of all GB Adults report having issues controlling their anger (Mental Health Foundation 2009) with 33% of Britons not on speaking terms with their neighbours – we are a nation with a population that has increasing anger management issues between 1997 and 2000 there was a 400% increase in reported rage issues. Anger has been linked to heart disease, stroke, cancer and general poor health (Mental Health Foundation 2009) addressing the underlying problem of anger management will in the longer term save multiple agencies including NHS considerable amounts of public money.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 2 | <p>The title of this Progress Measure (PM) is:</p> <p>Anger Management</p> <p>Anger is a natural response to feeling attacked, injured or violated. This PM is aimed at individuals who require help to</p> | <p>The attached ESF Participant will benefit because by improving their anger management they will:</p> <ul style="list-style-type: none"> • Improve their social skills and overall mental | <p>The agreed and signed Needs Assessment will clearly outline the issues faced.</p> <p>The signed Action Plan will outline what support and activities both the Participant and Key</p> | <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations, for example: Primary Care Mental Health</p> |

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| | <p>learn how to deal with anger in a constructive and healthy way. Areas that will be addressed include but are not limited to:</p> <ul style="list-style-type: none"> • Understanding Anger and its causes. This includes what is anger and what causes anger • Angry thoughts • Controlling the physical symptoms of anger • Controlling angry behaviours • Problem solving • Communication • Long term beliefs <p>The levels of interventions will be bespoke to each Participant and will be determined by the Key Worker with support from Specialist Services directly relating to anger management.</p> <p>Activities delivered by the Key Worker directly related to anger management will also include</p> <ul style="list-style-type: none"> • Support the | <ul style="list-style-type: none"> • Recognise the trigger points and how to deal with them in a non-aggressive manner • Learn how to express their feelings without using violence • Improve their communication skills • Have an increased chance of becoming employed <p>This PM will also ensure that the family environment and wellbeing is greatly improved.</p> | <p>Worker have undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Attendance record and statement of completion signed by the course tutor, the Key Worker and the Participant.</p> | <p>Services available across the Manchester, Wigan Family Welfare and Rochdale and District Mind.</p> <p>Where we are accessing existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Address barriers through bespoke action planning • Broker access to suitable provision • Attend the first session with them if required • Provide support whilst they are on the |
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| | <ul style="list-style-type: none"> • Address barriers through bespoke action planning • Broker access to suitable provision • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Ensure attendance by outlining the positive effects on self-esteem, employability and life of family members • Providing support to the Participant and wider family following completion of the course embedding what they have learned and establishing stability within the household | | | <ul style="list-style-type: none"> • Ensure attendance by outlining the positive effects on self esteem, employability and life of family members • Providing support to the Participant and wider family following completion of the course embedding what they have learned and establishing stability within the household • Provide a detailed travel plan showing |
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| | <ul style="list-style-type: none"> • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the initial actions agreed in the Participant's signed Action Plan. This will comprise of weekly group and or one to one sessions including coaching, support, advice and workshops over a minimum of 4 weeks within the participant journey. This will be for a minimum of 12 cumulative hours.</p> | | | <ul style="list-style-type: none"> • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need for anger management courses.

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 – Rationale of Progress Measure

Domestic Violence accounts for almost 16% of all violent crime in England and has a cost of £5.5billion each year; the cost to the North West is £720million, which is the third highest in England (Trust for London). Domestic Violence in Greater Manchester has continued to increase; in the last three years an additional 11,500 incidents have been reported with 14 domestic violence related homicides occurring in the Greater Manchester Region. Between 2009 and 2011 there was an 18% increase in the number of assaults in the home across Greater Manchester (Centre for Public Health). Greater Manchester Health Commission reports that between 50% and 60% of all female mental health service users were victims of domestic violence.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure and replaces PM 3 and 4

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? |
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| PM 3 | This title of this Progress Measure (PM) is: Domestic Violence Support for Perpetrators and Victims | Domestic violence is a serious barrier to both employment and family welfare. This PM will provide the Participant with the knowledge and skills to deal with | The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will | The Family Support Broker's Key Worker will identify the issues faced using diagnostic interview techniques. They will then put in |

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| | <p>This PM is aimed at individuals who have a history of domestic violence against others and their victims.</p> <p>Perpetrators will be supported to enable them to manage their levels of anger and, where appropriate, will be helped to access counselling through programmes such as Alternatives to Violence Britain.</p> <p>Victims will be supported to report incidents of domestic abuse and also given access to courses that will help them to address the long term impact of domestic violence for example the Freedom Programme delivered by Women’s Aid from 3 main centres across Manchester.</p> <p>Levels of interventions will be determined by the Key Worker with support from specialist agencies, such as those mentioned above, where appropriate.</p> <p>Activities for participants</p> | <p>domestic violence along with access to agencies that can support them in the longer term.</p> <p>For perpetrators the PM will:</p> <p>Support them to manage their levels of anger and violence towards their family and others; progressing them to potential education, training or employment opportunities. Creating a safer environment for both them and their family.</p> <p>For the victims of domestic violence this PM will:</p> <p>Help to provide a safer and more stable home. environment for all family members, enabling them all to focus on making progress – potentially into education, training or employment.</p> | <p>outline what support and activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Evidence from the external provider (for example, a letter confirming attendance) will also be included.</p> | <p>place a bespoke package of support directly relating to domestic violence to address the specific issues of the individual and their family.</p> <p>The PM will either be delivered by the G4S Family Support Broker or by third party locally sourced existing provision such as Alternatives to Violence Britain, Relate, Women’s Aid and services provided by Local Authorities, such as Manchester City Council. Additional provision will be sourced from the G4S Knowledge Bank where appropriate, but is not limited to this.</p> <p>Where we access existing provision added value will be delivered and progress monitored through the Key Worker who will:</p> |
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| | <p>include, but are not limited to, the following interventions:</p> <ul style="list-style-type: none"> • Understanding and managing strong feelings • Managing conflict • Learning to listen and communicate to others • Learning to respect and appreciate others • How to build better relationships <p>Activities for victims will include, but are not limited to, the following interventions:</p> <ul style="list-style-type: none"> • Incident reporting • Access to relevant counselling services • How to access legal advice and support to do so • Coping mechanisms and strategies to help protect themselves and their children • Developing a safety plan • Re-housing advice and support • Accessing benefits in | | | <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Address barriers through bespoke action planning • Broker access to suitable provision • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the participant and wider family following completion of the course |
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| | <ul style="list-style-type: none"> • Advice on accessing community care grants and support to do so <p>For the purposes of payment, this PM will be considered to have been delivered when the provision set in the Participant's Action Plan at the outset of the Progress Measure has been completed. This will encompass a minimum of 12 hours over 4 weeks.</p> | | | <ul style="list-style-type: none"> • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need for Domestic Violence Support.

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 –
Rationale of Progress Measure

Greater Manchester has a population of 2,581,375 of which 9% are from Ethnic Minority Groups with the largest group of 19% located in the City of Manchester (2001 census) this is the fourth highest in England. The ability to speak and understand English is fundamental to life in the UK it underpins employability and gives people the ability to support themselves and their families and engage more fully with the wider community.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 5 | <p>The title of this Progress Measure (PM) is:</p> <p>English Language Development</p> <p>The PM is aimed at individuals who have poor or no ESOL skills and/or difficulties with</p> | <p>Equipping the Participant with better English Language skills gives them:</p> <ul style="list-style-type: none"> • A significant boost to their CV and their overall employability | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been undertaken including</p> | <p>The Family Support Broker's Key Worker will identify the issues faced using diagnostic interview techniques and assessments. They will then put in place a bespoke package of support directly relating</p> |

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| | <p>attendance and completion of ESOL courses (courses range from pre-entry up to level 2)</p> <p>The Key Worker will use a range of diagnostic tools and interview techniques to establish the participant's current level of English Language Skills.</p> <p>The results of the diagnostic assessments will be clearly recorded in the Needs Assessment.</p> <p>To ensure that the sourced provision is of sufficient quality it must include all of the following:</p> <ul style="list-style-type: none"> • Speaking • Listening • Reading • Writing • IT Skills (if required) <p>The PM will incorporate pre-ESOL or ESOL provision and wrap-around support to ensure that the Participant attends and fully benefits. Details of the provision, including attendance will be outlined in the Action</p> | <ul style="list-style-type: none"> • Stronger job-search and interview skills • Increased confidence with both written and verbal communication in the workplace • A strong foundation for further employment-related skills such as Level 2 or 3 courses • A better chance of securing a place on other courses such as NVQs / apprenticeships • The opportunity for the family to integrate fully into their local community and secure and benefit from a local job <p>Stronger language skills</p> | <p>details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Where the participant has been referred to external support then full details of the provision will be presented in the Action Plan. Evidence from the external provider (for example, a letter confirming attendance) may also be included where appropriate.</p> | <p>to English Language development to address the specific issues of the individual and their family.</p> <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations for example:</p> <p>Mustard Tree who provide both English for everyday use and English for Job Seekers, Manchester City Council and Manchester Adult Education Services. Additional provision will be sourced from the G4S Knowledge Bank where appropriate, but is not limited to this.</p> <p>Where we are accessing existing provision added value will be delivered and progress monitored by the Key Worker who</p> |
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| | <p>Plan.</p> <p>The specific duration and hours will be linked to individual need as a result of the Needs Assessment.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the initial actions agreed in the Participant's signed Action Plan and when the Participant has attended ESOL provision for a minimum of 16 hours over 4 weeks.</p> | <p>will also enable the Participant to engage more fully in the ESF Families Programme.</p> <p>As a result, their Key Worker will be able to communicate with them more clearly, gain a stronger understanding of further issues they face and put support in place to help deal with those issues.</p> <p>Completion of this Progress Measure will therefore often lead to the beginning and completion of further Progress Measures and employment outcomes.</p> | | <p>will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the participant and wider family following |
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| | | | | <ul style="list-style-type: none"> • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need for English Language Development.

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 – Rationale of Progress Measure

Life expectancy among Manchester's men is the worst in England, whilst among women it is the fourth worst (Improving Health in Manchester Commissioning Strategy 2009/20014). For men the biggest contributor is coronary heart disease and for women deaths from digestive disease are now the single biggest contributor to the life expectancy gap. Smoking is responsible for about 5,000 deaths in Greater Manchester, with high incidences of deaths from cancers and circulatory and respiratory diseases. It is widely evidenced that low incomes, poor housing and poor diets are all contributing factors.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| <p>PM 6</p> | <p>The title of this Progress Measure (PM) is:</p> <p>Physical Health Management</p> <p>This PM is aimed at individuals who have a pre-identified health issue or self-report that their</p> | <p>The attached ESF Participant will benefit because our physical health management support will lead to:</p> <ul style="list-style-type: none"> Improved chance of securing and | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been</p> | <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations for example:</p> |

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| | <p>health has an impact on their ability to progress or enter employment for example:</p> <ul style="list-style-type: none"> • Individuals receiving a health related benefit • Individuals with weight issues • Individuals who smoke or • Individuals with health concerns about family members <p>Participants will attend and complete a Physical Health Management course.</p> <p>To ensure that the sourced provision is of sufficient quality, it must include at least 4 of the following topics:</p> <ul style="list-style-type: none"> • The health benefits of employment • Exercise and physical activities to improve health and wellbeing • How to design and run food budgets • Healthy eating • The links between mental health and | <ul style="list-style-type: none"> • Quicker recovery from future health issues • Increased ability to self-manage conditions in the workplace and at home • Greater understanding of how to communicate with employers and raise their awareness on physical health issues • Better understanding of the support that it is available both pre and post-employment to help the individual find and remain in work • How to lead and maintain a healthy lifestyle | <p>undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> | <p>Zion Community Resource, Middleton Family Fit, Zest Healthy Living Project, Oldham Community Health Service, Rochdale Asian Healthy Families, Salford Public Health Department, Food & Fitness for Families, Links Healthy Living Centre (Cheshire), Down to Earth Project (Cheshire) QUIT IT</p> <p>Additional provision will be sourced from the G4S Knowledge Bank where appropriate but is not limited to this</p> <p>Where we are accessing existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to |
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| | <ul style="list-style-type: none"> • How to tackle obesity • How to give up smoking • Support groups, networks and forums both on-line and in the local area • Accessing local physical health services in the NHS and private sector <p>Participant to achieve a minimum of 12 hours on the programme over a minimum period of 4 weeks including coaching, support advice and workshops.</p> <p>The attendance and engagement requirements will be detailed on the Participant's Action Plan.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the initial actions agreed in the Participant's signed Action Plan and after the Participant has completed activities for a minimum of 12</p> | | | <ul style="list-style-type: none"> • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the Participant and wider family following completion of the course embedding what they have |
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| | hours over a minimum of 4 weeks. | | | <ul style="list-style-type: none"> • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need for Physical Health Management Courses

Performance Manager Initial Assessment and Comments

PMAP Decision (✓) Accepted (in principle) Resubmit Reject



Reason for PMAP decision and feedback

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Annex 2

ESF Progress Measures PMAP1 – Rationale of Progress Measure

Figures from the Office for National Statistics (ONS) show a **4.9% rise in the number of divorces in England and Wales** - the first annual increase for 8 years, with 50% of couples who divorced in 2010 having at least 1 child aged under the age of 16 living with the family. It is well documented that strong family relationships are good for the couple, good for the children and of great benefit to society. Children for single parent families are statistically more likely to do less well at school and to fare less well in the employment market upon reaching working age.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM7 | <p>The title of this Progress Measure (PM) is:</p> <p>Improving Core Family Relationships</p> <p>The Key Worker, through their work with the Participant and</p> | <p>The attached Participant will benefit because their physical wellbeing and emotional and mental health will improve from a stable relationship.</p> | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been</p> | <p>The Family Support Broker's Key Worker will identify the issues faced using diagnostic interview techniques. They will then put in place a bespoke package of support</p> |

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| | <p>wider family, will identify any negative relationships within the family that are causing instabilities, preventing the Participant from seeking/entering or sustaining employment. Where this is identified the Participant and, if required, other family members will be offered Relationship Counselling.</p> <p>Counselling will cover but is not limited to:</p> <ul style="list-style-type: none"> • A chance for individuals to express what the issues are for them • The family can begin to see what the bigger picture is and what is actually going on within the household • Individuals learn how to listen and how to communicate effectively • Individuals understand how to manage emotions • Understanding the different levels of relationship damage and how to work through | <p>In addition it is well evidenced that children thrive in families where relationships are positive and free from destructive conflict.</p> <p>It will improve communication skills within the household enabling individuals to express their feelings clearer and with an agreed resolution.</p> <p>This improved environment will allow the Participant to gain confidence and ultimately help them to move closer to employment.</p> | <p>undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Where the Participant has been referred to external support then full details of the provision will be presented in the Action Plan. Evidence from the external provider (for example, a letter confirming attendance) will also be included.</p> | <p>directly relating to improving core family relationships to address the specific issues of the individual and their family.</p> <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations for example:</p> <p>Relate who have 4 offices that cover 6 territories across Greater Manchester, Time for Families who provide access to online family counselling etc.</p> <p>Additional provision will be sourced from the G4S Knowledge Bank where appropriate, but is not limited to this.</p> <p>Where we are accessing existing provision added</p> |
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| | <p>Details of the counselling including attendance requirements and patterns will be detailed on the individual's bespoke Action Plan. Activity will be delivered in group and/or one-to-one sessions, as appropriate and include coaching, support, advice and workshops over the agreed period. This will be for a minimum of 12 cumulative hours and a minimum of 4 sessions.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the actions agreed on the Action Plan equivalent to 12 cumulative hours support over a minimum of 4 sessions.</p> | | | <p>value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support |
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| | | | | <ul style="list-style-type: none">• Provide a detailed travel plan showing how to get to the provision and pay for the travel costs• Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need for Improving Core Family Relationships.

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 – CPA6 G4S

Rationale of Progress Measure

Our rationale for this Progress Measure is based on a number of factors; Citizens Advice Bureau state that 29% of households in Manchester are experiencing high levels of financial stress with the main issues being around mortgage and rent arrears, credit cards and loans.

This is corroborated by the Association of Residential Letting Agents who advise that almost 40% of landlords experienced a rise in tenants having difficulty paying their rent.

Finally 38% of families on previous intervention programmes required financial management support (NCSR).

Is this a New, Amended or Resubmitted Progress Measure?

This is a resubmitted Progress Measure

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? |
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| PM 9 | Title of Progress Measure (PM): Tackling Debt | | | |

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| | <p>Almost 1million people annually incur 'financially crippling levels of bank charges, because they need help to manage their money better' (DWP).</p> <p>The Debt Advice Foundation shows that the North West has the fifth highest average in the UK at almost £30,000.</p> <p>This Progress Measure is therefore aimed at Participants who are struggling to cope with financial debt and/or poor budgeting skills.</p> <p>The Key Worker will identify these Participants through diagnostic interviews and other activities. This will clearly be recorded in the Needs Assessment.</p> <p>The Family Support Broker will deliver or broker access to a range of debt related activities and/or support that will include, but are not limited to:</p> <ul style="list-style-type: none"> • Face-to-face | <p>Debt issues cause stress and anxiety and can lead to ill health and feelings of isolation. A DTI survey (Kempson 2002) found that a common consequence of being in financial difficulty was stress or anxiety.</p> <p>Lord Freud (DWP) noted in June 2012, that loans from Credit Unions can save borrowers an average of over £400 per year. They are growing to be a mainstream option for savers and borrowers.</p> <p>Providing the Participant with the skills and knowledge regarding how to manage and deal with money will not only empower them but also give them a feeling of control over their life. Participants will be better equipped to deal with agencies understanding</p> | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> | <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations for example Debt Advice Network, CAB or Money Advice Service. In these instances the Key Worker will add value by delivering a range of assessment, preparation and support directly relating to debt management/financial planning that will include (but is not limited to):</p> <p>121 sessions</p> <p>Group work</p> <p>Peer support</p> <p>Telephone support</p> <p>Motivation workshops</p> <p>Assisting with</p> |
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| | <ul style="list-style-type: none"> • Support to reclaim crippling bank charges through the free Financial Ombudsman Service • Advocacy and Support Sessions to produce a debt plan/family budget that is bespoke and achievable • Support the Participant to open a current account or engage with intermediary Financial Services such as a Credit Union (for example, a 'Jam Jar' Account) | <p>when they need to gain support; and free to be able to focus on improving their own employability.</p> <p>The agreed and signed Needs Assessment that outlines the identified financial problems will provide the Participant with a clear understanding of their financial situation.</p> | | <p>embedding the learning and support, and with any ongoing issues. Continuing where appropriate to support the Participant and wider family throughout the Participant's time on the programme. When employment is secured support will continue through our In Work Support Service.</p> |
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| | <ul style="list-style-type: none"> • Provide advice and support on benefit entitlement and tax credits, ensuring that they are claiming their full entitlement. This includes forthcoming welfare reforms for example UC, benefit cap, bedroom tax etc. • Assist in dealing with and coming to agreements with existing creditors including, for example, the use of Debt Resettlement Orders • 121 sessions • Group work • Peer support • Telephone support • Motivation workshops | | | |
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| | <p>The list above is by no means exhaustive and is an indication of the activities that will be undertaken, activities will be identified by the diagnostic assessment and will be based on the needs of the individual as described in their in-depth Needs Assessment and will be recorded in their Action Plan.</p> <p>If the provision is not delivered by G4S, then an external organisation that is already available locally such as Debt Advice Network, Money Advice Service or CAB will be brokered to deliver the services. In these circumstances the Key Worker will:</p> <ul style="list-style-type: none">• Prepare, support and motivate the Participant to attend• If required the Key Worker will accompany the Participant to the provision to provide additional support. | | | |
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| | <ul style="list-style-type: none"> • Appropriate, situational contact will be made on an ongoing basis between the Participant and Provider all information in regard to this will be recorded in the Action Plan. • Support access to the course, by mapping out travel times and travel routes by either public transport or car • Support the Participant to ensure adequate childcare cover if required <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the initial actions agreed in the Participant's signed Action Plan, generated by their signed Needs Assessment, as well as completing 6 debt related activities over a minimum 8 week period.</p> | | | |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a growing need for Debt Management provision.

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 – Rationale of Progress Measure

Social, psychological and medical research has now demonstrated conclusively that there is a direct correlation between the degree to which a person feels connected to others and their physical and mental health, for example, someone who lives alone and has few or no close friends, doesn't take part in social or sporting activities, perhaps works alone or is unemployed—is twice as likely to die within any given time period, compared to people with a good social network. (*Anna Sayburn, Patient Editor, BMJ Group*).

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 11 | <p>The title of this Progress Measure (PM) is:</p> <p>Addressing Social Isolation</p> <p>The Key Worker through their work with the Participant and wider family will identify areas of social isolation these will include</p> | <p>This progress measure will benefit the Participant and wider family by:</p> <ul style="list-style-type: none"> • increasing the amount of social interaction • Improving | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been undertaken including</p> | <p>These activities will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations.</p> |

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| | <p>but are not limited to:</p> <ul style="list-style-type: none"> • Lone Parents • Teenagers • Older members of the family • Individuals who have a health condition or disability • Those with caring responsibilities <p>The areas that are identified will be detailed on the Needs Assessment. These will include but are not limited to:</p> <ul style="list-style-type: none"> • Lack of social and professional networks • Reluctance to leave the house (particularly relevant to those suffering from depression) • Overuse of Social Media such as Facebook rather than personal interaction (particularly relevant to teenagers and young people) • Inability to leave the home because of | <ul style="list-style-type: none"> • Build self resilience • Improve self-esteem and confidence • Development of soft skills • Develop both social and professional networks <p>By supporting individuals and extended family members to become social included they will move closer to the labour market.</p> | <p>details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Where the Participant has been referred to external support then full details of the provision will be presented in the Action Plan. Evidence from the external Provider (for example, a letter confirming attendance) will also be included.</p> | <p>Additional provision will be sourced from the G4S Knowledge Bank where appropriate, but is not limited to this.</p> <p>Where we are accessing existing provision or activities delivered by an external organisation added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision/activities as appropriate • Attend the first session with them if required • Provide support |
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| | <ul style="list-style-type: none"> • Inability to leave the home because of mobility issues or health condition (particularly relevant to elderly members of the family or those with a disability) <p>The Key Worker will support the family to identify social activities or community groups that they would be interested in joining these could include but are not limited to:</p> <ul style="list-style-type: none"> • Local groups such as mother and toddler • Day centre or lunch club • Befriending schemes for those that are housebound • Volunteering – this could include fostering a pet at the local dog re-homing shelter • Adult education classes such as learning to use a | | | <ul style="list-style-type: none"> • Providing support to the Participant and wider family following completion of the activities embedding what they have learned and encouraging social integration. • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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| | <ul style="list-style-type: none"> • Joining the local youth club • Joining sports teams such as football, netball etc <p>These activities will be carried out for at least 2 hours each week for a minimum period of 4 weeks.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the agreed activities that are detailed on the initial Action Plan equivalent to a minimum of 2 hours per week for a minimum period of 4 weeks.</p> | | | |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that address Social Isolation.

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 – Rationale of Progress Measure

Effective communication is part of being a human, helping us to understand a person or situation enabling us to resolve differences, build trust and respect, and create environments where creative ideas, problem solving, affection, and caring can flourish. Communication can easily be misunderstood this can cause conflict and frustration in both personal and professional relationships.

The effects of poor communication on a relationship either at home or within the workplace can threaten the existence of a relationship itself. The symptoms of communication breakdown include feeling like the other person is not listening, arguing constantly, feeling like nothing of substance is being said and defensiveness, among many other warning signs. All of these symptoms of communication breakdown serve to create an obstacle toward problem resolution.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 15 | The title of this Progress Measure (PM) is: Improving Communication Skills | Increased communication skills will improve the Participant's ability to gain employment through | The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The | These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third |

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| | <p>This PM is aimed at those who have poor communication skills. The Key Worker through their work with the Participant and wider family will identify any Participants who have poor communication skills through the use of diagnostic interviews and activities.</p> <p>Details of activities, including attendance requirements and patterns, to be detailed on the individual's bespoke Action Plan.</p> <p>Activities will include but are not limited to:</p> <ul style="list-style-type: none"> • Learning to Speak with confidence • Learning to listen carefully and build rapport • Non Verbal communication • Managing stress within communication • Emotional | <p>successful interviews and retain their employment through effective working with employers and colleagues. It will also help Participants better connect with their family.</p> | <p>signed Action Plan will outline what support and activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> | <p>party locally sourced existing organisations. Such as www.helpguide.org a not-for-profit online advisory centre.</p> <p>Where we are accessing existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision/activities as appropriate • Attend the first session with them if required |
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| | <p style="text-align: center;">awareness</p> <ul style="list-style-type: none"> • Conflict resolution <p>Attendance will be required weekly over a 4 week period with a minimum of 12 hours attendance within the Participant journey.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the agreed activities within the Action Plan which are equivalent to a minimum of 12 hours over a minimum of 4 weeks.</p> | | | <ul style="list-style-type: none"> • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the Participant and wider family following completion of the course embedding what they have learned. • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that address Communication Skills.

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 –
Rationale of Progress Measure**

Ofsted's Skills for Employment Survey July 2012 states:

'The most successful provision in getting people into jobs involved bespoke programmes set up in collaboration with Jobcentre Plus, local authorities, Work Programme providers or employers. Short vocational training programmes typically led to either a work trial or guaranteed interviews linked to specific vacancies.'

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 19 | <p>The title of this Progress Measure (PM) is:</p> <p>Employability Courses – Sector Specific</p> <p>This PM is aimed at those who have poor employability related</p> | <p>The Participant will be equipped with knowledge of the sector, information about the major employers and in some instances a qualification specific to that sector. This will lead</p> | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been</p> | <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations for example Bright Direction</p> |

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| | <p>skills. The impact of which is stopping them from entering employment.</p> <p>The Key Worker, through their work with the Participant and wider family, will identify any Participants who have poor employability related skills.</p> <p>Activities must specialise in skills that will benefit the Participant when applying for a specific job that fits their Realistic Job Goal.</p> <p>Activities will include but are not limited to:</p> <ul style="list-style-type: none"> • Specific skills from within the sector, for example customer services for retail, or fork lift truck licence for construction • Access to relevant short accredited courses for example Food Hygiene, basic Health and Safety, First Aid, CSCS etc <p>Details of the course, including</p> | <p>to improved employability.</p> | <p>undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Attendance record and/or certificate of completion signed by both Participant and course leader.</p> | <p>Training in Bolton.</p> <p>Where we are accessing this existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision/activities as appropriate • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, |
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| | <p>attendance requirements and patterns, will be detailed on the individual's Action Plan. The course will run for 2 days per week for a minimum of 4 weeks.</p> <p>For the purposes of payment, the PM will be considered to have been delivered when the agreed provision within the Action Plan has been completed equivalent to 2 days per week for a minimum of 4 weeks.</p> | | | <ul style="list-style-type: none"> • Providing support to the Participant and wider family following completion of the course embedding what they have learned. • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that address Employability Skills that are sector specific.

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 –
Rationale of Progress Measure

The Basic Skills Agency estimates that around 40-45% of Manchester residents have low levels of numeracy and literacy, with much higher levels amongst families with multiple problems. By encouraging participants to improve their levels of Literacy and Numeracy we will not only make them more employable but also help to improve their day to day lives, for example, understanding special offers at the supermarket will lead to an improvement in the family budget.

Is this a New, Amended or Resubmitted Progress Measure

This is a resubmitted progress measure

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? |
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| PM 20 | The title of this Progress Measure (PM) is: BASIC SKILLS This intervention is aimed at those Participants who have a low level of Basic Skills. Participants will complete an appropriate Literacy and/or | This intervention will equip the Participant with the basic skills that they need to: <ul style="list-style-type: none"> • Provide a significant boost to their CV and their overall employability • Increased | The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been undertaken including | These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing provision. Where we are utilising |

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| | <p>Numeracy course, dependent on their identified need.</p> <p>The Key Worker will use government-endorsed high-quality diagnostic tools to establish the Participant's current level of literacy or numeracy. These diagnostic tools include (but are not limited to) the 'Skills For Life' diagnostic assessments and the 'Move On' web-based assessments. The Participant's current level of Literacy / numeracy will be clearly recorded in their Action Plan.</p> <p>Literacy courses will cover, as a minimum, the following areas:</p> <ul style="list-style-type: none"> • Listening and responding • Speaking to communicate • Engaging in discussion <p>Numeracy courses will cover, as a minimum, the following areas:</p> <ul style="list-style-type: none"> • Understanding | <ul style="list-style-type: none"> • A strong foundation for further employment-related skills such as Level 2 or 3 courses • Increased confidence in their own ability • A better chance of securing a place on other courses such as NVQs / apprenticeships | <p>details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Attendance record that has been achieved signed by the Key Worker, Programme Leader and Participant.</p> | <p>existing provision the Key Worker adds value by delivering a range of assessment, preparation and support directly relating to basic skills that will include (but is not limited to):</p> <p>1-2-1 sessions</p> <p>Group work</p> <p>Peer support</p> <p>Telephone support</p> <p>Motivation workshops</p> <p>Taster sessions</p> <p>Provide ongoing support to directly apply the new qualification that the Participant has gained to apply for and sustain employment</p> |
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| | <ul style="list-style-type: none">• Calculating and manipulating mathematical information• Interpreting results and communicating mathematical information <p>Details of the course including attendance requirements to be detailed on the individual's Action Plan.</p> <p>Key Worker will:</p> <ul style="list-style-type: none">• Deliver the diagnostic assessment▪ Source appropriate local provision that is accessible for the Participant.▪ Prepare, support and motivate the Participant to attend the | | | |
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| | <ul style="list-style-type: none">▪ If required the Key Worker will accompany the Participant on day one of the course to provide additional support.▪ Liaise with course provider to regularly monitor Participant's attendance▪ Map out the travel route and the travel time with the Participant either by public transport or car▪ Support the Participant to source | | | |
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| | <ul style="list-style-type: none"> ▪ 1-2-1 sessions ▪ Group work ▪ Peer support ▪ Telephone support ▪ Motivation workshops ▪ Taster sessions <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the initial actions agreed in the Participant's signed Action plan and when the Participant has attended Basic Skills provision for 16 cumulative hours over a minimum period of 4 weeks.</p> | | | |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need for Basic Skills Provision within the ESF Families Programme.

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 –
Rationale of Progress Measure

The office for National Statistics (reported) that between January and March 2012 the number of self employed people in England had increased by 89,000 to 4.6m nationally the highest figure since records began in 1992. The comparable data for Manchester shows that of a population of 140,800, 7.7% are self employed this compares with 8.2% across the North West. Manchester City Councils core strategy highlights their commitment to support entrepreneurship and smaller businesses across all sectors of the economy and they view this as an *'important factor in Manchester maximising its economic potential'*. They are particularly keen to create the right conditions that support business growth in areas of deprivation where entrepreneurship is poor.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 22 | The title of this Progress Measure (PM) is: Self Employment This PM is aimed at those who want to start their own business or may wish to explore the | This Progress Measure will support Participants who may be thinking about becoming self employed to understand what is required in a business start up and | The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and | These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations, |

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| | <p>possibility of setting up their own business.</p> <p>The Key Worker through their work with the Participant and wider family will identify any Participants who have an interest in starting up their own business.</p> <p>Activities will include but are not limited to:</p> <ul style="list-style-type: none"> • Exploring business ideas • Business plan preparation • Cash flow forecast preparation • The need for start-up costs/how to plan for these • How to set up a business bank account • How to apply for a business loan • Dealing with HMRC • Planning/licence application from Local Authority • Availability of local financial grants/funding | <p>where to access the support that they need to both start up the business and for a period of initial trading.</p> | <p>activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Attendance record and a completed Business Plan, where appropriate, signed by both Participant and activity leader.</p> | <p>for example Blue Orchid who are contracted to provide Business Start up Support to those who are under-represented in Self Employment and residents of areas that are particularly deprived.</p> <p>Where we are accessing this existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision/activities as appropriate • Attend the first session with |
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| | <ul style="list-style-type: none"> • How to access further support during the first years of business • Franchising opportunities <p>Details of the activities, including attendance requirements and patterns, will be detailed on the individual's bespoke Action Plan.</p> <p>These activities will be carried out for at least 12 cumulative hours for a minimum period of 4 weeks.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the agreed provision within the Action Plan and Participants will have completed 12 cumulative hours over a minimum period of 4 weeks.</p> | | | <ul style="list-style-type: none"> • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the Participant and wider family following completion of the course embedding what they have learned. • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that provide support, practical advice and guidance in terms of setting up a new business.

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 –
Rationale of Progress Measure**

Shelter, the Housing and Homeless Charity, report that more than two million people find their rent or mortgage a constant struggle or

are falling behind with payments. In 2010-11 there were nearly 23,000 possession orders obtained by Local Authority landlords, the vast majority (90 per cent) were for rent arrears. This represents around 1 per cent of all Local Authority stock. There are in excess of 70,000 children living in temporary accommodation across the UK. It is well documented that lack of stable housing leads to dropping out of education and/or employment.

In the North West there were 295 Anti Social Behaviour injunctions issued to individuals living in social housing this is the 3rd highest in the country (CLG 2011) and led to almost a quarter of these being evicted from their homes.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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? |
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| PM 25 | <p>The title of this Progress Measure (PM) is:</p> <p>Stable Housing</p> <p>This PM is aimed at those who are facing a threat to retaining their current accommodation, for example rent arrears, anti-social behaviour and breaking tenancy</p> | <p>The Participant and wider family will understand why they are having problems and what they need to do to address those problems; for example, paying their rent on time because they have learned how to</p> | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been undertaken including details of activities</p> | <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations, for example Harvest Housing.</p> |

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| | <p>agreements, or Participants that do not have current accommodation.</p> <p>The Key Worker through their work with the Participant and wider family will identify the issues that may lead to eviction from their present home and will source support that will address these issues. The Key Worker will in instances where the Participant does not have current accommodation also support the Participant with the following:</p> <p>Activities will include but are not limited to:</p> <ul style="list-style-type: none"> • Paying your rent • Addressing rent arrears • How to be a good tenant • How to reduce anti social behaviour • Keeping a clean home for yourself and your children • Budgeting • Managing council | <p>budget properly.</p> <p>By resolving housing issues and providing a stable environment for the family, the Participant will be able to focus on finding and sustaining employment.</p> | <p>undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> | <p>Where we are accessing this existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision/activities as appropriate • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding |
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| | <ul style="list-style-type: none"> • Applying for appropriate benefits • Completing Housing applications with Social Housing Landlords and Local Authorities, ensuring inclusion on the local housing list. <p>Details of the activities, including attendance requirements and patterns, will be detailed on the individual's bespoke Action Plan.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the agreed provision within the Action Plan. A minimum of 6 activities must be identified and completed.</p> | | | <ul style="list-style-type: none"> • Providing support to the Participant and wider family following completion of the course embedding what they have learned. • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that provide support, practical advice and guidance to ensure stable housing.

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 –
Rationale of Progress Measure

Alcohol Concern reports that more than half a million people a year are being admitted to hospitals in Greater Manchester due to alcohol. It shows £189m a year is being spent by the NHS treating people as a direct result of excess alcohol consumption Manchester had more than 120,000 alcohol-related hospital admissions in 2010/11 – equivalent to nearly one in four of the population being hospitalised at least once every year. The figures mean each person in Manchester is paying £95 a year to treat alcohol-related health problems.

The NHS Information Centre’s Annual Drug Misuse Report shows that the number of admissions to hospitals in England due to drug related mental health or behavioural disorders rose by 5.7% to 44,585 during 2010/11. Similarly the number of hospital admissions due to drug poisoning also rose by 4.8% to 11,618.

It is estimated that there are around 7,220 injecting drug users in Manchester, of which 38% (mostly heroin users) are in contact with drug treatment services.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure and combines PM 29 and 30

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? |
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| <p>PM 29</p> | <p>The title of this Progress Measure (PM) is:</p> <p>Substance Misuse</p> <p>This Progress Measure is aimed at those who have a history of addiction - either substance and/or alcohol.</p> <p>The Key Worker, through their work with the Participant and wider family, will identify any family members that have a significant substance misuse habit, for example illegal drugs, alcohol or prescription drugs and who is not currently receiving appropriate support.</p> <p>Details of support including attendance requirements and patterns will be detailed on the individual's bespoke Action Plan.</p> <p>Activities will include but are not limited to:</p> <ul style="list-style-type: none"> • Understanding the extent of the addiction | <p>Participants will benefit from additional support for them to manage any substance misuse issues.</p> <p>This will increase the individual's quality of life and employment prospects. Substance misuse is a significant barrier to employment and without removal will likely prevent the Participant from sustainable work.</p> <p>Substance misuse can also have a significant effect on the family. By supporting the Participant to identify the causes and effects of substance misuse, they can better understand how to make change that can benefit the whole family.</p> | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> <p>Attendance record and/or certificate of completion signed by Participant and activity leader.</p> | <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations, for example Alcohol Concern or Catch 22.</p> <p>Where we are accessing this existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision/activities as appropriate • Attend the |
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| | <ul style="list-style-type: none"> • Understanding why you need drugs and or alcohol • Cognitive Behaviour Therapy • Empowerment to reduce, stabilise or abstain from substance and or alcohol. • Facilitate access to treatment/specialist support where appropriate <p>Participants will attend a minimum 12 hours over a minimum of 4 weeks.</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the agreed provision within the Action Plan equivalent to 12 cumulative hours over a minimum period of 4 weeks.</p> | | | <ul style="list-style-type: none"> • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the Participant and wider family following completion of the course embedding what they have learned. • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to source |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that provide support, practical advice and guidance in terms of addressing Alcohol and/or Substance misuse.

Performance Manager Initial Assessment and Comments

PMP Decision (✓) Accepted (in principle) Resubmit Reject

Reason for PMP decision and feedback

1 in 4 British adults experience at least one diagnosable mental health problem in any one year and 1 in 6 experiences this at any given time. (The Office for National Statistics Psychiatric Morbidity report, 2001) About half of people with common mental health problems are no longer affected after 18 months, but poorer people, the long-term sick and unemployed people are more likely to be still affected than the general population. (Better Or Worse: A Longitudinal Study Of The Mental Health Of Adults In Great Britain, National Statistics, 2003)

According to national statistics the North West of England is the second most deprived area of the country with the psychological well-being of the people of the North West below the national average.

The North West also has:

- The second highest rate of people on incapacity benefit for mental health reasons
- A higher than average unemployment rate
- The highest level of hospital admissions for depression and anxiety in the UK
- Hospital admissions for schizophrenia are the highest nationally at 26% higher than the national average

Source: A better future in mind – mental health services in the North West

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure

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 |
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| PM 31 | <p>The title of this Progress Measure (PM) is:</p> <p>Managing Mental Health</p> <p>This PM is aimed at those Individuals with a mental health condition, for example depression, anxiety etc.</p> <p>The Key Worker, through their work with the Participant and wider family, will identify Participants who require this PM and who are not already receiving support.</p> <p>To ensure that the sourced provision is of sufficient quality, it must cover at least 4 of the following topics:</p> <ul style="list-style-type: none"> • Anxiety Management • Coping mechanisms • Understanding the role of medication • Individual counselling and/or therapy | <p>The Participant will benefit by:</p> <p>Having an improved chance of finding and securing employment by addressing the barriers:</p> <ul style="list-style-type: none"> • Quicker recovery from future health issues • A better understanding of realistic job opportunities for each individual • Increased ability to self-manage conditions in the workplace and at home • Greater understanding of how to communicate with employers and raise their awareness on mental health issues | <p>The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The signed Action Plan will outline what support and activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> | <p>These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third party locally sourced existing organisations, for example Manchester Mind, Bolton Wise etc.</p> <p>Where we are accessing this existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to understand the issues • Dispel any barriers through bespoke Action Planning • Broker access to suitable provision/activities as appropriate |

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| | <ul style="list-style-type: none"> • Managing conditions in the work place • Improving employers understanding of mental health issues • Support groups, networks and forums both on- line and in the local area • How to access Mental Health Services <p>Participant to achieve a minimum of 16 hours over a minimum period of 4 weeks</p> <p>For the purposes of payment, this PM will be considered to have been delivered upon completion of the agreed provision within the Action Plan equivalent to 16 cumulative hours over a minimum period of 4 weeks.</p> | <ul style="list-style-type: none"> • Better understanding of the support that it is available both pre- and post-employment to help the individual find and remain in work | | <ul style="list-style-type: none"> • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the Participant and wider family following completion of the course embedding what they have learned. • Provide a detailed travel plan showing how to get to the provision and pay for the travel costs • Help to |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that provide support, practical advice and guidance in terms of managing mental health.

Performance Manager Initial Assessment and Comments

PMP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMP decision and feedback

Annex 2

ESF Progress Measures PMAP1 –

Rationale of Progress Measure

The Centre for Economic and Social Inclusion report of 2010 entitled 'Evaluation of the Work Experience Programme' showed that 56% of participants reported a significant increase in their confidence with 51% stating that they were more competent in dealing with work related issues and tasks in a work environment. It also demonstrates that participants found they were more confident in their work search ability and were able to demonstrate skills and abilities on their CVs. A quarter of those who completed their work experience placement found employment.

Is this a New, Amended or Resubmitted Progress Measure

This is an amended Progress Measure – combining Work Shadowing, Work Tasters and Volunteering

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? |
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| PM39 | The title of this Progress Measure (PM) is: Work Experience | By the Participant engaging in work experience they will improve/gain: <ul style="list-style-type: none">• Confidence, | The signed Needs Assessment will outline the problems faced and identify the need for this Progress Measure. The | These services will either be delivered directly by the G4S Family Support Broker or they will refer the Participant to third |

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| | <p>This PM is aimed at those who have no recent work history. The Key Worker, through their work with the Participant and wider family, will identify any participants with little or no work experience, particularly if this is a main barrier to their achieving employment.</p> <p>Work Experience could be considered but not limited to volunteering, work tasters/placements or work trials.</p> <p>Work experience opportunities will support the Participant to develop skills in a minimum of 5 of the following areas:</p> <ul style="list-style-type: none"> • Increase career options • Meet a diverse range of new people • Help to decide if this is the right role • Provide up to date references • Provide up to date work history for the participants CV • Encourage a work ethic | <ul style="list-style-type: none"> • Improve social skills • Experience in the work place • Up to date references and work experience • Allows the participant to draw on work related examples in interviews <p>The Participant will gain:</p> <ul style="list-style-type: none"> • New skills • Experience of integrating with the community • Increased motivation and learn how to feel a sense of achievement • An insight into their chosen job and help them to understand what is required within that role. | <p>signed Action Plan will outline what support and activities have been undertaken including details of activities undertaken by the Key Worker with the Participant. This plan will be updated at each review with evidence of attendance, details of what has been achieved and the progress that has been made since the last review.</p> <p>Where appropriate, other evidence may be included.</p> | <p>party locally sourced existing organisations, for example Bolton Wise, www.do-it.org.</p> <p>Where we are accessing this existing provision added value will be delivered and progress monitored by the Key Worker who will:</p> <ul style="list-style-type: none"> • Support the Participant and wider family where appropriate to explain the purpose of Work Experience, what they can expect, the commitment they need to make and helping them understand the benefits post completion to consolidate their learning • Dispel any barriers |
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| | <ul style="list-style-type: none"> • Build confidence in ability to undertake work • Providing experience of a working routine, for example, getting to work on time • What to wear for the workplace • Provide the Key Worker valuable feedback regarding how the Participant has coped with the role. This will enable them to target any further interventions that may be needed. <p>Details of the work experience opportunity including attendance requirements and patterns will be detailed on the individual's bespoke Action Plan. This will equate to a minimum of 8 hours within a workplace/volunteering/work trail environment over a minimum period of 2 days.</p> <p>For the purposes of payment,</p> | <ul style="list-style-type: none"> • They will gain experience in terms of the soft skills and daily routines that will be needed. • Confirm that they have made the right job choice • It will provide additional information for their CV • Give them exposure to an potential employer <p>Widen social networks and broaden skillsets. Their chances of getting their first job, improving their salary, or being promoted. This will increase motivation to look for and sustain employment and bring greater cohesion to both the wider family and the community.</p> | | <ul style="list-style-type: none"> • through bespoke Action Planning • Broker access to suitable provision/activities as appropriate • Attend the first session with them if required • Provide support whilst they are on the provision ensuring that they attend, monitoring their understanding and helping to consolidate their learning • Providing support to the Participant and wider family following completion of the course embedding what they have learned. • Provide a |
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| | <p>this PM will be considered to have been delivered upon completion of the agreed provision within the Action Plan, after completing a minimum of 8 hours within a workplace/volunteering/work trail environment over a minimum period of 2 days.</p> | | | <ul style="list-style-type: none"> • Help to source appropriate child care if required |
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Consultations Undertaken

G4S have undertaken a number of consultations with participants, stakeholders and our delivery partners through our quarterly surveys and focus groups. This feedback measures ongoing suitability of the provision provided. As a result we have identified that there is a need to deliver services that provide support, practical advice and guidance in terms of re engaging with the community through voluntary activity.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

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