

Annex 2

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 – August 2013

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM1	<p>Parenting for Life</p> <p>A programme of sessions designed for customers to understand and develop their skills in parenting. To develop themselves as positive role models to their children and to improve relationships and communication in the family</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Once this progress measure has been identified, support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these 	<p>After completing these module the participant will be able to:</p> <ul style="list-style-type: none"> • Take positive steps to resolve conflicts • Understand the dynamics of parent and child relationships • Able to listen and develop communications • Able to set and implement boundaries and discipline measures • Improve organisational skills • Develop confidence in their role as a parent • Be able to understand and start to build a balance between being a 	<p>Evidence:</p> <ul style="list-style-type: none"> • Certificate of participation signed by tutor and participant <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<p>modules, refining the selection as required</p> <ul style="list-style-type: none"> • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity on the action plan • Identify whether there is a need for specialist counselling <p>What will be delivered A series of modules on positive parenting. As a minimum, each participant will select four modules from the following:</p> <ul style="list-style-type: none"> • How to handle conflict in the household • Improving parent and child relationships • Develop good communication skills • Resolving schooling issues • Managing family life • Resolving childcare provision • Building structure and routine • Making time for children 	<p>parent and working</p> <ul style="list-style-type: none"> • Be better able to look for work 		
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Paragon Progress Measure: 1 Parenting for Life

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

Performance Manager Initial Assessment and Comments

PMAP Decision (✓)	Accepted (in principle)	Resubmit	Reject
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reason for PMAP decision and feedback

Annex 2

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 Communicating With Confidence PM2

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

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?
PM2 Communicating with confidence	A programme of sessions designed to improve communication skills, equipping customer’s with tools and techniques to become more aware of their communication skills, improve their methods of communication, and become more confident communicating with others Role of the Family Coach: <ul style="list-style-type: none"> • Support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these modules, refining the selection as required • Meet participants and review progress addressing any issues 	On completion of the module the customer will be able to: <ul style="list-style-type: none"> • Communicate their ideas confidently and be able to listen to and be receptive to others • Handle negative communication and develop skills to overcome confrontation • Follow instructions and feel confident to ask questions and give answers • Work with their Family Coach to develop their employability skills • Handle communication issues in the family 	Evidence: Certificate of participation signed by Tutor and Participant Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed	Paragon or its subcontractors will deliver this progress measure.

	<p>or concerns throughout</p> <ul style="list-style-type: none"> • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered</p> <p>A series of modules on positive communication. As a minimum, each participant will select four modules from the following:</p> <ul style="list-style-type: none"> • Understand different types of communication with others • How to respond to questions, instructions and requests • Handling negative situations in a positive manner • Developing a clear and concise writing style • How to communicate over the telephone • Understand the power of listening • How to present information clearly and succinctly • Dealing with communication issues at home • Developing good presentation skills overall 	<ul style="list-style-type: none"> • Be in a better position to look for work 		
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Paragon Progress Measure 76: Communicating with Confidence

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 Managing your Money PM 3

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 3 Managing your money	<p><i>To provide advice and support on positive money management which provides information, advice and guidance on how to manage and reduce debt, become more effective at managing money and living within a budget.</i></p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these modules, refining the selection as required • Meet participants and review progress addressing any issues or concerns throughout 	<p>By the end of the modules participants will be able to:</p> <ul style="list-style-type: none"> • Make proactive steps to prepare a personal budget • Have the confidence to approach local advice services • Use local advice services to plan personal budget for the return to work • Use online budgeting tools to manage finances • Be better able to look for work 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<ul style="list-style-type: none"> • Continue the engagement throughout to ensure participation and learning are optimised and record activity • Identify where the customer needs support to overcome a debt issue and broker meeting with appropriate organisation <p>What will be delivered A series of modules on positive money management which provides information, advice and guidance on how to manage and reduce debt, become more effective at managing money and living within a budget.</p> <p>As a minimum, each participant will select 4 modules from the following:</p> <ul style="list-style-type: none"> • Understand the steps required to open a bank account • Develop the skills to keep a basic record of saving and spending • The value of saving • Have an awareness of all types of loans • Using online budgeting tools • Making work pay • Making informed decisions about debt repayment <p>Features and benefits</p> <ul style="list-style-type: none"> • Group sessions • Money Action Plan • Guest speakers to the modules to give advice • One to one personal support to ensure actions are completed on Action Plan 			
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	<ul style="list-style-type: none"> • Referral to specialist intervention for rent arrears and debt advice (a different PM delivered by specialists) • Tuition on online debt and money management organisers • Personal budget planner booklet 			
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Paragon Progress Measure 21: Managing your money

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

Performance Manager Initial Assessment and Comments

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

Reason for PMAP decision and feedback

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 Active Life PM 4

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

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?
Active Life PM 4	<p>Description: A programme of sessions designed for customers who have a pre identified health issue or whose health or lifestyle is impacting their ability to progress into work</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these modules, refining the selection as required • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation 	<p>After completing this module the customer will be able to:</p> <ul style="list-style-type: none"> • Have an improved view of self-perception and feel confident with their appearance • Plan food shopping for the family and make informed decisions about the foods that contribute to a healthy diet • Have knowledge of local exercise classes and make the step to join one • Take the necessary steps to reduce smoking • Reduce bad eating habits • Work towards exercise 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<p>and learning are optimised and record activity</p> <ul style="list-style-type: none"> • Work with the customer to identify personal health improvement plans <p>What will be delivered</p> <p>A series of modules on the benefits of an active life. As a minimum, each participant will select 4 modules from the following:</p> <ul style="list-style-type: none"> • Understanding of how to work towards a healthy lifestyle • How to plan for shopping and menu planning • How to build exercises into a daily routine • Working to stop bad eating habits • Understand the steps to stop smoking • Understand the steps needed for weight loss • Plan healthy shopping budgets • Expand knowledge of local health services • Improved self perception of body image with an understanding of self confidence 	<p>as part of a daily routine</p> <ul style="list-style-type: none"> • Be better able to look for work 		
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Paragon Progress Measure 41: Active Life

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 Work Experience Placement PM 5

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 5 Work Experience Placement (employer led)	<p>Description:</p> <p>Participation in a work experience placement with a local employer to gain work experience in a particular sector. Also, to prepare for future employment and to break down any barriers.</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select the most appropriate work experience placement for them and record this on an individual action plan • Support and monitor the progress of the customer while on a placement 	<p>On completion of the activity customers will be able to:</p> <ul style="list-style-type: none"> • Develop the skills they acquired on the work placement • Work towards achieving time management skills and ability to prepare for contingencies • Work with the Family Mentor to identify suitable employment opportunities • Identify the types of roles in an organisation they 	<p>Evidence:</p> <p>Certificate of participation signed by employer and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<ul style="list-style-type: none"> • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>Objectives:</p> <ul style="list-style-type: none"> • Understand the importance of gaining experience to launch self into full time work • Ability to plan the day; getting up, getting to the employer and ability to handle contingencies • Able to understand instructions and carry out duties requested by the employer • Adhere to the employer's health and safety policies <p>Features and benefits</p> <ul style="list-style-type: none"> • Work placement organised by tier 1 organisation • All experience placements are risk assessed • Preparation for work placement such as planning travel and purchasing clothes as necessary • Minimum of 20 hours work placement undertaken 	<p>wish to aspire to</p> <ul style="list-style-type: none"> • Feel a sense of achievement and have a desire to follow up their experience • Be better able to look for work 		
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Paragon Progress Measure 37: Work Experience placement (employer led)

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 Relationships Matter PM 6

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

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?
Relationships matter PM6	<p>Description: For individuals at risk of relationship breakdown, a programme of sessions designed to help individuals explore how and why relationships matter and be better placed to manage relationships more effectively.</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these modules, refining the selection as required • Meet participants and review progress addressing any issues 	<ul style="list-style-type: none"> • Work towards building solid relationships with family members • Improve social interaction in the family • Understand consequences of negative behaviour • Approach difficult situations without the need for anger • Understand that improved relationship steps will work positively to gain employment • Be better able to look for work 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<p>or concerns throughout</p> <ul style="list-style-type: none">• Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered A series of modules on relationships As a minimum, each participant will select 4 modules from the following:</p> <ul style="list-style-type: none">• Making positive steps to rebuild a relationship(s)• Understand the value of family activities• Develop personal effectiveness• Reflect on past actions and behaviours• Identify support available• Improved handling of situations that cause anger and aggression• Understand self awareness principles			
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Paragon Progress Measure 75: Relationships Matter

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

Performance Manager Initial Assessment and Comments

[Empty box for Performance Manager Initial Assessment and Comments]

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

Reason for PMAP decision and feedback

[Empty box for Reason for PMAP decision and feedback]

Annex 2

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 Building aspiration and confident engagement PM 7

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

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>Building aspiration and confident engagement PM7</p>	<p>Description:</p> <p>A programme of sessions designed to help develop an individual’s confidence and skills to gain practical life skills for problem solving and personal development to engage with community organisations.</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these modules, refining the selection as required • Meet participants and review progress addressing any issues 	<p>Participants become better able to engage with support organisations and contribute to the communities they live in.</p> <p>Participants become better able to engage and participate in more purely work-focussed activities.</p> <p>Skills gained:</p> <ul style="list-style-type: none"> - Communication skills - Teamwork skills, - Increased confidence - Improved self esteem - Raised aspirations - Increased motivation. <ul style="list-style-type: none"> • Be better able to look for 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant. Also to include certificate of participation by community organisation.</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<p>or concerns throughout</p> <ul style="list-style-type: none"> Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered Participants will attend a minimum of 4 sessions that include a combination of: personal development sessions to build confidence and aspiration and cultural or community activities.</p> <p>Community or cultural activity – participants will work as a group to organise and execute an activity for themselves and others to undertake that will challenge them and build transferable work skills, building resilience, confidence, work ethic, positive approaches to work through working in teams.</p> <p>Objectives</p> <ul style="list-style-type: none"> To reinforce positive self perception Develop self confidence and motivation Acquiring new skills to feel good about achievement Develop practical life skills such as problem solving and communication Develop social skills for communication and team work 	work		
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Paragon Progress Measure 74: Building aspiration and confident engagement

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 An Introduction to Self employment PM 8

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 8 An Introduction to Self employment	<p>Description: A programme of sessions designed to help individuals explore self employment opportunities and learn about developing a business plan</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these modules, refining the selection as required • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation 	<p>On completion of the modules participants will be able to:</p> <ul style="list-style-type: none"> • Understand what is involved in preparing a business plan • Recognise their current achievement to date and visualise the reality of what their future success looks like • Discuss their business idea and concept, • Manage time and prioritise tasks • Be better able to look for work 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<p>and learning are optimised and record activity</p> <ul style="list-style-type: none"> Identify additional support for the customer (business mentors) NEA <p>What will be delivered</p> <p>A series of modules on self employment. As a minimum, each participant will select 4 modules from the following:</p> <ul style="list-style-type: none"> What I am good at? Identifying tangible skills, talents and market opportunities Developing a business idea and concept Understanding of basic principles of operating a small business Understand costs, budgets and basic accounting terms Begin developing a plan based on ideas developed Prepare time for completing tasks to take product/service further Identify suitable local business mentor support links Critical appraisal of business plan and potential <p>Features and benefits:</p> <ul style="list-style-type: none"> Delivered in group sessions Guest speakers to present specialist self employment topics such as Local Enterprise Partnerships, Managing the cash flow, Development of presentation 			
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	skills to present business plan <ul style="list-style-type: none"> • Support from the Family Coach to maintain progress and wellbeing of family 			
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Paragon Progress Measure 39: an Introduction to Self Employment

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

Performance Manager Initial Assessment and Comments

PMP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMP decision and feedback

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 Volunteering PM 9

Rationale of Progress Measure

The five tier 1 providers who are delivering in excess of 80% of the programme need additional progress measures to meet customer needs and deliver the programme.

Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 9 Volunteering	<p>Description: Participation in volunteering with a local organisation to gain work and life experience. This progress measure is aimed at customers with very little or no work experience and/or have little or no self confidence. Also for customers who are assessed as not ready to undertake an employer led work placement at this stage. The volunteering activity will be a stepping stone to build confidence and to prepare for future employment and to break down any barriers.</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Assess the customer’s readiness and capability to undertake a voluntary placement • Set out on an action plan why a volunteering opportunity will help 	<p>On completion of the activity customers will be able to:</p> <ul style="list-style-type: none"> • Develop the skills they acquired while volunteering • Work towards achieving time management skills and ability to prepare for contingencies • Work with the Family Mentor to identify suitable employment opportunities • Feel a sense of achievement and have a desire to follow up their experience • Be better able to look for 	<p>Evidence:</p> <p>Certificate of participation signed by host and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<p>the participant</p> <ul style="list-style-type: none"> • support the participant to select the most appropriate volunteering opportunity for them and record this on an individual action plan • Support and monitor the progress of the customer while volunteering • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>Objectives of the volunteering opportunity:</p> <ul style="list-style-type: none"> • Aimed specifically at customer's defined above, the primary objective is to improve confidence and self esteem and increase social network • Ability to plan the day; getting up, getting to the place and ability to handle contingencies • Able to understand instructions and carry out duties requested by the employer • Adhere to the employer's health and safety policies • An opportunity to get involved with something of interest • Structured work related tasks • Participants complete a minimum of ten hours volunteering 	<p>work</p> <ul style="list-style-type: none"> • Consider continuing with volunteering 		
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Paragon Progress Measure 27: Volunteering

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 Job options PM 10

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

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?
Job options PM 10 (Intrepid Programme)	<p>Description: A programme of intensive employability sessions designed to equip individuals in gaining skills to look for work and gain employment. Sessions are tutor led and facilitated in groups with a focus on group jobsearch and peer support. As part of the PM, individuals will undertake a “work taster” session to gain work experience in a real environment.</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to attend the intensive programme and record this on an individual action plan • Identify the type of work experience the customer will benefit from and arrange a work taster session 	<ul style="list-style-type: none"> • Every participant will have the skills needed to search for work • Every participant will have a CV and be able to market themselves confidently to an employer • Every participant will be part of a peer support group • Every participants will apply for jobs every day as part of the programme and have targets for interviews • Every participant will have training in interview skills and interview preparation 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	Paragon or its subcontractors will deliver this progress measure.

	<ul style="list-style-type: none"> • Support and monitor the progress of the customer against this programme • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered A series of tutor led and facilitated active and interactive employability modules delivered over a minimum of four weeks, including an employer led work taster session. Modules delivered in groups providing peer support and role plays including:</p> <ul style="list-style-type: none"> • CV workshop • Apply for jobs on line workshop • Speculative job search • Application forms • Interview skills and mock interviews • Employer identification • Speculative approaches • Labour market intelligence • Jobsearch strategies • Sector specific identification • Employer led work taster session, lasting a minimum of 1 day <p>This is followed by intensive facilitated job search sessions</p>	<ul style="list-style-type: none"> • Every participant will undertake an employer led work taster session 		
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Paragon Progress Measure – Job Options (intrepid programme)

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 – Anger Management PM 11

Rationale of Progress Measure

This module is designed to help individual's understand anger triggers and improve awareness of their antisocial behaviour. It equips the person to become more self aware in recognising anger triggers; provides techniques to control and manage their behaviour more effectively and communicating with confidence

Is this a New, Amended or Resubmitted Progress Measure

New

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 11 Anger Management	<p>Description: A programme of sessions designed to help individuals understand anger triggers; remove or reduce such triggers; provide coping strategies and techniques to manage anger and behaviour more effectively and a new ways of resolving conflict positively</p> <p>Duration A minimum of 4 modules</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> Support the participant as they progress through the module to contact, liaise and meet with NHS/external support agencies who will be instrumental in the better management of their anger 	<ul style="list-style-type: none"> Improved physical and mental health Improved relationships and social networks Decreased episodes of anger outbursts Increased confidence and belief to undertake voluntary or paid work 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Tutor and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<p>and antisocial behaviour issues n</p> <ul style="list-style-type: none"> • Follow up with customer to ensure that any contact with outside agencies has been completed and record actions on an individual action plan • Support and monitor the progress of the customer as they progress through the module and measure their progress through improved relationships and reduced anger outbursts • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered <i>A series of modules to improve anger outbursts and negative and destructive behaviours. As a minimum, each participant will select four modules from the following</i></p> <p>Self assessment to understand what triggers aggression</p> <p>Recognising aggressive and inappropriate behaviour</p> <p>Strategies and practical techniques on how to manage anger to reduce or remove anger triggers</p> <p>How to cope with the physical and emotional symptoms of anger</p>			
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	<p>Practical techniques on how to take positive control over anger issues</p> <p>How to improve interactive in relationships with others</p> <p>How to communicate effectively to improve poor/negative relationships</p> <p>Goal setting to continue to continue to address and improve anger issues and associated behaviours</p> <p>Contingency and coping mechanisms when anger becomes uncontrollable</p>			
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Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

Performance Manager Initial Assessment and Comments

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

Reason for PMAP decision and feedback

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 Mentoring/Advocacy PM 12

Rationale of Progress Measure

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Is this a New, Amended or Resubmitted Progress Measure

Amended

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?
Mentoring/Advocacy PM 12	<p>Description: A programme of sessions designed to support individuals to address and manage a series of acute issues that are preventing participants from engaging in the programme. This is designed for participants who are in crisis and lack the infrastructure, confidence, organisation and social skills necessary to manage their situation.</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select accept the services of an advocate/mentor and record this on an individual action plan • Support and monitor the progress of the customer through their 	<ul style="list-style-type: none"> • Having the support of an advocate to broker meetings and interventions to manage the crisis situation in their lives • Ability to address and begin to manage and resolve their issues • Help the participant stabilise their situation and begin to participate on the programme • Recognise that a more stable environment enables the participant begin to think about returning to work 	<p>Evidence:</p> <p>Certificate of participation signed by advocate and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM and records specific advocate activities undertaken with the customer (3) shows follow up action to be taken once PM completed</p>	Paragon or its subcontractors will deliver this progress measure.

	<p>advocacy sessions</p> <ul style="list-style-type: none"> • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout <p>What will be delivered A series of advocacy/mentoring sessions. A minimum of 6 advocacy/mentoring sessions involving accompanying a participant and interceding on their behalf in a series of meetings covering at least one of the following areas</p> <ul style="list-style-type: none"> • with housing officers to manage potential evictions, anti social behaviour, housing benefits etc • with police, probation or youth offending services • with schools due to children truanting or being disruptive • DWP or HMRC over benefit or tax issues • Meeting advisers to manage an acute debt situation • Accessing Local Authority services to gain grants or support for home improvements • Taking participants to access services to manage a drug or alcohol dependency 	<ul style="list-style-type: none"> • Gaining confidence to begin to tackle these and future issues on their own, learning the techniques to manage crisis situations 		
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Paragon Progress Measures – advocacy/mentoring

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

Performance Manager Initial Assessment and Comments

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

Reason for PMAP decision and feedback

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 Poor Basic Skills PM 13

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>Poor Basic Skills PM 13(Your Skill Development)</p>	<p>Description: The Family Coach will use government-endorsed high-quality diagnostic tools to establish the Participant’s current level of literacy, numeracy and IT skills. These diagnostic tools include (but are not limited to) the ‘Skills For Life’ diagnostic assessments and the ‘Move On’ web-based assessments. Participants will access services on line</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity 	<p>On completion of module customers will be able to:</p> <ul style="list-style-type: none"> • Develop their confidence in the application of numbers, writing and speaking • Develop their confidence to use computers by undertaking course, module content and assessments on line • Plan their Skills Development Action Plan for their own personal development • Work with the Family Coach to plan the next steps • Be better able to look for work 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<ul style="list-style-type: none"> • Provide encouragement and help identify future activities to progress the customer further with this progress measure. <p>What will be delivered</p> <p>Literacy courses will cover, as a minimum, the following areas:</p> <ul style="list-style-type: none"> • Listening and responding • Speaking to communicate • Engaging in discussion <p>Numeracy courses will cover, as a minimum, the following areas:</p> <ul style="list-style-type: none"> • Understanding and using mathematical information • Calculating and manipulating mathematical information • Interpreting results and communicating mathematical information <p>IT courses will cover, as a minimum, the following areas</p> <ul style="list-style-type: none"> • Internet basics • Computer basics • Social media basics <p>Each participant will attend and complete a minimum of four sessions (cumulative total of 12 hours)</p>			
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Paragon Progress Measure Poor Basic Skills (Your Skill Development) PM 13

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 Your Life your Home PM 14

Rationale of Progress Measure

This progress measure is designed to provide information, support and guidance to participants in social housing and/or on housing benefits to prepare for the changes in housing benefit and redress any related housing issues.

Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 14 Your Life Your Home	<p>Description: A programme of sessions designed to help individuals explore how the changes to housing benefits will impact them. Advice and guidance sessions on housing issues, including eviction, negotiation, home environment and rent arrears.</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> • Support the participant to select the most appropriate modules for them and record this on an individual action plan • Support and monitor the progress of the customer against these modules, refining the selection as required • Meet participants and review 	<ul style="list-style-type: none"> • Understand the changes to housing benefit and how this will impact them • Have a plan to manage their situation • Understand the steps they need to take to resolve housing problems • Identify services that they can access to improve situation • Understand the importance of keeping in line with tenancy agreements and upkeep of the property. • Be better able to look for work 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Tutor and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	Paragon or its subcontractors will deliver this progress measure.

	<p>progress addressing any issues or concerns throughout</p> <ul style="list-style-type: none"> • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered</p> <p>A series of modules on improving housing stability and preventing homelessness self employment. As a minimum, each participant will select 4 modules from the following:</p> <ul style="list-style-type: none"> • An introduction to the new housing benefit changes • Impacting these changes against the participants situation • Improved behaviour and reduction in neighbourly disputes • Development of negotiation skills for dealing with housing providers and avoiding possible eviction • Improving the home environment to improve upkeep in line with tenancy agreements • Links to supporting services in relation to housing such as CAB, CCB, Homegroup and Local Authority 			
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Paragon Progress Measure 80: an introduction to housing benefit changes – your life – your home PM 14

Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 – Accessing travel and improving social isolation PM 15

Rationale of Progress Measure

This progress measure is designed to support participants who face significant challenges/barriers due to rurality and a recognised learning, mental health or physical disability access public transport so they are become able and confident to travel independently

Is this a New, Amended or Resubmitted Progress Measure

New

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 15	<p>Description: A programme aimed to support participants who face significant barriers due to rurality and a recognised learning, mental health or physical disability. Participants are isolated and not confident in accessing and using public transport. This progress measure will improve their confidence, ability to access better labour markets and social circles</p> <p>Duration A minimum participation of 4 interventions</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> Actively work with the participant 	<ul style="list-style-type: none"> Increased motivation and ability to look for work Improved social isolation and confidence Able to undertake independent travel 	<p>Evidence:</p> <p>Statement signed by Job Coach and participant to verify completion of journeys – accompanied and unaccompanied</p> <p>Evidence of journey planning and contingency plans</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	

	<p>to progress to travelling independently. Family Coach will accompany participant on all journeys until such time as they are confident they are able to travel independently</p> <ul style="list-style-type: none"> • Providing information, advice and guidance related to addressing confidence, personal ability and transport options • Support and monitor the progress of the customer as they progress • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What we will deliver <i>A series of interventions providing advice, support and guidance which enables the customer to undertake independent travel. As a minimum, each participant will receive and participate in a minimum of four interventions</i></p> <p>One to one diagnostic interview to identify main barriers to accessing public transport</p> <p>Provide information, advice and guidance on how to overcome travel issues</p> <p>Teaching participant how to plan their journeys, identifying contingency plans</p>			
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	<p>and routes to minimise risks</p> <p>Accompanying the participant on their first journeys to review their progress and identify any anxiety issues</p> <p>Reviewing journeys as they are accomplished and setting new milestone journeys which takes the participant to new destinations</p> <p>Agreeing and action plan for the participant to undertake a journey independently</p> <p>Agree action plan for the participant to undertake independent journeys to areas with good labour markets in order to research the range of job opportunities available</p> <p>Attending a group based progress measure to routinely have to travel independently and to widen social circles and improve social isolation</p>			
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Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 – Drug and Alcohol Addiction Support PM 16

Rationale of Progress Measure

This module is designed to help individual’s understand anger triggers and improve awareness of their antisocial behaviour. It equips the person to become more self aware in recognising anger triggers; provides techniques to control and manage their behaviour more effectively and communicating with confidence

Is this a New, Amended or Resubmitted Progress Measure

New

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 16	<p>Description: A programme aimed to support participants who are dependent on alcohol or drugs</p> <p>Duration A minimum participation of 4 interventions</p> <p>Role of the Key Worker:</p> <ul style="list-style-type: none"> • Support the participant as they progress through the module to contact, liaise and meet with NHS/external support agencies who will be instrumental in the better management of their drug and alcohol misuse • Advocacy support or follow up with customer to ensure that any contact with outside agencies has 	<ul style="list-style-type: none"> • Improved physical and mental health and improved condition management • Increased confidence and belief to undertake voluntary or paid work 	<p>Evidence:</p> <p>Statement of attendance/participation on programme</p> <p>Action Plan signed by Key Worker and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	Addaction Specialist Provision

	<p>been completed and record actions on an individual action plan</p> <ul style="list-style-type: none"> • Support and monitor the progress of the customer as they progress • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered <i>A series of interventions providing advice, support and guidance to participants with alcohol and/or drug dependencies. As a minimum, each participant will receive and participate in a minimum of four interventions</i></p> <p>One to one counselling with a key worker to understand dependency issues and agree rehabilitation / recovery actions and plan</p> <p>Group sessions and peer group discussion to support the participant during their recovery</p> <p>Advocacy services helping participants to deal with external agencies to address other related issues</p> <p>Financial and housing advice</p> <p>Complementary and talking therapies to provide holistic therapies to improve physical and mental health conditions</p>			
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	<p>Health advice from related, health professional experts</p> <p>Needle exchange Aftercare services which continue to support and supervise the participant as they move through their recovery plan</p> <p>Providing advice and support services to other family members</p>			
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Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10 – Condition Management Programme PM 17

Rationale of Progress Measure

To provide participant’s with information, advice, guidance and support on managing their mental or physical health conditions as they transition to and sustain work

Is this a New, Amended or Resubmitted Progress Measure

New

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 17	<p>Description: A programme of sessions designed to help individuals with ongoing mental or physical health conditions to manage their transition to work and maintain the right practices to manage their health in the longer term</p> <p>Duration A minimum of 4 modules</p> <p>Role of the Family Coach:</p> <ul style="list-style-type: none"> Support the participant as they progress through the module to contact, liaise and meet with NHS/external support agencies who will be instrumental in the better management of their health condition 	<p>On completion of this module the customer will be able to demonstrate</p> <ul style="list-style-type: none"> Improved management of their health condition Increased confidence to look for work Better coping strategies to manage health conditions 	<p>Evidence:</p> <p>Certificate of participation signed by Tutor and Participant</p> <p>Action Plan signed by Tutor and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed</p>	<p>Paragon or its subcontractors will deliver this progress measure.</p>

	<ul style="list-style-type: none"> • Follow up with customer to ensure that any contact with outside agencies has been completed and record actions on an individual action plan • Support and monitor the progress of the customer as they progress through the module and measure their progress and improved confidence to look for work • Meet participants and review progress addressing any issues or concerns throughout • Continue the engagement throughout to ensure participation and learning are optimised and record activity <p>What will be delivered A series of modules which equips customer's to better manage their health condition(s). As a minimum, each participant will select four modules from the following:</p> <p>Self assessment of health condition and understanding of customer capabilities</p> <p>Understanding triggers which cause condition to deteriorate</p> <p>How to improve lifestyle choices to minimise and/or remove triggers</p> <p>How to access other agencies/services to improve health</p>			
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	<p>How to develop confidence to return to work and how to manage and maintain health condition in work</p> <p>How to communicate and negotiate your needs with others</p> <p>How to manage stress and change effectively at home and at work</p> <p>Planning coping strategies for work for work and at home and developing contingency plans</p>			
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Consultations Undertaken

Amendments to this PM is as a result of discussions with all Tier 1 suppliers, LA and JCP colleagues.

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 – Paragon Concord – CPA10

Rationale of Progress Measure

This Progress Measure amendment has been made without reducing the impact of the intervention. The current PM18 explicitly states a specific number of hours and sessions to be delivered for each specific intervention area described in the PM up to a total of 18 hours of interventions. The explicitness of the number of hours and sessions stated does not allow for the flexibility required in delivery as some customers may want additional hours activity within one of the interventions and less support in others. However the content of the interventions have not largely changed and the total number of hours of intervention remains at 18. The rationale is purely to provide additional flexibility, recognising the needs of customers that we have now experienced in the delivery of the programme thus far.

Is this a New, Amended or Resubmitted Progress Measure

Amended

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?
PM18	<p>Tackling Domestic Abuse Target Customers, those who have identified that aggressive or abusive family relationships play an impact on their availability to progress and enter work, either as the perpetrator or victim of domestic abuse.</p> <p>As a minimum the Tackling Domestic Abuse interventions will include a minimum of 18 hours total of specialist group work or 1-1 sessions to provide the following:</p> <p>Personal Development Programme providing the personal understanding and capacity building need by family member/s</p>	<p>Domestic abuse / domestic violence often leads to depression, poor motivation, homelessness, and poses a threat to safety of family members that prioritises survival ahead of employment.</p> <p>Positive life choices that enhance the participants work prospects and reduce likelihood of participant continuing to suffer from or perpetrating domestic abuse / domestic violence.</p>	<p>Attendance and participation record signed by both participant and tutor</p> <p>OR</p> <p>Certificate of completion signed by tutor</p> <p>AND</p> <p>Action Plan signed by Family Coach and Customer which</p>	<p>Domestic Abuse Pathway providers including:</p> <p>Susie Project</p> <p>Victim Support</p> <p>This will be provision purchased by Paragon for participants to ensure access for our participants to relevant services.</p> <p>Signposting to Local Authority services will be provided for participants following</p>

	<p>Coaching providing Group or 1-1 sessions to support families to discuss areas of concern and develop resolution plans</p> <p>'Pattern Changing' Workshop providing knowledge and understanding of key family areas e.g. appropriate behaviour, handling difficult situations, negotiation skills</p> <p>Additional Support Package – (minimum 3 sessions as detailed in the customers Action Plan) on-going support tailored to customers' needs e.g. Peer Mentoring; engagement with local services; Specialist Provision; 1-1 information and guidance.</p> <p>Duration – This Progress Measure will be achieved once a minimum of 18 hours has been completed together with a minimum of 3 sessions of additional support as detailed in Action Plan.</p>	<p>Skills gained:</p> <ul style="list-style-type: none"> - Self-Respect - Decision Making <p>Self-protection and protection of children Participants gain access to support group network</p>	<p>accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed.</p>	<p>completion of their activities.</p>
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Consultations Undertaken

The content and scope of PM18 requires greater flexibility to reflect the intentions or delivery model. The revised content as above now reflects the intended purpose and scope

Performance Manager Initial Assessment and Comments

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

Reason for PMAP decision and feedback

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 19	<p>Tackling Family Impact of Addiction</p> <p>Participant(s) and family members participate in group sessions to identify and address the effects of addiction within the family leading to positive family relationships, relapse prevention, individuals able to access other services and progress to work.</p> <p>Families engage in six sessions, comprising single family and larger group sessions; and undertake home based application of learning.</p> <p>Applicable for substance misuse, gambling, internet addictions.</p> <p>Participants engage with minimum 5 of 6 planned activities.</p>	<p>Development of coping strategies and increased family understanding of addiction and recovery.</p> <p>Removal of circumstantial barrier to employment.</p> <p>Participation in group activities as a family supports engagement and opens new horizons and provides a boost in self-esteem.</p> <p>Improvement in family communication skills.</p> <p>Engagement with other services.</p>	<p>Addiction Counsellor certifies participants engagement with the family counselling activity and progress made during counselling sessions.</p>	<p>T1 Subcontractors</p> <p>Bosence Farm (for substance addiction)</p> <p>Referrals to existing support provided by DAAT teams and support groups such as AA, Addaction,</p>

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for decision

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 20	<p>Eden Preparation Programme</p> <p>Participants introduced to the world of work via the inspiring facilities at the Eden Project.</p> <p>Stage One: Participants visit Eden for an extensive behind-the-scenes tour, learning how the tourist attraction is run and meeting the diverse teams that make the visitor experience what it is.</p> <p>Stage Two: Participants take part in a staff induction day that introduces Eden as a workplace.</p> <p>Stage Three: Participants choose three jobs of interest and complete a 13 week work placement with minimum two sessions per week to provide them with experience of their chosen job options.</p> <p>Eden Project provide a reference for future employers which details activities undertaken and skills demonstrated.</p> <p>Participants complete Stage One, Stage Two and a minimum 80% of planned activities during Stage Three.</p>	<p>Participants gain greater awareness of the range of job opportunities offered within Cornwall's leisure and tourism industry.</p> <p>Participants gain the opportunity to acquire and deploy workplace skills.</p>	<p>Attendance and participation record detailing activities undertaken and skills demonstrated signed by both participant and instructors from Eden Project.</p>	<p>Eden Project</p>

PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

 x

Reason for decision

ESF Progress Measures PMAP1 – Paragon Concord – CPA10 Fifteen Preparation Programme

Rationale of Progress Measure

Minor amendments with no adverse or negative impact in the outcome being achieved for the customer by completing the PM, but by making these changes they more accurately reflect the programme of delivery that Fifteen intend to deliver and that is why the amendments have been requested, to bring them more into line with their model of delivery.

Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 21	<p>Fifteen Preparation Programme Description: Integrated programme to address issues of health, debts, anger, dependencies, mental illness and anything else that is needed by an individual to overcome issues that hinder training and development.</p> <p>What we will deliver Duration: 12 wks - Assistance with selection process onto Fifteen's apprentice chef programme. Intro to professional kitchen work environment</p> <p>Fifteen reviews customers' progress at the end of the 12 group welfare sessions in order to determine their suitability to continue with the route way programme. The 12 group sessions cover:</p>	Enables participants to address the housing, home and personal issues that enable them to progress onto the Fifteen Foundation apprentice training programme.	<p>Evidence: Attendance and participation record detailing activities undertaken and skills demonstrated signed by both participant and instructors from Fifteen</p> <p>AND</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed.</p>	Fifteen Foundation

	<ul style="list-style-type: none"> • Welfare Introduction • Making Positive Change • Positive Mental Attitude • Motivation & Beliefs • Taking Different Perspectives • Realising Your True Potential • Communication & Assertiveness Techniques • Emotional Intelligence • Achieving Outcomes • Learning Styles Assessment • Drug & Alcohol Information Day • Welfare Review Day <p>Depending on their success and engagement with the Fifteen programme, participants may undertake one, two or three progress activities with Fifteen and complete the programme with other activities, employers and job outcomes where this is the most beneficial programme of activities</p> <p>This will be recorded within the participants AP Participants must complete a minimum of 90% of planned activities.</p>			
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Consultations Undertaken

The content and scope of PM21 and PM22 did not reflect the initial intentions or delivery model. The revised content as above now reflects the intended purpose and scope.

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 PMAP1 – Paragon Concord – CPA10 Fifteen Welfare Support Programme

Rationale of Progress Measure

Minor amendments with no adverse or negative impact in the outcome being achieved for the customer by completing the PM, but by making these changes they more accurately reflect the programme of delivery that Fifteen intend to deliver and that is why the amendments have been requested, to bring them more into line with their model of delivery.

Is this a New, Amended or Resubmitted Progress Measure

Amended

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor (your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
PM 22	<p>Fifteen Welfare Support Programme Description: This PM is delivered by fifteen Cornwall who will provide a welfare programme and 1-2-1 sessions covering:</p> <ul style="list-style-type: none"> • Solution Focused Thinking • Goal Setting / Action Plans • Changing Limiting Core Beliefs • Self Esteem & Confidence Building • Anger Management • Anxiety & Stress Management • Relationship Skills • Thinking Skills & New Behaviours • Drug & Alcohol Advice & Guidance (Tier 2 delivery by Fifteen Foundation) • Health <p>Participants are supported to develop their</p>	<p>Benefits Skills gained:</p> <ul style="list-style-type: none"> • Teamwork • Attitude • Motivation • Comms & Interaction • Personal Effectiveness <p>-</p>	<p>Evidence: Confirmation of participation provided by attendance records and witness testimony from instructors at Fifteen</p> <p>AND</p> <p>Action Plan signed by Family Coach and Customer which accurately records (1) why PM was chosen (2) records customer progress over duration of PM (3) shows follow up action to be taken once PM completed.</p>	Fifteen Foundation

	<p>skills and behaviours through a programme of outdoor activities that teach: teamwork, attitude, motivation, communication and interaction in a non-work environment in order to boost engagement and participation.</p> <p>Duration: 12 weeks</p> <p>Fifteen reviews the customers progress at the end of each of the activities in order to determine their suitability to continue the routeway programmes</p> <p>Dependant on their success and engagement with the Fifteen Programme, participants may undertake one, two or three progress activities with Fifteen and complete the programme with other activities, employers and job outcomes where this is the most beneficial programme of activities.</p> <p>This will be recorded within the participants Action Plan.</p> <p>Participants will complete a minimum of 90% of planned activities. Participants will also complete PM5 Work experience placement with Fifteen or another commercial kitchen after completing this programme</p>			
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Consultations Undertaken

The content and scope of PM21 and PM22 did not reflect the initial intentions or delivery model. The revised content as above now reflects the intended purpose and scope.

Performance Manager Initial Assessment and Comments

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PMAP Decision (✓)

Accepted (in principle)

Resubmit

Reject

Reason for PMAP decision and feedback

--

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?
PM23	<p>Internship</p> <p>Work placement programme with blue chip / key sector companies plus mentoring by host employer, facilitated by corporate networks of Paragon shareholders and partners.</p> <p>Placement matching to determine suitable internships to support participant job goals</p> <p>Pre-placement preparation</p> <p>Mentoring and supervision during internship programme</p> <p>Aimed at 16/18 to 21 year old participants with potential to enter a professional career</p> <p>Employer Reference</p> <p>Duration: 8 week placement + 6 week mentoring</p>	<p>Participation raises aspirations and increases the possibility of securing high quality / high earning potential job outcomes.</p> <p>Increased exposure to Cornwall's key economic sectors.</p> <p>Participants experience high quality work environments</p> <p>Exposure to new networks</p> <p>Workplace skills</p>	<p>Attendance and participation record detailing activities undertaken and skills demonstrated signed by participant and host employer.</p>	<p>Paragon</p> <p>T1 Subcontractors</p>

PMAP Decision (✓) Accepted (in principle)

Resubmit

Reject

Reason for decision

Annex 2**ESF Progress Measures PMAP1 – Paragon Concord – CPA10****Rationale of Progress Measure**

Existing progress measure that has the capacity to remove barriers across the full spectrum of participants. Currently limited to offenders within ESF in Cornwall although the programme is open to participants, with or without an offending background.

Is this a New, Amended or Resubmitted Progress Measure

Amended **PM 24 Phoenix Works**

Proposed Progress Measure

Progress Measure (PM) Ref No. and Category	Title and Full Description of Progress Measure (include for example, what does PM involve, duration, what is expected of Participant, are multiple events planned or one-off event.)	How will the PM benefit attached ESF Participant?	Describe the robust evidence retained to substantiate that the PM has been completed	Who will deliver PM? If not the Prime Contractor(your organisation) is the supplier from your supply chain? Or is this a referral to existing provision, if so where is the added value?
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PM24	<p>Phoenix Works</p> <p>Completion of a project with Cornwall Fire & Rescue that provides participants with the opportunity to learn and train alongside the local fire and rescue service.</p> <p>The participants gain skills and motivation from fire-fighters, along with educational training that leads to a qualification that will help them into employment and away from crime.</p> <p>Participants benefit from a structured and disciplined environment using fire service drills and equipment to engage with people and help them learn new skills.</p> <p>Exit interview with Lead Instructor.</p> <p>Participants complete 18hours of activities over a 6 week period.</p> <p>Participants complete minimum 80% of planned activities.</p>	<p>Participants benefit from learning in a structured and discipline environment.</p> <p>Participants gain the following skills:</p> <ul style="list-style-type: none"> - Communication - Team Work - Self Confidence - Self Esteem - Raised Aspirations 	<p>Attendance and participation record detailing activities undertaken and skills demonstrated signed by participant and host employer.</p> <p>AND / OR</p> <p>Certificate of Achievement</p>	<p>Cornwall Fire & Rescue</p> <p>Delivery from fire stations across Cornwall.</p>
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Consultations Undertaken

Consultations with local delivery network highlight participants who would benefit from this provision but are restricted by the term offender. In many cases the participant may show similar behaviour traits that could be addressed in a positive manner with this as early intervention.

Performance Manager Initial Assessment and Comments

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



Reason for PMAP decision and feedback

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Annex 2

ESF Progress Measures PMAP1 – Paragon Concord – CPA10

Rationale of Progress Measure

Whilst Cornwall is not known for high levels of EAL, pockets of Latvian, Estonian and speakers of other languages exist and are presenting as participants. The lack of defined “communities” adds an additional level of isolation, acting as a barrier to inclusion in the labour market.

Is this a New, Amended or Resubmitted Progress Measure

New

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	Who will deliver PM?
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<p>PM25</p>	<p>Title of progress measure (PM):</p> <p>Addressing English language issues.</p> <p>Where a Key Worker identifies that those who do not use English as their primary language and poor command of English language is a barrier to the participant obtaining work, the Key Worker will organise participation on an English language skills course. The course will last for a minimum of 6 and a maximum of 10 weeks, with a minimum total participation of 60 hours (i.e. an average of 6 -10 hours of participation per week). The specific duration and hours of weekly participation within this range will be linked to participant need, and the extent of sector specific focus. A longer course duration may be agreed, where this may further benefit the participant. The participant would be expected to participate in at least 90% of the course activities.</p> <p>Course content will include issues such as; applying English language skills in their everyday family life (e.g. writing a shopping list, reading bedtime stories to children); encouraging the use of English by the wider family; practising English language skills in an employability context (e.g. practice job interviews in English); Completion of 'Life in the UK' test (if required and appropriate); and progression towards Entry 1 & 2 or Level 1 qualifications.</p> <p>The PM will be completed when the participant has completed 90% of the planned activities.</p>	<p>The PM will provide the participant with improved 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</p>	<p>The following robust evidence will be retained to substantiate that the PM has been completed:</p> <p>A statement of completion including attendance information and activities and progress recorded in the participants action plan</p>	<p>The progress measure will be delivered by our end to end or specialist provider supply chain or provision will be purchased from a specialised provider such as link into learning.</p>
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Consultations Undertaken

Consultation with local delivery organisations has identified language as a significant barrier to accessing employment opportunities and sustaining work, particularly in areas such as East Cornwall and Penwith areas that have higher levels of participants presenting where English is not a primary language.

Performance Manager Initial Assessment and Comments

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

Reason for PMAP decision and feedback