

**ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**Proposed Progress Measure**

<b>Progress Measure (PM) Ref No. and Category</b>	<b>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.)</b>	<b>How will the PM benefit attached ESF Participant?</b>	<b>Describe the robust evidence retained to substantiate that the PM has been completed</b>	<b>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?</b>
<b>PM1 Gaining Effective Parenting Skills</b>	<p><b>Target Customers</b> – specifically for customers who have identified needs to improve parenting styles, methods and techniques to provide support to their children, e.g. new parents, lone parents, absent parents, parents of a child who has been excluded or truanting from school or children who display behavioural, anti social and offending issues. Participation in individually identified activities will support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To be able to gain skills in being able to</b></li> </ul>	<p>This PM will help customers by enabling them to develop the knowledge and skills to become more effective parents. This in turn will enable a stable, supportive home environment, making the transition to work easier to</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/ mentoring/advocacy support specifically relating to Gaining Effective Parenting Skills. They will arrange for further one to one, group</b></p>

	<ul style="list-style-type: none"> <li>• <b>To understand what support is available to make sure family life is stable and support is available for all members</b></li> <li>• <b>To develop and use the parenting skills to continue to be able to use techniques effectively and timely</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive 1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to consider moving closer to employability, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the Family Coach, <b>the customer will receive one or more of the following</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to</p>	<p>manage for the parent and other family members.</p> <p>Identified by North East CPA local Authorities as a critical PM.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Support for Carers</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 1 Gaining Effective Parenting Skills</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/advocacy, for example: intensive discussion and support from a support worker, ie, social, health, education workers where they are able to provide information on parenting support available in the local authority area; this may include support around behaviours, budgeting, education and truancy, anti social and youth offending, safeguarding and child protection issues, Child and Adolescent Mental Health service and speciality services</li> <li>- Referral to Specialist Provider or existing local supplier providing individual or group learning opportunities, skills training and /or accredited courses, for example: participating in learning skills that allow the customer to develop as a parent, becoming involved in workshops and group activity including nutrition and health care, educational support to ensure the child is</li> </ul>			
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	<ul style="list-style-type: none"> <li>- Support to become involved the local authority parenting network which provides e-learning and online access to local resources and provision for parents around health, education, social activities and family support, including information about family intervention services</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure?

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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?
<p><b>PM 2 Support for Carers</b></p>	<p><b>Target Customers</b> – Customers who have identified that their caring responsibilities are a challenge and play an impact on their availability to enter work. Examples include: Carers of pre-school children; carers of school children; carers of elderly dependent; carers of dependent with health and learning difficulties. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To increase their knowledge and guidance of the local care support network</b></li> </ul>	<p>This PM will help customers to review their caring role and develop a more structured and effective way to ensure that they are accessing better quality and more appropriate care arrangements for their dependents. By providing structured care arrangements</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/mentoring/ advocacy support, specifically relating to Support for Carers.</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal</b></p>

	<ul style="list-style-type: none"> <li>• <b>To establish, or re-establish a structured care routine to improve care situation</b></li> <li>• <b>To review and apply for grants and funding sources to meet caring requirements</b></li> <li>• <b>To be able to feel confidence in thinking about a return to working</b></li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a Family Coach to address the need for care planning and to access funding/grants for caring support, together with continuing help from the Family Coach to set up and support participation in additional individual or group/family activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the Family Coach, the customer will receive one or more of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to</p>	<p>the customer is more likely to have the time and support to enter employment.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Support for Carers</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM2 – Support for Carers</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: providing an overview of caring options for dependants and extended family</li> <li>- Referral to Specialist Provider or existing local supplier providing individual and group learning opportunities, skills training and /or accredited courses, for example: providers that provide Carer services awareness to access local knowledge and support available to the customer</li> <li>- Family Group sessions incorporating the whole family with Family Coach or Specialist Provider; or referral to existing local service, for example: activities that include the whole family working together, ie sessions with Dependant and Carer to develop wider independency</li> <li>- Specific individual support from a Peer Mentor from a support service providing a</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**



**ESF Progress Measures Annex 4b PMAP1 – Wise CPA5**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**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?
<p><b>PM 3 Improving Family Relationships</b></p>	<p><b>Target Customers</b> – specifically for customers who have identified that their unstable relationships within their family impacts on their availability to progress and enter work. For example: families with separated or divorced family members; families with a history of aggression; families with on-going conflict, difficult family relationships, families where other members have ill health or disabilities that impact on other members. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To build up relationships that will provide a more stable family environment</b></li> <li>• <b>To access support that will allow all members of the family to develop skills to maintain positive family relationships</b></li> </ul>	<p>This PM will help to the customer and their family to adopt a more supportive and positive relationship, reducing difficult behaviours among family members and increasing the stability and support required to enter employment.</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating to Housing Stability Support</li> </ul>	<p><b>WISE will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Improving Family Relationships</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the</b></p>

	<ul style="list-style-type: none"> <li>• <b>To raise esteem within their family to encourage progress towards employment</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to address the issues faced by the customer where adverse family relationships impact on the family and home environment, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive one or more of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/ advocacy, for example: work with a specialist</li> </ul>		<ul style="list-style-type: none"> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 3 Improving Family Relationships.</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<ul style="list-style-type: none"><li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; participation in sessions to develop skills to self manage through difficult family situations, workshops that provide learning to establish a family routine and minimising conflict, attendance on the Freedom Project for victims of Domestic Violence</li></ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

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**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

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<p><b>PM 4 Support to Manage Debt and Money</b></p>	<p><b>Target Customers</b> – specifically for customers who have identified that they have difficulty in managing money and need to learn how to manage to support their family on a low income and this is a significant challenge to them progressing or entering into employment or to maintain a stable home life. Examples include: customers in rent arrears; customers utilising debt collection services; customers who own their home; customers unable to pay regular bills and are at risk of losing their homes; customers who rely on benefits and do not realise the benefit of being in employment. Participation in individually identified activities will support the</p>	<p>This PM will help the customer become more financial or fuel competent. Customers who have an increased understanding of money management, are utilising more cost effective methods of debt repayment or have reduced their susceptibility to fuel poverty are more likely</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/ mentoring/advocacy support specifically relating to Support to Manage Debt and Money. They will arrange for further one to one, group or family support by referring to the FamilyWise internal</b></p>

	<p>customer:</p> <ul style="list-style-type: none"> <li>• <b>To manage their own budgets and be able to manage their income without falling into arrears</b></li> <li>• <b>To understand the benefits of ensuring that essential bills are paid and have the skills to be able to do this without ongoing access to short term loans</b></li> <li>• <b>To develop skills that will allow them to be able to make decisions involving how money should be prioritised and to access services to ensure appropriate use of income, particularly around Welfare Reform</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive 1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to consider moving closer to employability, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p>	<p>to progress into and sustain employment.</p> <p>This has been identified as key area of need by Wise Group customers.</p> <p>Where it is identified that the customer could benefit from current local provision the Family Coach will provide the support and guidance to ensure the customer participated fully in provision which they would normally avoid or disengage with.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Support for Carers</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 4&amp;5 Support to Manage Debt and Money</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>In addition to the sessions with the Family Coach, <b>the customer will receive one or more of the following</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/advocacy, for example: access to services that specialise in reviewing personal finance and providing support for the customer to plan activities that will support in managing money and or relieving debt or whole family sessions which will involve the family coming together as a group to develop skills to be able to budget and manage themselves through financial difficulties</li> <li>- Referral Specialist Provider or existing local</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

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**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013

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<p><b>PM 6 Gaining Work Related Skills and Experience</b></p>	<p><b>Target Customers</b> – specifically for customer that needs some current work experience and need to understand the benefit of voluntary work and/or work placements to enhance their employability and where appropriate, experience voluntary work or work placements. This PM is for customers who have identified that they lack the skills and experience of their local labour market to successfully enter employment e.g. customers with unrealistic job goals, customers who have moved from a new geographical location, customers who have been absent from the labour market for a long time, the need for practical ‘on the job’ experience. This may include where a customer</p>	<p>This helps the customers to be supported to gain knowledge and experience of their local labour market and become competitive for opportunities available. This will also support with adjusting expectation and raising awareness of available support in a</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> </ul>	<p><b>WISE will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Gaining Work Related Skills and Experience.</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured</b></p>

	<p>may have to change sector due to health issues or lack of industry opportunity ie shipbuilding, mining etc. Customer who participate in individually identified activities will be given the opportunity:</p> <ul style="list-style-type: none"> <li>• <b>To gain experience of working with an employer to develop employability skills</b></li> <li>• <b>To be able to apply for future job opportunities with an up-to-date work history</b></li> <li>• <b>To become more appealing to employers with recently gained work skills and experience</b></li> <li>• <b>To develop a broad idea of labour market opportunities available</b></li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive 1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to increase employability and potential to move closer to the labour market with a view of securing employment, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a</p>	<p>changed environment.</p> <p>This PM provides customers with the substantive information and understanding required to make realistic job goals and enter viable employment sectors.</p> <p>This has been identified as key area of need by Wise Group customers</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Gaining Work Related Skills and Experience</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 6 – Gaining Work Related Skills and Experience</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p><b>FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the Family Coach, <b>the customer will receive two or more of the following</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: access to information about voluntary work/work placements and its benefits with a local voluntary services provider</li> <li>- Referral to Specialist Provider or existing local supplier providing individual or group learning opportunities, skills training and /or accredited courses, for example: gaining</li> </ul>			
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	<ul style="list-style-type: none"> <li>- Voluntary work or work placements to increase experience in the workplace with potential employers and/or local existing suppliers for voluntary services</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

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<p><b>PM 7 Support to Become Socially Engaged</b></p>	<p><b>Target Customers</b> – specifically for customers who lack the ability to integrate themselves in social situation and a poor comprehension of the need to become socially active in both personal and potential employment e.g. young people who do not engage with friends or family, customers who have poor comprehension of how to behave in social environments, customers who would like to integrate socially with a view of gaining skills to find work – this may include customers with low level skills or learning disabilities, customers who have been absent from the labour market for a long time, customers who have moved from a different area, customer who are Not in Education, Employment or Training or are culturally isolated. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To become involved in social activities that</b></li> </ul>	<p>This PM provides customers with the social confidence, skills development and understanding to increase potential. Participation in social activity increases the likelihood of a customer entering and sustaining employment.</p> <p>Where it is identified that the customer could benefit from current local provision the Family Coach will provide the support and guidance to ensure the customer</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating to <b>Support to Become Socially Engaged</b></li> </ul>	<p><b>WISE will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Support to Become Socially Engaged</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer’s identified needs for this progress measure.</b></p>

	<ul style="list-style-type: none"> <li>• <b>To gain confidence to integrate socially within new environments and situations</b></li> <li>• <b>To understand the benefits of becoming socially active, with potential to become employable</b></li> <li>• <b>To develop skills that provide independence and confidence in socially challenging environments</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to address customer who have a lack of social skills or experience, where employability may seem an unrealistic goal to them, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive or more of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities,</p>	<p>participated fully in provision which they would normally avoid or disengage with.</p>	<ul style="list-style-type: none"> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 7 Support to Become Socially Engaged.</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group sessions with existing local supplier providing IAG/ mentoring/coaching/ advocacy and the customer participates in, for example: coffee morning session at a local community centre where they are involved in accessing local information and up and coming social events in, one to one with a key worker to become included in social activities at the local school, participation in Surestart information session to generate ideas for community family days</li> <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; participation in a gardening course to learn skills and work as a team in the community allotments, participation in jewellery making course as part of a group</li> <li>- Peer Mentoring – support from a someone with similar experience who will develop social skills, through befriending and encouragement, for participating in a social setting</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure?

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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?
<p><b>PM 8</b> <b>Completing a Vocational Routeway</b></p>	<p><b>Target Customers</b> – specifically for customers who would like to enter a specific work sector and have the need to explore an employer demand led opportunity for employment. Customers who need support to identify a career in a particular vocational sector but lack the skills and training and/or experience to enter job opportunities within their chosen vocational sector. Participation in individually identified activities will support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To identify a specific sector area of employment where skills and employer opportunities are made available to</b></li> </ul>	<p>This Progress Measure will help the customers to access specific job related skills and experience where they will make contacts employers and raise awareness of job opportunities available to them. Completion of this PM will help the customer to make substantial choices about their</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Completing a Vocational Routeway.</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the</b></p>

	<ul style="list-style-type: none"> <li>• To provide an opportunity to directly access an employer and gain skills to take up potential employment</li> <li>• To gain skills and experience that will increase employability appeal for employers</li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive 1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to access employer demand led sector specific learning opportunities, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the Family Coach, <b>the customer will receive two or more of the following</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer.</p>	<p>career path to gain employment.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Completing a Vocational Routeway</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM8 – Completing a Vocational Routeway</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: attendance at a pre-screen awareness session to ensure the suitability of the routeway for the customer with the training and/or the prospective employer</li> <li>- Referral to Specialist Provider or existing local supplier providing individual or group learning opportunities, skills training and /or accredited courses, for example: gaining specific skills identified by a potential employer that will increase opportunity of successfully securing a position</li> <li>- Work placements and/or a taster session with an employer to identify suitability for a specific role with the potential for employment</li> </ul>			
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**Consultations Undertaken**

Delivery partners (Subcontractors) and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

**ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**Proposed Progress Measure**

<b>Progress Measure (PM) Ref No. and Category</b>	<b>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.)</b>	<b>How will the PM benefit attached ESF Participant?</b>	<b>Describe the robust evidence retained to substantiate that the PM has been completed</b>	<b>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?</b>
<b>PM 9 Gaining Skills and Knowledge to Enter into Employment</b>	<b>Target Customers</b> – specifically for customers that are furthest from the labour market and need intensive skills and knowledge of entering into employment. They will have an extensive need to develop skills to become employable. For example, those who have experienced long periods of unemployment, NEET, women returners to the labour market, over 50's, customers with health issues, lacking in confidence in their ability to enter into work. This progress measure has been developed to	This PM will help customers by supporting them to review their current employability skills, explore and develop their knowledge, qualities and skills that appeal to employers and to gain certification, where	Evidence for this progress measure will include: <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer's goals and targets in relation to this</li> </ul>	<b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/ mentoring/advocacy support specifically relating to Gaining Skills and Knowledge to Enter into Employment.</b>

	<p>provide intensive employability support to customers furthest from the labour market. Participation in individually identified activities will support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To increase their understanding of their own qualities and attributes necessary to enter into employment</b></li> <li>• <b>To develop workplace skills that will appeal to prospective employers and help them enter into the job market</b></li> <li>• <b>To indentify the social and financial benefits of accepting paid employment and the impact on them personally and on their family</b></li> <li>• <b>Through intensive support, to develop their skills needed to access skills-matched vacancies, write and submit sector specific job applications and attend competency based interviews with potential employers</b></li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive 1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to consider moving closer to</p>	<p>necessary, to work in their chosen sector. This will support them to move closer to employment.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Support for Carers</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM9 – Gaining Skills and Knowledge to Enter into Employment</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p><b>employability, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the FamilyWise Coach, <b>the customer will receive two or more of the following activities</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/mentoring/coaching/advocacy, for example: Intensive personal development with customer to gain skills to sustain in employment. This will be in specific areas of preparing for work, which may include skills,</li> </ul>			
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	<ul style="list-style-type: none"><li>- Referral to Specialist Provider or existing local supplier providing individual or group learning opportunities, skills training and /or accredited courses, for example: participating in a pre employment training course that will allow the customer to gain confidence in entering into and sustaining in work</li><li>- E-learning opportunities that will develop employability skills through access to the internet supported by the Family Coach, for example: I guiding the customer through an online assessment or test to gain specific skills, ie food safety, CSCS, taxi driver knowledge test</li></ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

## ESF Progress Measures PMAP1 – Wise CPA5

### Rationale of Progress Measure

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### Is this a New, Amended or Resubmitted Progress Measure?

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### 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?
<b>PM 10 Improving Health and Lifestyles</b>	<p><b>Target Customers</b> – specifically for customers who have an identified health issue or have a lifestyle that has an impact on their ability to progress or enter employment. E.g. customers receiving a health related benefit, customers with disabilities, health and mental health issues, customers who identify that their lifestyle has a negative impact, customers with addictions. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To become more able to manage their condition in anticipation of entering the work place, making them more employable</b></li> <li>• <b>To be able to independently access services that are able to support with health and lifestyle factors</b></li> </ul>	<p>This PM will help customers to cope more effectively with current health issues and/or improve their lifestyle for a healthier future. Customers with better managed health and lifestyle are more likely to enter and sustain employment.</p> <p>Where it is identified that the customer could benefit from current local provision the Family Coach will</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer's goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating to Improving Health and</li> </ul>	<p><b>WISE will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Improving Health and Lifestyles.</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the</b></p>

	<ul style="list-style-type: none"> <li>• <b>To have a more stable family life as lifestyle and health have a positive impact on others</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to address the issues faced by the customer where health and lifestyle factors impact on the ability to maintain a stable life and or to secure or sustain employment, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive <b>one or more</b> of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/</li> </ul>	<p>provide the support and guidance to ensure the customer participated fully in provision which they would normally avoid or disengage with.</p>	<p>Lifestyles</p> <ul style="list-style-type: none"> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 10&amp; 11 Improving Health and Lifestyles</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<ul style="list-style-type: none"> <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; sessions for improving lifestyle – life coaching, support to understand the negative impact source and the potential positive outcome of improving lifestyles and health, fitness classes, group therapy workshops for addictions.</li> </ul> <p>Family Group sessions incorporating the whole family with Family Coach or Specialist Provider; or referral to existing local service for example: working together in classes to lose weight and become fit, attending smoking cessation groups with a positive impact on family finances.</p>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure?

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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?
<p><b>PM 12 Housing Stability Support</b></p>	<p><b>Target Customers</b> – customers who identify that they are challenged by the instability of their current housing situation and/or live in a housing environment which does not meet their need e.g. customers in temporary housing, customers in overcrowded housing, customers with housing environment which does not meet their basic needs, customers in under occupied housing facing reduced benefit support. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li><b>To increase the knowledge of available support to provide a stable housing</b></li> </ul>	<p>This PM will enable customers to live in more secure and/or adequate housing. Suitable housing is central to improved personal capacity and increasing opportunity to sustain employment.</p> <p>This PM has been identified as critical by ESF Delivery</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> </ul>	<p><b>WISE will deliver, through the FamilyWise Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Housing Stability Support. They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or</b></p>

	<ul style="list-style-type: none"> <li>• To review social and financial viability of maintaining a housing tenancy</li> <li>• To be able to apply for grants and funding to ensure the housing environment is substantial for the customer and their family</li> <li>• To have the ability to access future support to aid in sustaining a tenancy arrangement</li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to address the issues faced by the customer where housing instability is present and the living environment for the family is unsuitable or under threat, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive one or more of the following, selected according to their</p>	<p>Partners, particularly with the oncoming Welfare Reform in 2013.</p> <p>Where it is identified that the customer could benefit from current local provision the Family Coach will provide the support and guidance to ensure the customer participated fully in provision which they would normally avoid or disengage with.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Housing Stability Support</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM12&amp;13 – Housing Stability Support</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, ie: identifying basic housing needs and actions to sustain a stable housing situation</li> <li>-</li> <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work ie; legal advice and expert guidance on housing matters</li> <li>- Family Group sessions incorporating the whole family with Family Coach or Specialist Provider; or referral to existing local service ie: maintenance workshops that would support the family to maintain a better home</li> </ul>			
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	<ul style="list-style-type: none"> <li>- Specific individual support from a Peer Mentor from a support service providing a specialist service for tenants with that will coach the family member with issues associated with housing instability.</li> <li>- E-learning opportunities that will develop housing related skills through access to the internet, supported by the Family Coach</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

## ESF Progress Measures Annex 4b PMAP1 – Wise CPA5

### Rationale of Progress Measure

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### Is this a New, Amended or Resubmitted Progress Measure?

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### 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?
<b>PM 14 Managing the effects of Offending Behaviours</b>	<p><b>Target Customers</b> – specifically for customers and family members with offending history and a potential disposition to offend, that has long lasting effects on personal development and chances of entering employment. Offending is often a family wide issue e.g. customer receiving police cautions or low criminal convictions, family relations impacted by offending behaviours, customers with special circumstances as a result of custodial sentences which affect their ability to secure employment in certain industries. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li><b>To become more able to understand services and support available to reduce offending</b></li> </ul>	<p>This PM will help the customer to recognise the effects of offending, provide techniques to reduce offending and provide support to minimise the effects of offending. Reducing customers offending behaviour significantly increases their personal wellbeing and employability potential.</p> <p>The Wise Group is a leading criminality</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>The customers individual Action Plan and reviews that verify the customer's goals and targets in relation to this progress measure</li> <li>Discussion Notes specifically relating to Support to</li> </ul>	<p><b>WISE will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Support to Improve the Impact of Offending Behaviours</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing</b></p>

	<ul style="list-style-type: none"> <li>• <b>To use the knowledge and support gained to make informed decisions for improved family and employment choices</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to address the issues faced by the customer offending behaviours influence the ability to secure or sustain employment, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive <b>one or more</b> of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <p>- One-to-one or Group work sessions with</p>	<p>specialist and has award winning provision to support this customer group.</p>	<p>Improve the Impact of Offending Behaviours</p> <ul style="list-style-type: none"> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 14 Support to Improve the Impact of Offending Behaviours</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<ul style="list-style-type: none"> <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; Princes Trust Youth Offending workshops, workshops provided by probation services</li> </ul>			
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**Consultations Undertaken**

DeliveryPartners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**Annex 2**

**ESF Progress Measures PMAP1 – Wise CPA5**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**Proposed Progress Measure**

<b>Progress Measure (PM) Ref No. and Category</b>	<b>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.)</b>	<b>How will the PM benefit attached ESF Participant?</b>	<b>Describe the robust evidence retained to substantiate that the PM has been completed</b>	<b>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?</b>
<p><b>PM 15 Support to Become an Active Citizen</b></p>	<p><b>Target Customers</b> – specifically for customers who lack integration within the community in which they live and are not active citizens, for example, customers how to get involved within their community and lack the impetus to become involved, customers who are not British citizens, customers who lack an understanding of what they can personally contribute to their local community and is unaware of the support and services available to them, customers – this plays a significant impact on the customers’ ability to grow and contribute. Participation in individually identified activities may support the</p>	<p>This PM will help customers to gain an understanding of how their behaviours and actions impact on the community in which they live. Customers who are active citizens are more likely to present the mindset and skills required to enter employment.</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Support to Become an Active Citizen</b>  <b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery</b></p>

	<p>customer:</p> <ul style="list-style-type: none"> <li>• <b>To become an active citizen in the local community and contribute to local activity.</b></li> <li>• <b>To understand the value and benefits of being integrated into a community</b></li> <li>• <b>To share experiences and skills with others to develop community interests and activities</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to overcome issues faces by having a lack of citizenship and a role in community, where experiences gained will support an individual to become more employable, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive <b>two or more</b> of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to</p>	<p>This PM has been developed to ensure this programme integrates with wider government objectives of enabling a citizenship ethos in society, where communities present a wider variation of culture and origin.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to <b>Support to Become an Active Citizen</b></li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 15 Support to Become an Active Citizen</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: receiving IAG about services to provide a British citizenship course, meeting with a community team to gain understanding how to become involved in community support, ie working with a youth group, or running a community forum - Neighbourhood watch team, residents associations.</li> <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; completing a course to provide skills, completing a British Citizenship course at the local test centre (libraries etc)</li> <li>- Voluntary opportunities, for example voluntarily running a sports club with the local school, becoming involved in running group session for other parents, using knowledge of gaining citizenship in the UK to support individuals from originating from outside of the UK.</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**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 –Wise CPA5**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**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?
<b>PM 16 Managing the Effects of Anti-Social Behaviour</b>	<p><b>Target Customers</b> – specifically for customers who present negative and long lasting behaviour or customers who experience the negative impact of anti-social behaviours which affects their families' ability to work together and also produces conflict to the community in which they live, e.g. customers with Anti-Social Behaviour Orders; parents of truants; customers involved in a gang culture or experience the effects of, customer who are affected by the offending behaviours of others around them,. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To become able to recognise and reduce the impact of Anti Social Behaviour through</b></li> </ul>	<p>This PM will help customers to gain an understanding of how their behaviours and actions impact on the community in which they live and how a change of behaviour can project a positive impact on their life and others around them.</p> <p>This PM has been developed to allow the individual to break the</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer's goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating</li> </ul>	<p><b>WISE will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Support to Improve the Impact of Anti-Social Behaviour</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist</b></p>

	<ul style="list-style-type: none"> <li>• <b>To have awareness and knowledge of the consequence of Anti Social Behaviour and share personal experiences and coping skills to reduce the impact within the community</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to address the impact of Anti Social Behaviours and develop skills that will enable the customer to become more employable through a reduction of negative behaviours, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive <b>one or more</b> of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p>	<p>cycle of anti social activities and recognise the value of a positive community impact with a view of becoming employable.</p>	<p><b>to Support to Improve the Impact of Anti-Social Behaviour</b></p> <ul style="list-style-type: none"> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 16 Support to Improve the Impact of Anti-Social Behaviour</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: to access support to self manage anti-social behaviour; and/or advocacy to support the customer through community and criminal legalities</li> <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; attendance at an Anger Management course, residential courses such as Princes Trust youth programmes to personally develop and provide opportunity to explore new mindsets</li> <li>- Peer Mentoring – receiving support from an individual from an organisation that can share experience and provide a positive influence to reduce anti social behaviour, ie Fairbridge Mentors who encourage the customer to engage in activities such as residential courses, life coaching, personal development</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

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

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

## ESF Progress Measures Annex 4b PMAP1 – Wise CPA5

### Rationale of Progress Measure

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### Is this a New, Amended or Resubmitted Progress Measure?

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### 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?
<b>PM 17 Accessing Support in Rural Areas</b>	<p><b>Target Customers</b> – specifically for customers who live in rural locations or areas with poor transportation links to services and employment opportunities, customers who lack awareness of how to engage in employment in an isolated community, or have no understanding of services that are available via limited public transport the e.g. customers from Northumberland, rural Durham, Cleveland and North Tyneside. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To become involved in local community opportunities for skills and employment and to build confidence through participation</b></li> </ul>	<p>This PM provides customers with the planning and knowledge to manage living in a geographically isolated environment, enabling the customer to respond to increased job vacancies within their travel to work area.</p> <p>This PM was identified by Local Authorities as particularly important in the North East CPA.</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating to</li> </ul>	<p><b>WISE will deliver, through the FamilyWise Family Coach, 1:2:1 / IAG/coaching/mentoring/ advocacy support specifically relating to Accessing Support in Rural Areas</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the</b></p>

	<ul style="list-style-type: none"> <li>• To have awareness and knowledge service available and the support to access them outside of their locality</li> <li>• To understand the benefits of accessing support and employment outside rural locations</li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to support those who experience difficulty in accessing wider range of services due to geographical isolation and lack of transport links, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive <b>twoor more</b> of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p>		<p><b>Accessing Support in Rural Areas</b></p> <p>The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</p>	<p>customer's identified needs for this progress measure.</p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 17 Accessing Support in Rural Areas</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: attending local community centre provider sessions where a directory of services are available for support, in and around the locality, accessing support services who are able to provide application for grants to access service outside of the local area, information on accessing community transport</li>   <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; attendance at local courses within schools and community centres for skills ie craft related learning where transferrable skilled will be gained , attending collegecourses where transport links are pre arranged</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.



**Performance Manager Initial Assessment and Comments**

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

      

**Reason for PMAP decision and feedback**

**ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**Proposed Progress Measure**

<b>Progress Measure (PM) Ref No. and Category</b>	<b>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.)</b>	<b>How will the PM benefit attached ESF Participant?</b>	<b>Describe the robust evidence retained to substantiate that the PM has been completed</b>	<b>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?</b>
<b>PM18 Gaining IT Skills and Ability</b>	<b>Target Customers</b> – specifically for customers who identify they have a skills gap in accessing or using technology to access the labour market and who do not have adequate technology in their home or local community to effectively engage in employment opportunities. This progress measure has been developed to provide customers with support to address and meet the needs of having low or no IT skills or to develop sector specific IT skills to further themselves in the labour market. Participation in individually identified activities will support the	This PM will help customers to access adequate technological skills and ability to be able to engage in employment and daily family life activities.  Technological skills have been identified by employers as a	Evidence for this progress measure will include: <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress</li> </ul>	<b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/ mentoring/advocacy support specifically relating to Gaining IT Skills and Ability They will arrange for further one to one, group or family support by</b>

	<p>customer:</p> <ul style="list-style-type: none"> <li>• <b>To increase their skills in using technology to access job opportunities and IT skills necessary for the workplace</b></li> <li>• <b>To understand the benefits of having basic comprehension of IT and the confidence to use it in support of exploring the labour market</b></li> <li>• <b>To explore the advantages of and become adept at using appropriate social networking to improve and be effectively used to find work</b></li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive 1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to consider moving closer to employability, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the Family Coach, <b>the customer will receive two or more</b></p>	<p>skills gap with potential unemployed recruits. This will support them to move closer to employment.</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Support for Carers</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM18 Gaining IT Skills and Ability</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p><b>of the following</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/advocacy, for example: comprehensive IT skills training and knowledge to utilise technology for job search in local community setting such as libraries</li> <li>- Referral to Specialist Provider or existing local supplier providing individual or group learning opportunities, skills training and /or accredited courses, for example: participating in accredited learning such as European Computer Driving Licence, UK Online training courses or specific college/training courses related to gaining IT</li> </ul>			
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	<p>E-learning opportunities that will develop skills in using IT in both the workplace and at home to access the labour market and employability skills through access to the internet supported by the Family Coach</p>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure?

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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?
<p><b>PM 19</b>  <b>Personal Development and Recognising Potential</b></p>	<p><b>Target Customers</b> – customers who lack an awareness of their own potential, abilities and strengths and need support to increase their own personal capacity and develop skills in raising self esteem and goal setting. Customer identified for this progress measure will have a particular need for intensive support in personal development and recognising their own potential to progress with the long term goal of employment. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To develop positive self perception and confidence with a affirmation of</b></li> </ul>	<p>This PM will help the customer to increase customer’s self esteem and potential and reduce negative self-perception. This change in mindset will increase customer’s confidence and ability, providing the mindset needed to enter employment.</p> <p>This PM has been</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> </ul>	<p><b>The Wise Group will deliver through the FamilyWise Family Coach, 1:2:1 IAG/coaching/mentoring/ advocacy support, specifically relating to Personal Development and Recognising Potential.</b></p> <p><b>They will arrange for further one to one, group or family support by referring to the</b></p>

	<ul style="list-style-type: none"> <li>• To be aware of the support mechanisms in place to develop and maintain a positive outlook on personal situation and experiences</li> <li>• To have an increased ability to self project into new and challenging situations with a positive outcome</li> <li>• To have understand the benefit socially and financially of self improvement</li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a Family Coach to address the issues that having low self esteem and a negative self perception. This will include working with the customer to explore the benefit of changing mindsets and supporting with dealing with a range of issues presented from having a lack of confidence, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the FamilyWise</p>	<p>identified by customers as particularly important during Wise Group Focus Groups. It has also been identified as important by Local Authorities in the North East CPA</p>	<ul style="list-style-type: none"> <li>• Discussion Notes specifically relating to Personal Development and recognising potential</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 19&amp;20 – personal Development and Recognising Potential</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>Coach, the customer will receive one or more of the following, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: specialist guidance and condition management sessions</li> <li>- Referral to Specialist Provider or existing local supplier providing individual or learning opportunities, skills training and /or accredited courses, for example: programmes to support the customer to recognise their own potential and gain skills through personal development</li> <li>- Family Group sessions incorporating the</li> </ul>			
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	<ul style="list-style-type: none"><li>- Specific individual support from a Peer Mentor from a support service providing a specialist service that will coach the family member with issues associated with confidence and motivation building.</li></ul>			
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**Consultations Undertaken**

Delivery Partners (subcontractors) and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**

**ESF Progress Measures Annex 4b PMAP1 – CPA 5 May 15 2013**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**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?
<p><b>PM 21 Career Development Support</b></p>	<p><b>Target Customers</b> – specifically for customers who have entered employment but who are not in a job which fulfils their job or financial goal, or would benefit from gaining sector specific skills whilst being in paid employment or between temporary jobs to increase future employability. This may include customers in temporary employment; customers on minimum wage; customers in entry level position in their chosen sector; customer who have a history of not sustaining in employment due to lack of skills, customers who would need to work towards a qualification to improve career opportunities ie, NVQ's. Participation in individually identified activities may support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To gain confidence in understanding what</b></li> </ul>	<p>This PM will help the customer gain the skills needed for career development. Career Development has been shown to increase the chances of customers to sustain and develop while in employment.</p> <p>Career Advancement has been shown to be a priority goal for long term unemployed people entering employment who demonstrate the</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer's goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating to Career</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/ mentoring/advocacy support specifically relating to Gaining Effective Parenting Skills. They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured</b></p>

	<ul style="list-style-type: none"> <li>• To access learning opportunities in the workplace which will transfer into subsequent employment and enhance employability</li> <li>• To feel more secure in their employment and gain skills to develop and pursue future career choices</li> <li>• To be able to quickly and confidently secure subsequent employment where necessary</li> </ul> <p>The customer will receive a minimum of 6 one-to-one sessions with the FamilyWise Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive 1:2:1 coaching and advocacy from a FamilyWise Coach to address career development, together with continuing help from the FamilyWise Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the FamilyWise Coach, the customer will receive one or more of the following, selected according to their identified needs</p>	<p>desire to progress in their chosen career.</p>	<ul style="list-style-type: none"> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by the customer, Family Coach and where applicable a 3<sup>rd</sup> party representative e.g. Trainer; educational establishment; Local Authority key worker; local provider</li> </ul>	<p><b>Specialist provision and/or existing local funded service in the community, relevant to the customer's identified needs for this progress measure.</b></p> <p><b>referral is to an existing local service the Family Coach will facilitate the customer's participation in activities for PM 1 Gaining Effective Parenting Skills</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<p>and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This could be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity. :</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/Advocacy, for example: identifying in work opportunities to develop skills and qualification portfolio, advice to remain in work while accessing financial support, ie tax credits and grants</li> <li>- Referral to Specialist Provider or existing local supplier providing learning opportunities, skills training and /or accredited – this could be individual or group work for example; whilst remaining in employment - participation in NVQ's, accessing sector specific qualification such as Teaching Assistant, Care Worker and Production Operative qualifications, functional skills sessions (IT, Basic Skills and ESOL)</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

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

**Resubmit**

**Reject**

**Reason for PMAP decision and feedback**

**ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013**

**Rationale of Progress Measure**

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**Is this a New, Amended or Resubmitted Progress Measure?**

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**Proposed Progress Measure**

<b>Progress Measure (PM) Ref No. and Category</b>	<b>Title and Full Description of Progress Measure (Include for example, what does PM involve, duration, what is expected of Participant, are</b>	<b>How will the PM benefit attached ESF Participant?</b>	<b>Describe the robust evidence retained to substantiate that</b>	<b>Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply</b>
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	multiple events planned or one-off event.)		the PM has been completed	chain? Or is this a referral to existing provision, if so where is the added value?
<b>PM 22 Gaining Self Employment and Enterprise Awareness</b>	<p><b>Target Customers</b> – specifically for customers who wish to explore self-employment and/or Social Enterprise creation as an option for employment, where regular employment options may not be suitable, and/or there is a gap in the market for particular service that the customer feels they can appropriately fill. Participation in individually identified activities will support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To realise and develop potential business start up ideas</b></li> <li>• <b>To understand the viability of their business idea</b></li> <li>• <b>To understand what support is available to progress their idea and to be able make an informed decision to progress to trade</b></li> <li>• <b>To develop skills allow them to sustain their new business through a range of acquired skills</b></li> </ul> <p><b>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive</b></p>	<p>This Progress Measure will help customers who wish to consider self-employment as a viable recruitment option.</p> <p>The PM will provide the knowledge, support and experience required to establish a self-start business. Customer will have awareness of: viable business models, the methods of starting a business, additional support services available to self-employed people. The PM will support customers to move closer to self-employment in that sector.</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating to Support for Carers</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/ mentoring/advocacy support specifically relating to Gaining Self Employment and Enterprise Awareness. They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist provision and/or existing local funded service in the community, relevant to the customer’s identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer’s</b></p>



	<p><b>1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to consider moving closer to employability, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</b></p> <p>In addition to the sessions with the Family Coach, <b>the customer will receive one or more of the following</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p> <ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/mentoring/coaching/advocacy, for example: discussion with a self employment or</li> </ul>			<p><b>participation in activities for PM 22 Gaining Self Employment and Enterprise Awareness</b></p> <p><b>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</b></p>
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	<ul style="list-style-type: none"> <li>- Referral to Specialist Provider or existing local supplier providing individual or group learning opportunities, skills training and /or accredited courses, for example: participating in learning that will give the customer skills to manage themselves in self employment, ie marketing workshops, HMRC tax and Sage accounting workshops, book keeping courses</li> </ul> <p>e-learning to participate in sessions that will update and enhance computing skills for spreadsheets and self generating accounting systems to support with marketing, managing budgets and income related specifically to self employment</p>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

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

**ESF Progress Measures Annex 4b PMAP1 – CPA5 May 15 2013**

**Rationale of Progress Measure**

**Is this a New, Amended or Resubmitted Progress Measure?**

**Proposed Progress Measure**

<b>Progress Measure (PM) Ref No.</b>	<b>Title and Full Description of Progress Measure (Include for example, what does PM involve,</b>	<b>How will the PM benefit attached ESF Participant?</b>	<b>Describe the robust evidence retained to</b>	<b>Who will deliver PM? If not the Prime Contractor (your organisation) is the</b>
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and Category	duration, what is expected of Participant, are multiple events planned or one-off event.)		substantiate that the PM has been completed	supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
<b>PM23 Gaining ESOL and Basic Skills</b>	<p><b>Target Customers</b> – specifically for customers who have low level basic skills (literacy and Numeracy) and/or low level English language comprehension where English is not the first language and need to learn English as a Speaker of Other Languages. This progress measure has been developed to provide specific support to customers to access functional skills necessary to engage socially and to position themselves in the market for job opportunities. Participation in individually identified activities will support the customer:</p> <ul style="list-style-type: none"> <li>• <b>To increase their skills in communicating as a speaker of English and to increase Literacy and Numeracy</b></li> <li>• <b>To understand the benefits of having basic comprehension of English and Maths in both social and community engagement and in accessing labour market opportunities</b></li> <li>• <b>To use increased Literacy and numeracy skills to develop themselves and to become more confident to support their family to progress in education and</b></li> </ul>	<p>This Progress Measure will help the customers to participate in opportunities to increase and improve Basic and/or English language skills, to a level to enable them to engage and maintain entry level employment. These skills will better prepare the participant to gain and sustain employment and self confidence.</p> <p>Identified as a key area by FamilyWise Partners.</p>	<p>Evidence for this progress measure will include:</p> <ul style="list-style-type: none"> <li>• The customers individual Action Plan and reviews that verify the customer’s goals and targets in relation to this progress measure</li> <li>• Discussion Notes specifically relating to Support for Carers</li> <li>• The PM Evidence Sheet will contain the detail of activity of third party intervention and will be signed by</li> </ul>	<p><b>The Wise Group will deliver, through the FamilyWise Family Coach, 1:2:1 IAG/coaching/ mentoring/advocacy support specifically relating to Gaining ESOL and Basic Skills They will arrange for further one to one, group or family support by referring to the FamilyWise internal delivery team, procured Specialist Provision and/or existing local funded service in the community, relevant to the customer’s identified needs for this progress measure.</b></p> <p><b>Where referral is to an existing local service the Family Coach will facilitate the customer’s participation in activities</b></p>

	<p>The customer will receive a minimum of 6 one-to-one sessions with the Family Coach (IAG/ mentoring/ coaching/ Advocacy). Typically, a customer will receive intensive 1:2:1 coaching and advocacy from a Family Coach to address the skills and knowledge necessary to consider moving closer to employability, together with continuing help from the Family Coach to set up and support participation in additional individual or group activities delivered through either a FamilyWise specialist provider or an existing local service.</p> <p>In addition to the sessions with the Family Coach, <b>the customer will receive two or more of the following</b>, selected according to their identified needs and local availability. Where these represent referral to existing local services, the Family Coach will negotiate and arrange appropriate access to the provider, and will offer continuing support to the Customer. This will be to make initial arrangements to attend additional activities, supporting them to attend provision, helping them to identify and progress action arising from the activity, aiding the customer to apply knowledge gained and ensuring they get value from the additional activity:</p>			<p><b>for PM23 Gaining ESOL and Basic Skills</b></p> <p>All activities would be customer driven as a result of an In Depth Diagnostic exercise which is a minimum delivery standard.</p>
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	<ul style="list-style-type: none"> <li>- One-to-one or Group work sessions with FamilyWise Specialist Provider or referral to one-to-one or group work sessions with existing local supplier providing IAG/ mentoring/coaching/advocacy, for example: coaching to provide support to improve individual situation and enhance personal learning and coping strategies through gaining ESOL and or Basic skills, support to apply newly gained skills through practical practice</li>   <li>- Referral to Specialist Provider or existing local supplier providing individual or group learning opportunities, skills training and/or accredited courses, for example: participating in accredited learning such as dedicated basic skills tutoring or ESOL support from a specific local provider ie ESOL for Employability for core skills development, workshops with intensive participatory activity to gain practical support for speakers of other languages</li>   <li>- E-learning learning opportunities that allow the customer to access qualifications online for Literacy and /or numeracy</li> </ul>			
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**Consultations Undertaken**

Delivery partners and Local Authorities across the CPA.

**Performance Manager Initial Assessment and Comments**

**PMAP Decision (✓)**

**Accepted (in principle)**

**Resubmit**

**Reject**