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## **ESF Youth Programme Support**

**Report of Programme Information Exchange event  
on 24 March 2017**

## Introduction

London Councils has been commissioned to support the London ESF Youth Programme.

This support aims to improve the impact of the Programme by providing opportunities for providers and partners, including local authorities, to:

- Identify and overcome barriers to successful delivery
- Exchange ideas, experiences and effective practice
- Manage transition between different strands of the Programme so that young people are better supported into positive destinations

The principal means of support is through a ***London ESF Youth Programme Information Exchange***, a termly event at which providers and partners can

- continually develop working relationships
- ensure that activities are appropriately targeted according to local need
- identify and share effective practice

and so increase the number of young people who are in education, training or employment.

The events bring together partner organisations (such as local authorities):

- (1) sub-regionally – where partners and all the London ESF Youth Programme providers operating in each of the sub-regional areas through which the programme has been contracted can work together to make the Programme work well locally
- (2) thematically – where partners and all the providers delivering each specialist strand of activity identify what works well.

The second Information Exchange event took place on 24 March 2017 from 0930 to 1400 at QE II Conference Centre, Broad Sanctuary, London SW1P 3EE.

This is the report of the event and has been prepared to:

- ensure that the key actions arising from the event are taken forward
- enable the project's Advisory Group and sponsors to plan future events.

If you have any questions about this report or this project, please contact:

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## Attendees

Programme Information Exchange 24 March 2017 - Delegates			
Alison	Arnell	16-19 Commissioning Officer	London Borough of Newham
Kelly	Beadle	ESF Adviser	Skills Funding Agency
Jonathan	Boux	Director	Inspire!
Kat	Brett	Progression Service Delivery Manager	City Gateway
Alison	Bunker	Post 16 Commissioning Manager	London Borough of Barking and Dagenham
Yolande	Burgess	Strategy Director	London Councils
Clare	Butler	Employment Coach	DABD
Ashlee	Carlile	Resilience Development Manager	Prospects
Danny	Chapman	Choices Manager	St Giles Trust
Graham	Clarke	Development Director	Skills Training UK Ltd
Sam	Clay	Participant	Prospects
Zoreena	Daniels	Post 16 Support Officer	London Borough of Barnet
Daniel	Davis	Contract Performance Manager	WKCIC Group
Arthur	Deller	Learner and Progressions Advisor	First Rung
Dev	Dhunay	Director	Ealing/Dhunay Corporation Ltd
Fatma	Emin	Careers advisor	Tower Hamlets/Bromley by Bow Centre
Tim	Eyers	14-19 Adviser	Royal Borough of Kensington & Chelsea
Darren	Fernandes	ESF Compliance and Performance Adviser	Skills Funding Agency
Angela	George	Programme Coordinator	Redwood Skills
Helen	Georgiou	Director	EM Skills
Foyshal	Ghazi	Senior Business Manager	Urban Futures
Emma	Glasscock	Business Development Manager	GSS UK Ltd
Pierre	Gowie	Area Delivery Manager	Seetec
Anne-Marie	Greenland	Cluster Programme Manager	Newham/15billion-ebp
Ruth	Griffiths	Service Manager Access, Inclusion and Participation	London Borough of Lewisham
Steve	Grocott	Service Manager Careers	London Borough of Tower Hamlets
Schnell	Hanson	Quality and Monitoring	Pathway Group
Dianne	Hardy	Special Projects Leader	Barnet and Southgate College
Laura	Harris	Contracts Manager	Action West London
Derek	Harvey	Group Partnership Manager	Department for Work & Pensions
Nanette	Higgins	External Programmes Manager	Prospects
Harri	Ivers-Grant	Apprentice	DABD
Kona	Katembwe	ESF Project Officer	London Borough of Southwark
Salman	Khan	Director	Ealing/KBM Training & Recruitment
Kamran	Khan	Director	Ealing/KBM Consultant Ltd
David	Lee	Contract Manager	Pinnacle People
Mathijs	Leenhouts	Senior Employment and Skills Officer	Tottenham Hotspur Foundation
Linda	Leigh	Careers Service Manager	London Borough of Waltham Forest
Kevin	Lema	Employability Advisor	Let Me Play
Iain	Lockhart	Senior Operations Manager	Skills Training UK
Jo	Margrie	14-19 Programme Manager	Hackney Learning Trust
Ann	Mason	14-19 Manager	Achieving for Children (Kingston and Richmond)
Roseline	Mba	Apprentice Chef	Conrad-St James
Thomas	McConkey	Partnership Manager	Pinnacle People
John	McIntosh	ESF Management and Delivery Adviser	Skills Funding Agency
Yulieth	Merchan	Project Manager	15billionebp
Khalis	Miah	ESF Project Officer	London Borough of Southwark
Varsha	Mistry-Hand	Young People's Education & Skills Manager	London Borough of Havering
Naivasha	Mwanji	Programme Manager	Elevation Networks
Shaun	Newton	ESF Adviser	Skills Funding Agency
Helena	Nguyen Van	ESF Project Manager	South Thames College
Peter	O'Brien	Young People's Education & Skills	London Councils
Mukesh	Oza	CEO	OC&S

Tawhid	Qureshi	ESF Programme Manager	Greater London Authority
Julie	Ralphs	Head of Service: Education Commissioning & Post 16 Participation	London Borough of Croydon
Michael	Riordan	Executive Chef	Conrad - St James London
David	Scott	Head of 14-19 Services	London Borough of Hounslow
Kane	Sewell	Apprentice Business Support Officer	Hackney Learning Trust
Michelle	Singh	Employability Programme Manager	The Springboard Charity
Dee	Smith	Regional Director - London and South East	The Springboard Charity
Pravin	Sodha	Partnership Manager	Department for Work & Pensions
Rakesh	Sonigra	Operations Manager	5E Ltd
Inga	Spencer	Senior Economic Development Manager	London Borough of Hillingdon
Adam	Stapleton	Project Coordinator	Tottenham Hotspur Foundation
Frederique	Sumption	Senior Supply Chain Manager	Reed in Partnership
Umar	Tariq	Manager	Ealing/KBM Training & Recruitment
Chloe	Thornton	Project Coordinator	DABD
Mary	Vine-Morris	Director	Association of Colleges
Anna-Maria	Volpicelli	Administrator	London Councils
Max	Walkington	Lead Data & MI Specialist	Wandsworth Borough Council Lifelong Learning
Kellie	Webb	Head of Operations	Urban Futures
Belinda	White	Partnership Manager	Seetec
Sarah	Wilkins	Senior Project Manager	Greater London Authority
Hani	Zubeidi	Director of Operations	M.I.T. Skills



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# Supporting the London ESF Youth Programme – Programme Information Exchange

Friday 24 March 2017 9:30 am to 2:00 pm

**Location:** QE II Conference Centre, Broad Sanctuary, London SW1P 3EE

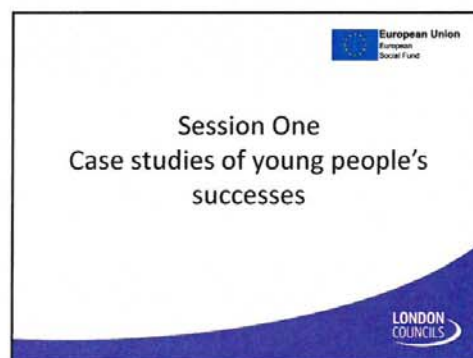
## Agenda

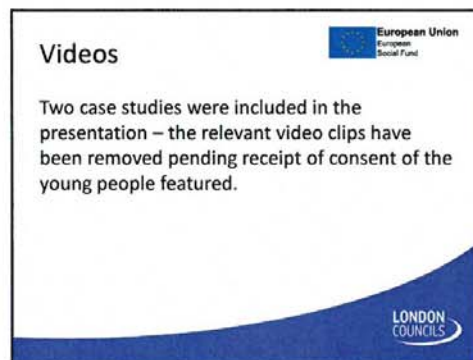
<b>0930 Welcome and introductions</b>	Yolande Burgess, Strategy Director, London Councils
<b>Session One: Case studies of young people's successes</b>	Introduced by Yolande Burgess and led by Nanette Higgins (Prospects) and Freddie Sumption (Reed in Partnership)
<b>1100 Refreshment break</b>	
<b>Session Two: Learner Journey</b>	Introduced by Yolande Burgess and facilitated by Pierre Gowie and Belinda White (SEETEC) and Graham Clarke and Iain Lockhart (Skills Training UK)
<b>1300 Networking lunch</b>	

**Tables are organised by sub-region. Please sit at the table that relates to your organisation.**

**PLEASE WEAR YOUR DELEGATE BADGE AT ALL TIMES**

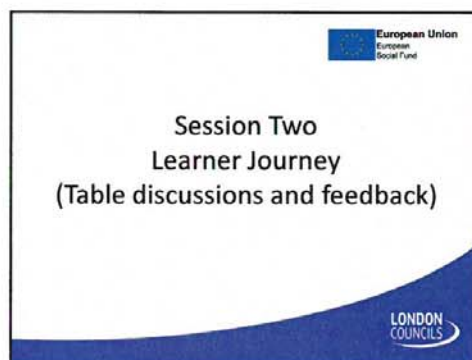
## Presentation

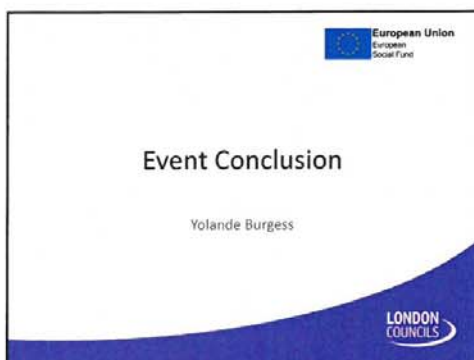












## Summary of Discussion

After the first session, at which delegates heard about young people's successes directly from the young people who had been helped by Outreach providers, discussion was centred on the "learner journey".

Delegates were organised into table discussions based on the four sub-regional contract areas (north and east London split into two table discussions due to the number of delegates from that area). Discussion focused on two questions:

- Describe the journey participants make from being NEET to securing education, training or employment outcomes in the sub-region
- On their journey, young people have to move through different strands of the programme and different providers. How well is this movement managed?

Based on this discussion, tables were asked to feedback on the main issues that need to be addressed.

Common to most discussions were: knowledge of 'the offer'; communication; understanding the area; understanding the individual; data sharing.

**Knowledge of 'the offer':** Delegates welcomed the production of a comprehensive ESF London Youth Prospectus that showed what each provider offered and included contact details of all delivery partners. The event heard that the first quarterly update was imminent and that the Prospectus would be housed on a website so that a link can be shared. The Prospectus could be supplemented by a one page grid that summarised the eligibility for each strand and this would have to be confirmed with the Skills Funding Agency.

**Communication:** The regional network that prime contractors have established and maintain provided an excellent opportunity for key staff to get to know each other better and understand the critical priorities for each strand. Likewise, sub-regional networks that involved delivery partners and local authorities ensured that staff responsible for referrals and interstrand transition maintained contact. Sound professional relationships, focused always on securing sustained outcomes for young people, are key to the success of the Programme as a whole and each provider delivering it. Both providers and local authorities were keen to improve local communication between front-line staff to clarify expectations and confirm the quality of each strand of the Programme. This is important so that each partner can be confident in the ability of other providers to take participants through different phases of their journey.

**Understand the area:** London is a complex patchwork of neighbourhoods, each with its own distinctive character – and reputation. Providers are sensitive to the perceived barriers that some young people face in crossing some localities. Unfortunately, providers have ample experience of parents reinforcing some of these prejudices. Where relevant, providers are also developing techniques for working with schools in their area and improving their perception of the Programme.

**Understand the individual:** Each young person's 'journey' is different. It was pointed out in discussions that the Programme allowed young people to move through different strands as their needs require. This is not a linear process and at each stage providers are vigilant, looking out for those young people who are not settled in their new location (whether a provider operating within the Programme, another education / training destination or employment).

**Data sharing:** This applied in two senses. First, recruitment onto the Programme was more effective in boroughs where local authorities shared with providers details about young people who were NEET or whose status was not known. London Councils will be providing further guidance to local authorities about this aspect of sharing data. Secondly, providers were reaching agreements among themselves about

sharing data about participants so that their movement between strands could be streamlined and duplication reduced. Further support from the Skills Funding Agency was needed to ensure that sharing information of this nature met audit criteria.

Additional points arising from the table discussions were:

- Providers would welcome more information about what is available from the Careers Advice strand and how this differed from the Careers Cluster strand.
- Some young people were ready to move into other education or training destinations or to employment, but would need continued support to sustain these progressions.
- Some tools and techniques applied in one strand could help in others; for example, Resilience Compass (used by Prospects in the Outreach strand) can be used in other strands to measure distance travelled and Youth Talent providers can help other providers with the evidence needed to claim outcomes (progressions and sustainments).
- The role of the 'key worker', who establishes rapport with young people, secures their trust and ensures that they join the Programme is critically important.
- Colocation of related strands worked well in securing the transition of young people as this enabled each young person to be familiar with the staff of different providers. Where colocation was a feature of local delivery, providers mentioned that it was easier for providers to gain the trust of young people and that young people were more confident that the Programme was operating seamlessly.
- Delegates welcomed the focus on case studies and wished to see more generated in the future.

## Actions

- The next update of the provider-led "ESF London Youth Prospectus" will be available soon and a link can be circulated widely and included in the London Economic Action Partnership and London Councils webpages
- Consider summarising eligibility criteria for each strand onto a single page, so that front-line staff can refer participants more readily onto the most appropriate strand.
- Local / sub-regional networking by primes, delivery partners and local authorities should be encouraged as this improves communications and knowledge of the programme so that staff making referrals can be more confident in their expectations
- London Councils will provide more information to local authorities on sharing data about young people who are NEET or not known to providers
- London Councils and the Skills Funding Agency should encourage providers to identify case studies and then disseminate them widely.

## Feedback

After the event, attendees will be asked to complete a survey that explores their reasons for attending the event, what they thought about it, how to improve future events and what they thought about the London ESF Youth Programme as a whole. There were 19 responses, 26% of those attending.

The survey showed that delegates valued the event as an opportunity to network, to share knowledge and experiences, to hear the speakers and to influence ways of working. One delegate judged the event overall as fair, whereas the other responses were either good or excellent. At the event, some delegates said that they wanted to move to six-monthly events, but the survey showed that there was a majority in favour of termly events.

Other issues identified by individual delegates include:

### Subjects for future discussion

- Provider involvement
- Look at options for colocation
- Progressions, achievement and success stories of cross partnership
- More practical advice
- Targeted strands and preventative NEET
- More case studies
- More about the GLA and ESFA and what they are doing
- More up-to-date information and more extensive information about who's delivering what in the London ESF Youth Programme
- Referrals between strands
- Improve communications between providers

### Factors that may improve future events

- Hold event later in the day if more young people are attending
- Consider holding events on days other than Friday, as Fridays are generally not good days for Muslim people to attend events.
- Lunch did not offer sufficient choice for vegetarians and halal meat would have been welcomed
- GLA vision and ESFA do not appear to be aligned
- More guest speakers
- Bookings were taken from over 100 people for this event, but only 73 attended. The event was held in Westminster, the scene of a terrorist incident the previous day and this could have deterred some potential attendees.