



Back to Business ESF Project 2011-14

Project Information Pack Version 2 August 2011

Co-financed by

**Skills
Funding
Agency**



ESF B2B Project

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1. Project Overview

1.1 Aims

1.1.1 Purpose of the project

BACK TO BUSINESS (B2B) will be managed by Central London Connexions (CLC) as the primary lead for a partnership to re-motivate, inspire & equip 1062 young people at risk of NEET back into sustained learning and/or employment en-route to their personal goals with a comprehensive end-to-end personalised programme for young people in KS4 & post 16 learning. The B2B central London partnership includes all 8 Local Authorities (LAs) within the Central London cluster (Camden, City, Westminster, Hammersmith & Fulham, Islington, Lambeth, Kensington & Chelsea and Southwark) & 8 main delivery partners in each Local Authority including Foundation Learning (FL) providers, Voluntary and Community Sector (VCS), Further Education (FE) colleges & private.

We will provide a FLEXIBLE TAILORED PROGRAMME WHICH WRAPS AROUND THE YOUNG PERSON'S MAINSTREAM LEARNING to meet individual needs to inspire, motivate & skill them into sustained EET (Employment, Education and/or Training) via a wide menu of activities including tasters with Foundation Learning providers/colleges & to provide short accredited qualifications, work experience & voluntary work. Activities will be flexibly delivered, negotiated with learning work providers to fit into learning programmes & curriculum activities (eg enrichment), after school clubs at weekends/evenings. The project will target young people who face a range of issues that require additional support beyond that offered by CLC already. Caseloads will be built through partner and PA referrals as well as through self-referral.

1.1.2 Aims & Objectives

The project objectives will deliver the above purpose by:

1. AIM 1: RECRUIT, ASSESS, ENGAGE 1062 yp14-19 at risk of NEET to identify barriers to sustained EET

Objectives:

- Agree 20+ partnership agreements with partners to agree in-house & PA support to the young people by July 2011
 - Recruit at least 1062 young people via 8x14-19 Partnerships with schools, colleges, pupil referral units specialist services & VCS agencies by April 2013
 - 1062 CAF/CAPIR assessments by PAs/Project Workers
2. AIM 2: Project Workers & YP AGREE ACTION PLANS to overcome barriers to sustained EET & bespoke tailored skills wrap-around programmes to help achieve accredited/non accredited outcomes
 - Agree 1062 person centred action plans
 - Publish menu of skills activities wrap-around programme

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- Support at least 1009 yp to start & 850 complete accredited/non-accredited programmes
3. AIM 3: HELP EACH YP RE-ENTER & STAY IN LEARNING, or seek & sustain new learning &/or employment provision
- Agree & deliver progression plans including learning support, behaviours & other issues to sustain EET
 - Via specialist employer-engagement services, broker 352 (1/3rd of non-accredited outcomes) work placements & 79 (8% of sustained total EET outcomes) jobs-with-training (including apprenticeships) for yp unable to return to learning but seeking sustained employment by Jan 2014
 - 796 learners supported & sustained for 13 weeks & 637 for 26 weeks

1.2 Delivery

The three key delivery activities are:

1 *Holistic individual one-to-one support from a dedicated Project Worker.*

Young people will receive a comprehensive support package from a dedicated Project Worker who will work intensively with them to provide with a comprehensive package including:-

- Contracts
- CAPIR
- Individual Learning Plan
- Progression Plan

They will address their needs and remove a range of barriers which could include one or more of the following: basic skills, confidence, low self-esteem, housing, health (physical or mental), lack of support networks, offending behaviour, life skills, finance and lack of knowledge of opportunities available.

This will incorporate approximately 156 Project Worker hours (including Youth Worker hours) over 39 weeks, which averages approximately 4 hours per week for each learner including case management, research, recruitment, assessment, placement, escorting, weekly interventions, tracking, professional liaison, case conferences and parental support.

2 *Menu of activities*

Beneficiaries will be provided with a menu of activities in this project which will be individually tailored to meet their needs. Activities will be a combination of locally organised and centrally organised courses based on local negotiations. The majority of these activities will be accredited to provide them with the necessary skills to progress to mainstream education, training and employment.

The aim is to **UPSKILL/RE-FOCUS THE YP** within (or outside) their learning agency by providing a menu of activities which could include:

- a. Part-time provision** for young people needing a parallel work-related track to cross-fertilise/invigorate their KS4/16+ learning.
- b. A full-time bridge** to new provision for young people needing to move out of their agency into a different environment, through a short bridge programme
- c. Uplift enrichment opportunities** – Skills4YP (S4YP): central or local skills and career enrichment opportunities.

An example of CLC top courses could include:-

1. Basic Literacy and Numeracy Skills – Level 1 & 2 courses
2. Goals – two/three day motivation and confidence course
3. First Aid – one day course
4. Work experience individually matched to the individual

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This is not a definitive/exhaustive list and courses can be mixed and matched, as well as sourced, according to individual need to form a tailor-made programme. In addition to the above courses, other specific courses can also be bought to help young people achieve their goals.

Minimum hours of learning

Guided learning hours on average for these activities including learning hours in their first and second terms of retention are a minimum of **80 hours**.

80 hours of learning includes 3 elements:

- The initial uplift course (1 – 3 days)
- The retained first term course hours
- The retained 2nd term course hours

This for example could include a First Aid course for 7 hours and 73 hours sustained in EET at school. These all add up to 80 hours at least per yp. These are not 80 additional hours, but all part of the process.

3 Retention in EET

Project Workers will need to work with young people by seeing them at least once a week to ensure they are retained in EET for up to 26 weeks.

4 Rewards, allowances and hardship bursary scheme

Young people will also have access to a £30 bursary help remove barriers to EET including travel and equipment. In addition, they will have access of up to £20 for achieving accredited outcomes which may for example, be used for lunch costs. They will also have a £50 reward for achieving 13 weeks sustained in EET and an additional £50 for 26 weeks in EET.

Other courses may also be able to count as the accredited outcome but would need to be approved by the SFA and Project manager.

5 Retention in EET

Project Workers will need to work with young people by seeing them at least once a week to ensure they are retained in EET for up to 26 weeks.

6 Rewards, allowances and hardship bursary scheme

Young people will also have access to a £30 bursary help remove barriers to EET including travel and equipment. In addition, they will receive an allowance of up to £20 for achieving accredited outcomes which may include lunch and £50 reward for achieving 13 weeks sustained in EET and an additional £50 for 26 weeks in EET.

1.3 Timescales

The project starts in June 2011 and finishes on 31 March 2014.

1.4 Outputs and outcomes

The project will achieve:-

- 1062 starts, with assessment, planning & support

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- 1009 non-accredited learning starts in the range of B2B At Work, New Start and Uplift programmes
- 849 non-accredited learning completions within that provision which will also include accredited outcomes
- 796 participants sustaining Employment, Education or Training (EET) for a minimum of 13 weeks or 1 term and 637 participants sustaining EET for a minimum of 26 weeks/2 terms
- 2 project evaluations completed, a mid-term self-evaluation detailing developmental recommendations & a final external evaluation ensuring an independent view on value & forward strategy. A user group will make recommendations for developments for the PM to implement, where feasible.
- The project will target at least 13% of yp with disabilities/health conditions, 40% from BAME groups & 48% females

1.5 Staffing Structure

The project will employ 7 full-time Project Workers who will be line managed via local authorities. A Project Manager will manage the project will receive administrative support from the CLC Central team, in particular the Finance Officer and the Office Manager who will be responsible for updating the POL (Provider On-line system) by the 4th working day of each month. The Project Manager will be managed by the Chief Executive who will report to the Partnership Board via the Back to Business Strategy Group.

1.6 Milestones

The project has a monthly profile of activities and outcomes, which need to be achieved. This monthly reporting will draw on the monthly management information returned by Project Workers as well as project wide activity. The Delivery Plan below on the next page shows the monthly profile for activities by all project staff.

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Key to Profile:

ESF OUTPUTS AND RESULTS	Deliverable ref number
Start – Participant Assessment, planning and support	S2
Start Non-Accredited Learning (95% of participants)	S4
Achievement of Non-accredited Learning (80% of participants)	A2
Participant Remains in Education, Training or Employment for 13 Weeks or One Term (75% of participants)	P12
Participant Remains in Education, Training or Employment for 26 Weeks or Two Terms (60% of participants)	P13

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1.7 Delivery Plan (Targets per Project Worker)

YEAR 1

	Jan-14	Feb-14	Mar-14	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Total
S2							5	5	5	9	9	9	43
S4									5	5	5	9	24
A2										4	4	4	12
P12											4	4	8
P13	8	8											16

YEAR 2

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Total
S2	10	10	10	10	10	10				10	10	10	90
S4	9	9	10	10	10	10	10	10			10	10	97
A2	7	7	7	8	8	8	8	8	8			8	77
P12	4	7	7	7	7	7	7	7	7	7			67
P13		3	3	3	6	6	6	6	6	6	6	6	58

YEAR 3

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total
S2	11	11	11	11	11	11							66
S4	10	11	11	11	11	11	11						75
A2	8	8	9	9	9	9	9	9					70
P12		7	7	7	9	9	9	9	9	9			75
P13						7	7	7	7	7	7	7	49

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2. Beneficiaries

2.1 Beneficiaries and target groups

The project targets 1062 young people at risk of NEET aged 14-19. Of these young people the project will target at least 13% of young people with disabilities/health conditions, 40% from BAME groups & 48% females.

Target group	%
People with Disabilities/health conditions	13
Females	48
Ethnic Minorities	40

2.2 Eligibility

Eligibility Table

To be supported by B2B, participants must be:

- a) Legally resident in the United Kingdom; and
- b) Have the right to work in the United Kingdom, with no restrictions on taking up employment.
- c) At risk of NEET identified by a PA or other professional external to the project

Documentary evidence of an individual's legal residency and their right to work must be checked prior to them starting the programme. This will be via the referral form and also their National Insurance Number and/or passport if they are over 16 and post statutory school leaving age.

They will not be eligible if they are already on another ESF project.

Eligibility for ESF is determined by reference to a participant's status on the day they commence the project. If a participant progresses onto or changes to another ESF-funded project, their eligibility is based on their status when they start the new project.

For the purposes of ESF "at risk of becoming NEET" means that a participant is aged 14-19 and has been identified as being at risk of becoming NEET by a referral agency such as the Connexions services or the youth offending team.

3. Working with providers including schools, colleges and training providers

3.1 Activities, monitoring and sustainability

Project Workers will be expected to work closely with schools, Pupil Referral Units, colleges and training providers to ensure that they can identify young people at risk of NEET and appropriate activities for them to take part in. This will require in most cases setting up service level agreements/partnership agreements with learning providers.

4. Referrals and Caseloads

4.1 Referrals

It is anticipated that this project will receive a high demand from young people and agencies. The project not only needs to reach the headline targets but also be seen to target the range of groups within the cohort as in Section 2 above.

The project will circulate the Referral Form and marketing material to include details of the project and its target groups. This will be circulated to partner organisations and CLC PAs.

4.1.1 Referral procedures

Once a referring agency makes a referral the ESF Project Worker will inform them of their decision within 5 days. This will allow the ESF Project Worker to arrange to meet with the young person and test their commitment to the project, by completing the paperwork with the young people and making appointments with them.

5. Staffing

5.1 Project Workers and Recruitment

Project Workers have been allocated to reflect numbers in the NEET group at Borough level. Allocations are as follows:-

Local Authority	No of Project Workers
Camden	1
City of London/Westminster	1
Islington	1
Hammersmith & Fulham	1
Kensington & Chelsea	1
Lambeth	1
Southwark	1

5.2 Contracts

Central London Connexions (CLC) offers services through subcontracts. This project reflects this model. The ESF Project Manager and administration support will be based with the central CLC team and the Project Worker will be recruited through the following sub contractors.

5.2.1 Subcontractors

The 8 LAs are sub-contractors as the primary partners. These include Camden, City of London, Hammersmith & Fulham, Islington, Kensington & Chelsea, Lambeth, Southwark and Westminster. Borough teams will work together regardless of employer and the whole project team will network to share good practise and information.

5.2.2 Other Partners/Contractors

There are a number of partners which are currently being confirmed who will deliver activities for young people.

5.3 Role of Project Worker

The project will need innovative thinking from Project Workers to ensure that the majority of the beneficiaries achieve accreditations and retain EET successfully, sustainable outcomes. It will also require a flexible and proactive approach to the work in order to create pathways and motivate young people. The job role model overleaf

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gives the focus of the role, while each employer will recruit through their own specific and established systems and structures.

5.4 ESF Project Worker Job Role Model Outline

Job Purpose

The postholder will work intensively with an approximate caseload of 40 young people who are at risk of dropping out of education, employment or training to ensure that they are enabled to move into education, employment and training. The focus will be to work with young people who face barriers and require additional support, to include an element of financial support, in order to move forward.

This is a temporary post until December 2014.

Context

Central London Connexions (CLC) will be working with 8 LAs in central London cluster including the London Boroughs of Camden, City of London, Hammersmith & Fulham, Islington, Kensington and Chelsea, Lambeth, Southwark and Westminster for the B2B project.

This ESF funded project will enable LAs to employ 7 Project Workers to each work with a minimum of 30 young people in the at risk of NEET group and ensure that at least at least 95% start an accredited/non-accredited outcome and 80% will achieve an accredited/non-accredited qualification. 75% of original participants should successfully sustain education, training or work for at least 13 weeks (one term) and 60% for two terms (26 weeks) in the same outcome. At the outset each and every young person joining the project will undertake, with the support of their Project Worker, an initial CAPIR/CAF assessments, contract, ESF forms and action plan. In addition they should all improve their confidence and basic skills and undertake work experience if appropriate.

Young people will have access to hardship funds and allowance to support them in EET, for example, interview clothes, travel and equipment and up to £20 for incentives whilst they are completing their non-accredited outcomes.

The ESF Project Workers will work alongside other CLC PAs at Borough level. They will be line managed locally with other PAs and receive additional support from the ESF Project Manager. They will have to create new opportunities and solutions to enable young people to sustain learning or work. The Project Worker will have to undertake rigorous monitoring and make weekly returns on their work with young people to meet the ESF requirements.

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Role of Project Worker

Central London Connexions is based on the principles of inclusion to ensure that young people receive a service, which aims to:

- respect and welcome all young people
- understand their needs and enhance access to appropriate opportunities
- change approaches to recognise and suit the range of individual needs
- provide a secure environment to help individuals to develop and reach their goals
- provide support which motivates and enhance self esteem
- identify young people's individual strengths and areas for development
- develop young people's personal goals and plans
- change organisational structures and delivery to meet the needs of young people

Main Duties and Responsibilities

1. To establish a caseload of young people aged 14-19 who are at risk of dropping out of EET
2. To undertake effective assessment with young people to include the use of the CAPIR/CAF Framework to establish priorities and aims with each individual young person.
3. To develop an action plan with each young person with actions and responsibilities clearly established with dates for achieving outcomes and sustaining learning or work.
4. To research specific learning and support opportunities to meet individual needs.
5. To broker access to opportunities for young people and provide follow up support to ensure retention.
6. To work with schools, colleges, employers and FL providers for young people to sustain EET
7. To develop a clear knowledge of the full range of personal development opportunities available in the area and to place young people in these opportunities as a stepping-stone to sustainable outcomes.
8. To develop new personal development opportunities as appropriate to increase the confidence, self-esteem and employability skills of young people.
9. To complete management information and other monitoring returns as required.
10. To work alongside PAs and local organisations to share good practise and provide support for young people.
11. To ensure young people enter learning or work and sustain this for at least 75% of young people sustain 13 weeks (one term) and 60% sustain at least 26 weeks (2 terms).

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12. To work with parents, carers and families to support young people if appropriate.
13. To ensure that practise is inclusive and that different needs are taken into account to include race, culture, language, sexuality, gender and disability.
14. To ensure that legislation relating to the health, safety and welfare of young people and staff is complied with at all times.
15. To review and reflect upon their own professional practice to achieve continuous improvement in performance.
16. To attend all meetings and training arranged by the ESF B2B Project.
17. To undertake other tasks as required.

Person Specification

Experience

1. Substantial experience of working with young people who are disaffected and face considerable barriers to learning
2. Qualified to at least NVQ Level 4 or equivalent
3. Substantial experience of supporting young people to enter and sustain learning and work
4. Experience of assessing young people's needs and developing clear actions plan with them in order to achieve their goals
5. Experience of working with learning provides, employers and voluntary agencies to establish suitable pathways for young people and advocate on their behalf

Knowledge

1. Knowledge of education structures, courses and qualifications
2. Knowledge of the labour market and career pathways for young people
3. Knowledge of the community of young people in central London, their needs and aspirations and the role of voluntary and statutory agencies in supporting them
4. Knowledge of health and safety and child protection issues
5. Knowledge of funding available to young people

Skills and Abilities

1. The ability to develop innovative and new ways of working with young people in order to help them to enter and sustain learning or work
2. The ability to work effectively on an individual and group basis with young people in order to motivate and inspire them
3. The ability to set clear actions, time scales and boundaries in order to ensure young people reach their goal
4. Excellent organisational and research skills

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5. The ability to manage budgets effectively
6. The ability to advocate on behalf of young people in order to access or create opportunities within employment, learning or personal development
7. Excellent IT and information management skills and the ability to return data effectively
8. The ability to network effectively with local agencies on behalf of young people

6. Management, support and training

6.1 Management

CLC has appointed an ESF Project Manager and administration support for the Project will be via the CLC central team. Project Workers will receive line management through the appropriate contractor and central project support through the ESF Project Manager. The PAs will be recruited by existing contractors and therefore be managed locally with other PAs and subject to their policies and procedures.

The Project has a Strategic Group and Management Operational Group (Terms of Reference below) and reports to the CLC Partnership Board through the Chief Executive

6.2 Support and monitoring

The Project Workers will receive group support from the ESF Project Manager in order to share good practise and ideas to ensure that caseloads and project outcomes are achieved. A monthly network meeting will be held with the project PAs and ESF Project Manager. Local meetings will also be held with Line Managers, as well as individual meetings where appropriate. In addition, a programme induction will take place for 1 day at the beginning of July for all Project Workers.

The ESF Project Manager will have a dedicated role in monitoring the project achievements against milestones. Where individual Project Workers are not achieving the required outcomes, the Project Manager will raise this immediately with the line manager and remedial short-term actions agreed. If this does not resolve the situation, this will escalate to a more senior management level.

Project Workers will have access to development opportunities to help young people gain accreditation and sustain EET.

6.3 Training and meetings

Training

Project Workers will be trained to at least NVQ Level 4 in Information and Guidance or equivalent. Project Workers will also be required to attend specific training essential to their role, sourced by the ESF Project Manager.

In addition, the Project Workers will have access to all Partnership and local training available in CLC.

Meetings

All Project Workers will be required to attend ESF Project Worker Network meetings and additional meetings arranged by the ESF Project Manager unless they are on annual leave or sick. This is a contractual requirement.

6.4 Strategic Group: Terms of Reference

ESF Project – B2B
Strategic Group
Terms of Reference 2011/12

Context

B2B covers the Boroughs of Camden, City of London, Hammersmith and Fulham, Islington, Kensington and Chelsea, Lambeth, Southwark and Westminster. This project will work with young people, aged 14-19 who are at risk of NEET to help them to sustain learning or work.

Objectives

The Strategy Group will aim to:-

- Promote and implement, innovative creative ideas for project delivery
- Monitor project performance and advise on development
- Develop good practise and share information
- Ensure evaluation activity reflects the experiences of young people, of sub-contractors and of CLC, and meets ESF requirements
- Ensure the active participation all partners in the B2B programme

Membership

Membership will include:-

- A Local Authority representative of the Partnership Board
- Two representatives from providers who are subcontracted to deliver provision
- A representative of 14-19 education providers
- The CLC Chief Executive and CLC Project Manager

Reporting structure

The Strategy Group will report to the Partnership Board as appropriate, at least annually.

Administration

The Group will be convened and supported by the Chief Executive

Frequency of meetings:

The Management Operations Group will meet biannually – to be reviewed as appropriate.

6.5 Management Operations Group: Terms of Reference

**ESF Project – B2B
Management Group
Terms of Reference 2011/12**

Context

B2B covers the Boroughs of Camden, City of London, Hammersmith and Fulham, Islington, Kensington and Chelsea, Lambeth, Southwark and Westminster. This project will work with young people, aged 14-19 who are at risk of NEET to help them to sustain learning or work.

Objectives

The Management Operations Group will:

- Develop and implement operational practise in line with the Project Delivery Plan
- Monitor project performance and advise on development
- Develop good practise and share information

Membership

- Project Worker Line managers
- CLC Operations Manager
- ESF Project Manager

Organisation

Central London Connexions will support the group through the ESF Project Manager. Meetings will take place in venues across the eight Boroughs as part of the information-sharing objective.

Reporting

The Management Operations Group will report to the Chief Executive and through the Chief Executive to the Partnership Board.

Frequency of meetings:

The Management Operations Group will discuss the project quarterly – to be reviewed as appropriate.

6.6 ESF B2B Project Team Meetings: Terms of Reference

**ESF B2B Project
Team Meetings**

Terms of Reference 20011/12

Context

B2B covers the Boroughs of Camden, City of London, Hammersmith and Fulham, Islington, Kensington and Chelsea, Lambeth, Southwark and Westminster. This project will work with young people, aged 14-19 who are at risk of NEET to help them to sustain learning or work.

Objectives

The B2B Team will:

- Monitor project performance, advise on development and implement practise
- Share information, good practice and success.
- Provide opportunities for Project Workers to discuss case studies and provide peer support
- Provide the opportunity for ESF Project Workers to improve their knowledge by providing relevant speakers

Membership

- All ESF Project Workers
- ESF Project Manager
- CLC Operations Manager (where appropriate)

Organisation

Central London Connexions will support the group through the ESF Project Manager. Meetings will take place in venues across the eight Boroughs as part of the information-sharing objective.

Reporting

The B2B Team Meeting will report to the Operations Manager, Chief Executive and through the Chief Executive to the Partnership Board.

Frequency of meetings:

The B2B Team meetings will take place twice a term – to be reviewed as appropriate.

7. Management Information

7.1 Identification of Risk Of NEET Indicators (RONI)

CLC will provide information using **Hidden Patterns** working with Medway to produce a list of key RONI patterns in each LA. Each LA will be provided with a list of young people who are risk of NEET broken down by destination.

CLC will be utilising the following Risk of NEET indicators as identified by East Sussex.

There have been a number of findings and reports focussing on RONIs including:

a. Communities of practice for Local Government Forum set up in the Royal Borough of Kensington & Chelsea

b. Learning from Raising Participation Age pilots including Lambeth and Wandsworth

Key factors for a RONI (Risk of NEET Indicators) for Wandsworth include :

- Poor attendance (less than 85%)
- English as an additional language (EAL)
- Exclusions (Permanent or fixed term 10 or more)
- Free School meals (FSM)
- KS 4 attainment
- Looked after children (LAC)
- Special Educational Needs (SEN) With/without statements & School Action Plus
- Medical conditions (if affects learning/attendance)
- Homelessness/Accommodation issues
- Low confidence/Self-esteem

A report called **Good Practice Guidance for Post-16 Progression (East Sussex County Council)** also includes:-

- Attainment results at Key Stage 1 (below Level 2), Key Stage 2 (below Level 3), & Key Stage 3 (below Level 5) for maths, reading and writing. Underachievement at Key Stage 4 (across all subjects)
- Medical Conditions (if it affects learning / attendance)

Other relevant factors could include risk of offending.

7.2 Documents

Project Workers will have access via the CLC website to the relevant documents relating to the project. Updated versions will be sent out and posted to the B2B section of the CLC website.

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ESF evidence requirements are rigorous in their requirement of signatures and dates. Most documents have space for signatures and dates from the relevant parties. If a piece of evidence has no date and/or signature then it is not valid.

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7.3 Document Submission

Please use the table below to ensure that documents are sent in to the project management team on time and correctly.-

Document	When to be submitted	How & to whom
Sign-up documents <ul style="list-style-type: none"> • <i>Referral form</i> • <i>APIR</i> • <i>Contract</i> • <i>Skills for life assessment</i> • <i>Individual learning plan</i> 	<ul style="list-style-type: none"> • Scanned/emailed copies no later than 3 working days after completion. • Originals to be provided for all documents by the last working day of the month. 	Copies to be faxed to tel: 020 7368 0287 or scanned and emailed to: B2B@rbkc.gov.uk Originals to be provided to Project Manager at monthly meetings.
Other documents <ul style="list-style-type: none"> • <i>Hardship fund form</i> • <i>Incentive and reward form</i> • <i>Progression form</i> • <i>Evidence of sustainment of outcomes</i> 	<ul style="list-style-type: none"> • Scanned/emailed copies no later than 3 working days after completion. • Originals to be provided for all documents by the last working day of the month 	Copies to be faxed to tel: 020 7368 0287 or scanned and emailed to: B2B@rbkc.gov.uk Originals to be provided to Project Manager at monthly meetings.
Case studies	At the end of each quarter by the following dates: <ul style="list-style-type: none"> • 30th September 2011 • 30th December 2011 • 30th March 2012 • 29th June 2012 • 28th September 2012 • 31st December 2012 	Emailed and originals sent to Project Manager with young people's consent forms

General Note: please pay particular attention to dates and signatures on documents.

7.4 ESF Short Record

ESF B2B Project

ESF Short Records will be returned to the Administrator for inputting on to the SFA Provider On-line (POL) system. These forms trigger payments from the SFA.

ESF Short Records must be sent in to CLC to the CLC Project Manager – Alison Latouche using the faxination on fax:020 7368 0287. Project Workers also have the option to scan forms and email them to the B2B email address: B2B@rbkc.gov.uk by the third working day after the young person signs the form. All forms for the month must be received by CLC by the last day of the month. To aid this please fax through ESF Short Records on a regular basis.

The Project Manager will complete all ESF monitoring reports and feedback progress and issues to local managers.

An ESF Short Record must be completed for every young person receiving ESF support, and a copy must be retained for audit purposes.

A separate booklet, ESF Short Record Completion Guidance, will be issued to all project Project Workers.

7.5 Intervention recording

Project Workers will access and use Central London Connexions Core IYSS to record interventions with young people as well as other information. Training and guidance on using Core IYSS is available from Central London Connexions.

8. Rewards, allowances and hardship bursaries

The B2B project focuses on individually tailor-made programmes for young people who will be treated individually dependent on their needs and wants. The majority of the young person's bursary will be spent on bespoke courses which is a key element and requirement of the project either centrally or locally. This section provides guidelines on how it is anticipated that rewards, allowances and hardship bursary spend will be allocated to young people.

8.1 Bursaries

Each beneficiary has been assigned funds to aid their accredited outcomes and sustainment. Other courses can also be sourced directly by ESF Project Workers. Up to £30 can be accessed from the bursary to assist with costs associated with learning or work activities such as tools and equipment to ensure they sustain in long-term outcomes EET. An additional £50 can be used for a reward to help a young person sustain a long-term outcome, lasting 13 weeks or more and again at 26 weeks.

8.1.1 Vouchers

ESF Project Workers will be expected to make most purchases for young people by the use of vouchers. ***They will be expected to keep receipts and fill out bursary forms.*** ESF Project Workers will be expected to make purchases with young people.

The Project Manager will assist in this process e.g. by making payments directly or supplying vouchers to local offices.

ESF B2B Project

If there are any vouchers that ESF Project Workers would find useful they can make requests to the ESF Project Manager who will order these vouchers centrally.

8.1.2 Petty Cash

Project Workers will have access to a limited amount of cash at their local offices. This is available to be used in exceptional cases; for example, a young person needs to buy a hardhat and boots from a local shop or market that does not issue vouchers. The amount available will depend on local guidelines and procedures (see individual contractor petty cash guidelines). For most purchases Project Workers will be expected to use vouchers including clothes and books. This will also ensure local petty cash limits are not affected adversely. All ESF Project Workers have been issued with local petty cash guidelines.

NB: Receipts must be kept as part of the evidence of spend.

8.1.3 Authorisation

ALL CLAIMS (INCLUDING PETTY CASH) WILL NEED TO BE APPLIED FOR USING THE ESF HARDSHIP FORM. Please note that bursary forms must be completed and receive authorisation from the appropriate Line Manager/ESF Project Manager prior to any spend and not in retrospect.

A copy of all bursary authorisation forms will need to be sent to the ESF Project Manager.

9. Outcomes and Destinations

9.1 Outcomes

The project has specific outcomes for young people as outlined below and in the Project and Project Worker Delivery Plans.

10. Quality and Evaluation

10.1 Evaluation

The project will be externally and internally evaluated.

This external evaluation will focus on:

- Social Return on Investment

An external evaluation organisation will be engaged to run this element of the project and will provide an interim evaluation to be completed in 2012 and the final evaluation report to be delivered by March 2014.

10.2 Reporting

There will be a monthly Management Operations Group meeting of line managers and project managers. A Strategic Group meeting will also take place biannually, which will consist of all key partners. This will be in addition to reporting to the CLC Operations Group and through the CEO to the Partnership Board.

There will be monthly reports to the SFA and Project Workers will need to submit case studies and details of activity on a weekly and monthly basis as requested by the ESF Project Manager.

10.3 Quality

The project will operate within the Matrix, CLC Quality Framework and Project Workers' practise will be assessed using these systems.

11. Marketing and Communications Plan

This is the marketing and communications plan that will govern the project during its lifetime.

11.1 Marketing & Communications Plan

Activity	By when	By whom
Marketing material produced	6 th July 2011	Project Manager and Marketing Team
Marketing material circulated and project launched on website	6 th July 2011	Project Manager and Marketing Team
First version of project information pack circulated	6 th July 2011	Project Manager
Presentations and attendance at Board meetings and partner agencies	Monthly	Project Manager Project Workers/Borough teams
Project emails sent to attract referrals	Monthly	Project Manager and Marketing Team
Case studies	Quarterly	Project Workers

11.2 Marketing

The project has its own logo and all marketing material will include the Skills Funding Agency (SFA), Young People's Learning Agency (YPLA) and Central London Connexions (CLC) logos.

Marketing material has been produced including:-

- Information for professionals
- Information for young people

11.3 Materials

Any marketing or information materials developed needs to be agreed with the ESF Project Manager. This is because all such materials need to be cleared with the LSC Contract team prior to publication.

ESF B2B Project

11.4 Logos

All publicity materials must use the ESF and LSC logo and must be cleared with the ESF Project Manager. The logos are available from the Project Manager.

All young people working with a Project Worker need to be made aware of the support the project receives from ESF.

11.5 Publicity and good practise

All press releases should be cleared with the ESF Project Manager and carried out in line with Central London Connexions, SFA and local protocols. They should refer to the fact that the project is supported by ESF, and copies should be kept on file.

136. The main requirements for all ESF Lead Providers and their sub-contractors are set out below.

a) The ESF logo and references to financial support from the European Social Fund must be displayed when ESF opportunities, activities and achievements are described and/or publicised. This includes but is not restricted to display on the following:

- All information and publicity materials, including websites, e-communications, correspondence and literature used by participants;
- Advertisements, press releases and other media targeted materials;
- All documents that are used with learners and partners, e.g. enrolment documents, individual learner plans, attendance records, internal certificates.

b) ESF plaques must be prominently displayed at the Lead Provider and sub-contractors premises. All team members need to provide regular updates to the ESF Project Manager to include details of publicity, events and good practice. This is a requirement of the SFA/ESF contract.

11.6 Permission of Young People

It is a legal requirement that Connexions has the express written permission and consent of Young People to use written information and/or photography about them in local, regional and national publicity in order to assist in any campaigns for Connexions, ESF, etc.

If you are using a young person in this way please contact the Project Manager for a form that **MUST** be completed, otherwise we will not be able to use their words or photographs. This form is also available in the B2B section of the CLC Extranet.

11.7 Communications

Information will be communicated in the following ways:-

- (a) **Information pack** which will be circulated to all relevant stakeholders including staff, Strategy group, Managers
- (b) A **meeting structure** including monthly local borough meetings, bi-termly Project Worker meetings, quarterly Manager's meetings and bi-annually Strategy meetings

ESF B2B Project

- (c) **CLC website** including an area for all documents
- (d) **Disseminated via partners** including schools, colleges, training providers via organisations such as London Work Based Learning Alliance and Partnership for Young London

12. ESF/LSC Outputs, Outcomes and Milestones Evidence Requirements

12.1 Contract Outputs, outcomes and milestone evidence requirements

The outputs for this contract are shown in the Contract Deliverables Evidence Requirements table below:

Deliverable ID	Deliverable Description	Capture Method	Evidence Requirement
S2	Participant assessment, planning and support	ILR/SR	<p>This covers all participant assessment, planning and support activities as required by ESF, the Skills Funding Agency/YPLA and the Specification.</p> <p>An eligibility declaration containing the criteria in clause 3.1 and signed by the participant and the provider to sign to confirm all eligibility criteria have been met, including that participants:</p> <ul style="list-style-type: none"> - Are enrolled in a school, college, Pupil Referral Unit, other learning provider or be employed, including as an Apprentice; - Have been identified as being 'at risk of becoming NEET' by Connexions or an organisation external to the project; and - Are eligible to be supported by ESF. <p>AND a copy of the individual action plan signed and dated by the provider and participant in line with the requirements set out in the specification and that sets out an agreed definition of the young person's sustained re-engagement (based on attendance, achievement and progression) and sets out clear steps towards sustained re-engagement at two terms or 26 weeks. The action plan should reflect the assessment of the individual with respect to the requirements of their target re-engagement and the training and</p>

ESF B2B Project

			<p>support to be delivered to equip the participant.</p> <p>AND the creation and completion of a new ILR aim using learning aim ZESF0001 in field A09 and entering start date in A27, code 2 (completed) in A34 and code 1 (achieved) in A35.</p> <p>AND a Skills for Life assessment signed by the participant and the provider.</p> <p>AND a declaration as to what IAG has been provided above that provided by Connexions or the home institution (the school, college, Pupil Referral Unit or other learning provider attended by the participant) signed by the provider and participant.</p>
S4	Start on non accredited learning.	ILR/SR	<p>Programme of the course previously agreed with the Skills Funding Agency/YPLA.</p> <p>AND evidence that participant has started attendance on the activity as detailed in the individual action plan and has participated for at least [xx], signed by the participant (to be kept by the provider).</p> <p>AND the creation of a new aim or a valid ILR/SR Additional Aim using learning aim XESF0001 in field A09 and entering start date in A27.</p>
A2	Completion of non-accredited learning activity	ILR/SR	<p>ILR/SR Learning Aim using learning aim XESF0001 in field A09 identified as complete by entering learning end date in A31 and code 2 (completed) in A34.</p> <p>AND Action Plan completed to show that the planned activity has been completed and needs met and signed and dated by participant.</p>
P12	Participant in Education or Training for one full term or an Apprenticeship or	Delivery Statement (DS)	<p>The participant is engaged or retained in either:</p> <ul style="list-style-type: none"> - Education or training (Further Education, Sixth Form, other training provision or (for those at risk of becoming NEET) school) for one full term after completing provision under this contract; or

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	<p>Employment for 13 weeks</p>		<p>- An Apprenticeship or employment for at least 13 weeks of the 26 weeks since completing provision under this contract.</p> <p>As long as the requirements in relation to length of attendance or employment are met, the deliverable can be claimed for a participant who changes education or training provider or employer after completion of the provision under this contract.</p> <p>The deliverable can be claimed for a participant at risk of becoming NEET who starts provision at a different education or training provider from that they were registered with when they started the provision under this contract or that starts on an Apprenticeship or in employment having been registered with an education or training provider when they started the provision under this contract.</p> <p>For progression or retention in education or training Complete appropriate destination code (54 for further education, 55 for higher education or 75 for full-time education or training (not FE/HE)) in field L39 of the participant's ILR.</p> <p>AND Signed confirmation from the learning provider that the participant is enrolled in full-time education or training with the provider that started within 13 weeks after completing provision under this contract (i.e. after the date recorded in field A31 of the participant's ILR) and has attended the provision for one full term defined as no less than 60 continuous working days from this start date.</p> <p>For progression or retention in an Apprenticeship or employment Complete appropriate destination code (10 for full time employment, 04 for part time employment or 53 for self employment) in field L39 of the participant's ILR.</p>
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ESF B2B Project

			<p>AND Signed confirmation from the employer that the participant is employed in a job of at least 16 hours a week and that the participant has been in employment for at least 13 weeks of the 26 weeks since leaving the project (i.e. from the date recorded in field A31 of the participant's ILR).</p>
P13	Participant in Education or Training for two full terms or an Apprenticeship or Employment for 26 weeks	Delivery Statement (DS)	<p>The participant is engaged or retained in either:</p> <ul style="list-style-type: none"> - Education or training (Further Education, Sixth Form, other training provision or (for those at risk of becoming NEET) school) for two full terms after completing provision under this contract; or - An Apprenticeship or employment for at least 26 weeks of the 39 weeks since completing provision under this contract. <p>As long as the requirements in relation to length of attendance or employment are met, the deliverable can be claimed for a participant who changes education or training provider or employer after completion of the provision under this contract.</p> <p>The deliverable can be claimed for a participant at risk of becoming NEET who starts provision at a different education or training provider from that they were registered with when they started the provision under this contract or that starts on an Apprenticeship or in employment having been registered with an education or training provider when they started the provision under this contract.</p> <p>For progression or retention in education or training Complete appropriate destination code (54 for further education, 55 for higher education or 75 for full-time education or training (not FE/HE)) in field L39 of the participant's ILR.</p> <p>AND Signed confirmation from the learning provider that the participant is enrolled in full-time education or training with the provider that started within 13 weeks after completing provision under this</p>

ESF B2B Project

			<p>contract (i.e. after the date recorded in field A31 of the participant's ILR) and has attended the provision for two full defined as no less than 120 continuous working days from this start date.</p> <p>For progression or retention in an Apprenticeship or employment Complete appropriate destination code (10 for full time employment, 04 for part time employment or 53 for self employment) in field L39 of the participant's ILR.</p> <p>AND Signed confirmation from the employer that the participant is employed in a job of at least 16 hours a week and that the participant has been in employment for at least 26 weeks of the 39 weeks since leaving the project (i.e. from the date recorded in field A31 of the participant's ILR).</p>
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13. Contacts

Central London Connexions
125 Freston Road
London W10 6TH
Fax: 020 7938 8020 Faxination: 020 7368 0287

Bally Sappal (NEET Re-engagement Programme Manager)

Tel: 020 7938 8089/07815 692983 email: bally.sappal@rbkc.gov.uk

Alison Latouche (CLC Office Manager)

Tel: 020 7938 8086 email: B2B@rbkc.gov.uk

ESF B2B Project

Appendix 1: L1 Learner Referral Form

L1 Learner Referral Form

Section A

This is to confirm that:	
<i>Learner's Name</i>	<i>Learner's Signature</i>
is in education/learning/work/apprenticeship <i>(please delete as appropriate) at:</i>	<i>organisation</i>
<p>Is legally resident in the United Kingdom; and has the right to work in the United Kingdom, with no restrictions on taking up employment</p> <p>and has been identified as being at risk of NEET (Not in Employment Education or Training) and has one or more of the risk factors outlined below.</p>	

Section B

Learner background and risk of NEET Factor	Please tick	Initial of referrer	Initials of learner
Poor attendance (less than 85%)	<input type="checkbox"/>		
English as an additional language (EAL)	<input type="checkbox"/>		
Exclusions (Permanent or fixed term 10 or more)	<input type="checkbox"/>		
Free School meals (FSM)	<input type="checkbox"/>		
Looked after children (LAC)	<input type="checkbox"/>		
Special Educational Needs With/without statements & School Action Plus	<input type="checkbox"/>		
Homelessness/Accommodation issues	<input type="checkbox"/>		
Low confidence/Self-esteem	<input type="checkbox"/>		
Underachievement at Key Stage 4 (across all subjects)	<input type="checkbox"/>		
Medical Conditions (if it affects learning / attendance)	<input type="checkbox"/>		
At risk of offending	<input type="checkbox"/>		

ESF B2B Project

Section C: To be completed by referring learning provider/employer:-

Name		Tel no
Position		
Signature		Date

Please attach one of the following to provide the required valid evidence for the purposes of our funders.

- a compliment slip with your school Dfe registration Number or Company Registration Number on it; or
- signed letterhead; or
- mark this document with your school/company stamp

Section D: To be completed by referring PA or ESF Project Worker

I confirm that the above details are correct

Name:		Tel no:	
Position:			
Signature		Date	

Appendix 2: Induction/contract

L2 - Induction / Contract

	Learner	Project Worker
Name		
Home tel no:		N/A
Work mobile no:		
And can be contacted between the times of:		
Outside of these times you can contact:		
We agree to this contract (signed)		
Date		

Welcome to the ESF Back to Business Project. This agreement explains what you can expect from your ESF Project Worker and what your ESF Project Worker will expect from you whilst you are on the project which will be your induction on to the project.

Project Workers will	Learners will
Explain that B2B is funded by European Social Fund/ Skills Funding Agency to help you achieve your goals.	Want to stay in employment, education and training.
Help you assess what you need, and how to get it and help make a tailored programme designed just for you.	Be willing to explore new possibilities and be keen and willing to try new things and
Help you succeed.	Actively participate in planning and agreeing their next steps and regularly review and evaluate your progress and carry out tasks agreed in Action Plans or meetings.
Ensure you are kept up-to-date and clear about what is happening and contact you at least every week.	Maintain regular contact with your PA/Project Worker during working hours, at least every week.
Respect you, your time and your commitments; be non-judgemental, and treat you as an individual with respect and honesty.	Respect your PA/Project Worker, their time and their commitments, and be honest and truthful..
Explain what support funds are available to you including hardship and rewards.	Let us know if you have any feedback, comments or suggestions.
Ensure that all information is confidential within Central London Connexions and ask permission if information is required elsewhere.	
Provide a suitable environment for you to be able to talk about what is on your mind if you want to and explain the health and safety, quality, complaints and suggestions procedure to you.	Show respect for the facilities, users and staff and to ensure that you help ensure that there is a safe environment for all in the Connexions Centre or when meeting elsewhere.

Co-financed by

**Skills
Funding
Agency**



Appendix 3: L3 Individual Learning Plan

L3 Individual Learning Plan

Name:	YPID:
--------------	--------------

Section A

Current place of education or training				
Current course				
Name of Project Worker:	Date B2B Agreement started:			
Outcome of assessments				
	Good	OK	To work on	Comment
Vocational/subject learning				
Basic skills				
Personal skills				
Motivation				
What student has achieved (effort, qualifications, personal, etc):				
Areas to improve:				
Future goals (intended future course):				

Section B: What B2B training and support will support the learner's progress

	Name of course	Learning aim	Course completed (date)	Learning aims achieved	Signed by learner
B2B approved course					
Other courses					

Section C. Statement

Information, Advice and Guidance has been provided above that provided by Connexions or the home institution (the school, college, Pupil Referral Unit or other learning provider attended by the participant).

I am willing for this information to be shared with providers in order to help me. I am aware that the information may be held on a computer system and that I am entitled to see any information held about me

Signed on (date)	Learner	Project Worker

Section C: Action Plan	Review: date	Review: progress	Review: next actions
Learning and Support Goal 1			
Learning and Support Goal 2			
Learning and Support Goal 3			
Learning and Support Goal 4			

Appendix 4: L5 Learner's file: evidence checklist

L5 Learner's file: evidence checklist

Name of Learner:	
Project Worker :	
Borough:	

	Evidence Required:-	Document required	Copy	Original
	ESF ILR Form	Highlighted sections on ILR form to be completed in full and signed by Learner. Proof of ID to be provided.		
	L1 Referral Form L2 Induction contract	Participant is enrolled in a school, college, PRU, other learning provider, apprenticeship (Sec A)		
		Signed by participator (Sec A)		
		Has been identified as at risk of NEET by Cxs or referring school/agent (Sec B)		
		Signed by provider (Sec C)		
		Signed by B2B PA (B1 Sec D)		
	L3 Individual Learning Plan	Steps (learning goals) towards sustained re-engagement (Sec C)		
		Training and support to help learner's progress (Sec B)		
		Declaration that IAG was provided by Cx or the EET provider (Sec C)		
		Signed by participator (Sec C)		
		Signed by provider (Sec C)		
	ESF ILR Form	Post 16: Nat Ins no./passport no		
		Creation of a new aim or valid ILR/SR using learning aim ZESF0001 in AO9 with start date in A27, code 2 in A23, code 1 in A35		
	LA Assessment	Original Copy of CAF/CAPIR summary sheet		
		Skills for Life Assessment STAR or mock exam results in literacy AND numeracy in the last 12 months. If this does not exist then Project Worker's Basic Skills Agency fast track assessment.		

S4 Start on non accredited training	L3 Individual Learning Plan	Course named in Individual Action Plan (Sec A)		
	L4 Register of Course showing name of student and first attendance	Signed by provider and participant (for each session attended)		
	L4 Register of course showing name of student and 80% attendances	Signed by provider and participant (for each session attended)		
	ESF ILR Form	Creation of a new aim or valid ILR/SR Additional Aim using learning aim XESF0001 in AO9 with start date in A27		
A2 Completion of non accredited learning activity	ESF ILR Form	Creation of a new aim or valid ILR/SR Additional Aim using learning aim XESF0001 in AO9 with end date in A31 and code 2 in A34		
	L3 Individual Learning Plan	Shows course was completed and needs met (Sec B)		
Signed by the participant (Sec B)				
P12 one full term participation sustained	L6 Progression outcome form: evidence of 13 week sustained outcome after completion of A2	Showing retention for 1 term (Sec 1)		
		Signed by provider (or employer for jobs to show 16 hours per week)		
	ESF ILR Form	Creation of a destination code 54 (FE) or 75 (EET not FE) or 10 for employment, or 04 for p/t emp) in field L39		
P13 two full terms participation sustained	L6 Progression outcome form: evidence of 26 week sustained outcome after completion of A2	Showing retention for 1 term (Sec 1)		
		Signed by provider (or employer for jobs to show 16 hours per week)		
	ESF ILR Form	Creation of a destination code 54 (FE) or 75 (EET not FE) or 10 for employment, or 04 for p/t emp) in field L39		
Other	Hardship form			
	Rewards form			
	Progression plan			
	Certificates			
	Application forms			

	CV			
	Choice assessment			

Appendix 5: L6 Evidence of Sustained Progression in an Outcome

L6 Evidence of Sustained Progression in an Outcome

CLC requires written evidence to report to our funders that our young people have accessed training, learning, employment or apprenticeships for 16 hours a week/more and have sustained this for 13 weeks or more; to this end please sign the section below:

Section 1:

This is to confirm that

Young Person's Name

Young Persons Signature

Has continued at

Organisation

Since he completed his accredited outcome and left the B2B programme

Date

Undertaking

Course title/job role

And has continued with this organisation since this date for

13 weeks or more. 26 weeks or more.

Section 2: I confirm that the above details are correct

Name:

Position:

Signature of
provider

Date

Please attach one of the following, without one of these this is not valid evidence of an outcome for the purposes of our funders.

- a compliment slip with your Company Registration Number on it; or
- signed letterhead; or marking this document with your company stamp

Appendix 7: L8: B2B Course Register

L8: B2B Course Register

Name of course		Accreditation	
Provider		Location	
Tutor		Support worker	

Name of learner	DAY 1 Date	Tutor Signature	Learner Signature	DAY 2 Date	Tutor Signature	Learner Signature	DAY 3 Date	Tutor Signature	Learner Signature	80% attendance achieved
		Am Pm	Am Pm		Am Pm	Am Pm		Am Pm	Am Pm	
		Am Pm	Am Pm		Am Pm	Am Pm		Am Pm	Am Pm	
		Am Pm	Am Pm		Am Pm	Am Pm		Am Pm	Am Pm	
		Am Pm	Am Pm		Am Pm	Am Pm		Am Pm	Am Pm	
		Am Pm	Am Pm		Am Pm	Am Pm		Am Pm	Am Pm	
		Am Pm	Am Pm		Am Pm	Am Pm		Am Pm	Am Pm	

Please use additional pages where required

Appendix 8: L9 Photo and Written Consent Form

L9: Photo and Written Consent Form

Image and Written Information Permission Form

I, (please write your name here) _____ give permission for Central London Connexions to use written information and/or photography and/or images (still and moving) of myself in local, regional or national publicity in order to assist in the promotion of campaigns for Connexions.

Signed:-

Date of Birth:-

Connexions

contact: Eleaine Levi, T: 020 7938 8080

Date of
agreement:-

If aged under 16, please ask a parent / guardian to give permission below:-

I agree to allow photos and/or written information of my son/daughter to be used solely for the purpose of positively promoting the Connexions service and/or Activity Agreement Pilot.

I understand that any photos, images and/or written information may be used in internally produced literature, displays, the company website or in local, regional or national media for a maximum period of two years.

I reserve the right to instruct Connexions/Activity Agreement Pilot partner organisations to cease using the photos or written information at any time during this period.

Signed:-

Name:-

Date/...../.....

Appendix 9: L10: Evaluation Form

L10: Evaluation Form

Evaluating your Course






It would be really helpful if you could spend some time answering these questions to let us know what you really think about the course, so we can make things better in the future.

NAME (optional):- _____

COURSE:- _____






DATE:- _____

1. What did you think of the course today?
(Please tick)

				
Great	Good	Ok	Bad	Very Bad
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments:-

2. What did you think of the trainer today?
(Please tick)

				
Great	Good	Ok	Bad	Very Bad
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments:-

--

3. What do you think of the location and the venue?

4. What did you think of the food?

5. What have you learnt from this course?

6. Has anything changed for you as a result of doing this course?

7. What did you enjoy the most on the course?

8. How can we improve the course for next time?

9. Would you recommend this course to your friends?
(Please tick)

Yes	No
-----	----

Appendix 10: HARSHIP FUND

GUIDANCE

Introduction

Central London Connexions B2B ESF programme will have a bursary allocation that will aid accredited outcomes and sustainment.

Objective of the Fund

The main purpose of the hardship fund will be for providing emergency support to young people to assist with costs associated with learning or work. For example tools and equipments that will ensure they sustain long term-outcome EET.

This will be reviewed quarterly and funds may be re allocated between Boroughs in the light of usage.

This will be reviewed quarterly and funds may be re allocated between Boroughs in the light of usage.

Who is eligible to the fund?

The fund is eligible to young people 14 -19 at risk of becoming NEET.

How can the funding be used?

Young people in the following circumstances would be able to access the fund. The young person

- Is unable to fund the travel to their place of learning or training due to emergency circumstances.
- Is unable to buy equipment or books needed for their studies, due to emergency circumstances.
- Has an emergency childcare need.
- Is experiencing extreme hardship and need funds for basic items including food
- Is unable to travel to an interview

However this list is not exhaustive and the most important factor is that the Project Worker agrees that a one off payment is needed to support a young person through a crisis.

13.1 Maximum claim per Young People

The total emergency support available to an individual young person in a year must not exceed £30. If there are exceptional circumstances that require a payment of over £30 this should be authorised by a line manager and the claim form signed accordingly.

The sums of money paid to young people under these arrangements should be relatively small. Contractors should only make one off payments to improve the young person's circumstances from this fund. They must not agree to make on-going payments either directly to a young person or on their behalf, for example acting

as guarantors for rent, or paying for childcare on a weekly basis. Where they discover over the course of time that they are making regular payments for similar items or services they should immediately investigate with partners on other long term ways of resolving this shortage of support.

Access to fund

Contractors must ensure that young people can access this support immediately, through their PA. This will necessitate access to the fund throughout the opening hours of the service.

Application Process

All applications for the young people emergency fund must be completed on the standard application form.

Authorisation of Application

Authority to approve the application rests with the Personal Advisers. If payment of over £30 is agreed, the line manager should also sign the form.

Evidence in Support of Application

Applications for funding must be supported by evidence e.g. copies of receipts, invoices etc.

The Personal Adviser will need to record the reason for the request and be satisfied that the claim is genuine.

Claims Process

- Claims should be submitted to CLC quarterly in arrears.
- All claims submitted to CLC must be supported by claim forms signed by Young person and PA and receipt of expenditure.
- Application forms must be signed where indicated, for claims to be valid.
- The application form must be signed by the young person, and completed with actual amount received.

Retention of Documents

As with all ESF contracts with CLC, please note that all project records must be retained for at least twelve years after the end of the financial year in which the contract is completed.

Appendix 11: L4: Hardship Fund Form

L4: Hardship Fund Form

APPLICATION FOR EMERGENCY SUPPORT FOR A YOUNG PERSON (TRAVEL SUPPORT, LUNCH, EQUIPMENT/BOOKS)

(This fund is only eligible to young people who are in danger of dropping out of learning for immediate financial reasons)

Name:

Date of Birth:

Address:

Telephone Number:

Place of Employment, Education or Training:

Support Requested

Explain the circumstances leading to this application:

I confirm that the facts above are correct and complete. I confirm that £ has been paid to me and that I must spend it on the above support and give a receipt to my Personal Adviser.

Young Person's Signature:

Date:

Local Manager:

Local Manager Signature: