



ESF Youth Programme Support

**Report of Programme Information Exchange event
on 2 December 2016**

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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 whole-day 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 first Information Exchange event took place on 2 December 2016 from 10.00 to 1600 at Kings Place, 90 York Way, London N1 9AG.

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:

Peter O'Brien

Regional Commissioning Manager (Young People's Education and Skills)

London Councils

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London

SE1 0AL

Tel: 020 7934 9743

Email: peter.obrien@londoncouncils.gov.uk

Attendees

Provider Information Exchange - 2 December 2016

Farah	Ahmed	Project Lead	Harrow/Links2work
Peter	Algacs	Engagement Learning and Progression Team Leader	London Borough of Hackney
Danielle	Alberti	Senior Business Manager	Reed in Partnership
Michail	Amran	Progressions Coordinator	Croydon - Street League
Christie	Anayiotou	ESF Project Leader	Barnet & Southgate College
Kizito	Anyanwu	Head of Youth Employment	City and Islington College - Islington
Riona	Apio-Matanda	Operations Manager	Central and South/Reed in Partnership
Charlotte	Barnett	Project officer	London Borough of Brent
Kelly	Beadie	ESF Compliance and Performance Adviser	Skills Funding Agency
Michael	Begley	Provision Manager	DWP/JCP (West London)
Ameel	Beshoori	Supply Chain Performance Manager	Islington, Prevista
Angela	Browne	Project Manager	South Thames College/ Wandsworth Careers Cluster
Allison	Bunker	Post 16 Commissioning Manager	London Borough of Barking & Dagenham
Yolande	Burgess	Strategy Director	London Councils
Jamilah	Burke	ESF Management and Delivery Adviser	Skills Funding Agency
Rita	Chiracop	Senior Programme Manager - ESF	Greater London Authority
Debi	Christie	16-25 Commissioning Manager (SEND)	London Borough of Bromley
Christopher	Christofides	Senior Adviser Secondary and Special Schools	London Borough of Redbridge
Andrea	Clarke	ESF Compliance and Performance Adviser	Skills Funding Agency
Graham	Clarke	Development Director	Skills Training UK
Zoreena	Daniels	Post 16 Support Office	London Borough of Barnet
Arthur	Deller	Learner and Progressions Advisor	First Rung
Johanna	Dench	14-19 Manager	London Borough of Bexley
Judith	Denyer	Operations Director	Prospects
Samantha	Dodd	Senior Programme Manager	Inspirei
Teresa	Egan	Director Employability and Employer Engagement	City and Islington College - Islington
Tim	Eyers	14-19 Adviser (Tri-borough)	Royal Borough of Kensington & Chelsea
Darren	Fernandes	ESF Compliance Advisor	Skills Funding Agency
Amanda	Francis	Director	Rinova Ltd
Louise	Franklin	Project Manager	Hackney Community College/View Training
Drew	Gallon	Senior Programme Manager	Greater London Authority
Angela	George	Programme Coordinator	Redwood Skills
Foyshal	Ghazl	Senior Business Manager	Urban Futures
Alex	Godbold	Projects Officer, Education and Youth	Greater London Authority
Davina	Gray	Strategic Partnership Manager	Hackney Community College/View Training
Steven	Greenwood	European Programmes Manager - ESF	Greater London Authority
Steve	Grocott	Service Manager Careers	London Borough of Tower Hamlets
Schneil	Hanson	Quality Monitoring	Pathway Group
Benjamin	Harding	Operations Manager	Croydon - Street League
Dianne	Hardy	Specialists Projects Leader	Barnet & Southgate College
Derek	Harvey	Group Partnership Manager	DWP
Miriam	Hatter	Youth Support Service Manager	London Borough of Camden
Dean	Heath	Head of Audit and Compliance	Urban Futures
Nanette	Higgins	External programmes Manager	Prospects - Pan London
Dean	Howard	Project Manager - Apprenticeship Programme	Family Mosaic
Shah	Islam	Service Manager	London Borough of Newham
Andy	Johnson	Progression & Pathways Manager	London Borough of Enfield
Salman	Khan	Director	KBM Group
Chang	Lau	Operations Manager	NNE/Reed in Partnership
Lorraine	Lawson	Brokerage Manager	London Borough of Camden
Mathijs	Leenhouts	Senior Employment and Skills Officer	Tottenham Hotspur Foundation
Linda	Leigh	Careers Service Manager	London Borough of Waltham Forest
Paul	Lenaghan	Targeted Youth Support Assistant Team Manager	The Quad Youth Centre Sutton
Ann-Marie	Liddiard	Director	Quay Futures Limited - Hackney
Iain	Lockhart	Senior Operations Manager	Skills Training UK
Lindsey	MacDonald	Managing Director	Street League
Ann	Mason	14-19 Manager	Achieving for Children (RB of Kingston and LB of Richmond)
Simon	Mabin	Project Manager - Apprenticeship Programme	Family Mosaic
Iona	McArdle	Employment Strategy and Programmes Manager	London Borough of Waltham Forest
Allison	McFarlane	Employment Coach - Apprenticeship Programme	Family Mosaic
John	McIntosh	ESF Management and Delivery Adviser	Skills Funding Agency
Varsha	Mistry-Hand	Young Peoples Education & Skills Manager	London Borough of Havering
Julie	Naldrett	Consultant	South Thames College
Helena	Nguyen Van	ESF Project Manager	South Thames College
Peter	O'Brien	Regional Commissioning Manager - YPES	London Councils
Tara	Oliver	LEP Manager	Skills Funding Agency
Linda	Owusu	RPA Implementation Officer	London Borough of Wandsworth
Robert	Pope	Senior Development Manager	15Billion
Julie	Ralphs	Post-16 Education, Skills and Commissioning Adviser	London Borough of Croydon
Kay	Razaq	Head of Employability & Skills	Twin Group
Kim	Rihal	Assistant Virtual School Head	Royal Borough of Kensington and Chelsea
David	Saffrey	Compliance and Performance Adviser	Skills Funding Agency
Sukh	Sahans	Targeted Connexions Personal Adviser	London Borough of Ealing
Ruth	Smith	14-19 School Improvement Consultant	London Borough of Lambeth
Pravin	Sodha	Partnership Manager for Brent	Department of Work and Pensions
Mick	Speke	Senior Manager ESF Management and Delivery	Skills Funding Agency
Erik	Stein	Group Manager: Integrated Youth Services	London Borough of Barking & Dagenham
Giles	Strachan	Partnership Manager	Uxbridge College
Kiraz	Tas	Social & Randal Inclusion - Apprenticeship Programme	Family Mosaic
Noel	Tierney	14-19 Participation Development Officer	London Borough of Wandsworth
Jeremy	Towns	Head of Operations	Ealing/Dhunay Corporation LTD
Catherine	Verrinder	Team Leader	London Borough of Southwark
Anna-Maria	Volpicelli	Administrator	London Councils
Alex	Walker	Senior Project Manager	Rinova Ltd
Belinda	White	Partnership Manager	Seetec
Sarah	Wilkins	Senior Programme Manager	Greater London Authority
Juliet	Williams	ESF Project Co-ordinator	London Borough of Lambeth



European Union
European
Social Fund



Supporting the London ESF Youth Programme – Programme Information Exchange

Friday 2 December 2016 10:00 am

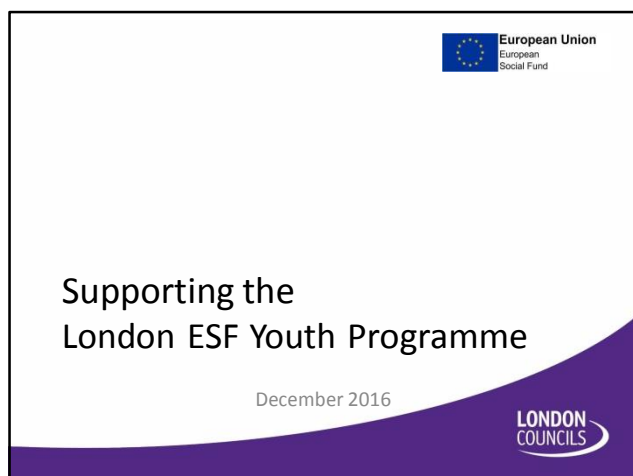
Location: Kings Place, 90 York Way, London, N1 9AG
Contact Officer: Peter O'Brien
Telephone: 020 7934 9743 **Email:** peter.obrien@londoncouncils.gov.uk

Registration and refreshments available from 9:30 am

Agenda

1. Welcome and introductions
2. Overview of the London ESF Youth Programme London Councils
3. Programme overview Skills Funding Agency
4. Overview of Programme strands Providers
 - Outreach
 - Careers Guidance
 - Youth Talent
5. Table discussions followed by plenary
6. Networking lunch
7. Overview of sub-regions London Councils
8. Table discussions about cluster arrangements
 - Plenary from table discussions
9. Opportunities for further networking
10. Event close 1600

Presentations and Handouts



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Supporting the London ESF Youth Programme

December 2016

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Welcome

Yolande Burgess

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Programme for the day

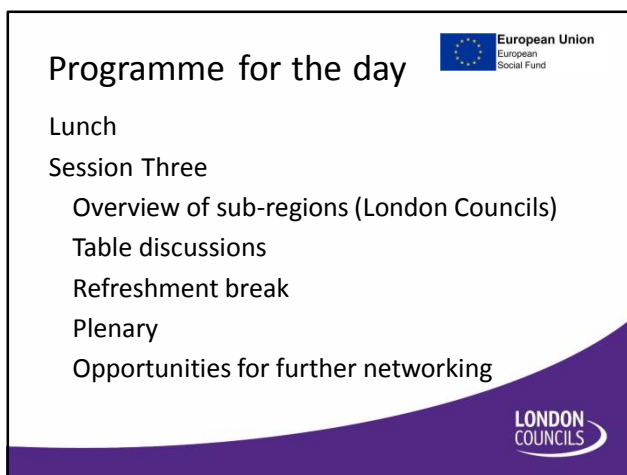
Session One

- Overview of the London ESF Youth Programme and this project (London Councils)
- Programme Overview (Skills Funding Agency)
- Overview of Programme Strands
- Refreshment break

Session Two

- Table discussions and plenary

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Programme for the day

Lunch

Session Three

- Overview of sub-regions (London Councils)
- Table discussions
- Refreshment break
- Plenary
- Opportunities for further networking

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Overview of the London ESF Youth Programme and this support project

Peter O'Brien

Aims of the Programme

The London ESF Youth programme aims to address the needs of young people who are not in education, employment or training (NEET) – or 'at risk' of becoming NEET – and secure their sustained participation in appropriate education, training or employment (ETE).

Design Principles

There is ONE London ESF Youth Programme!

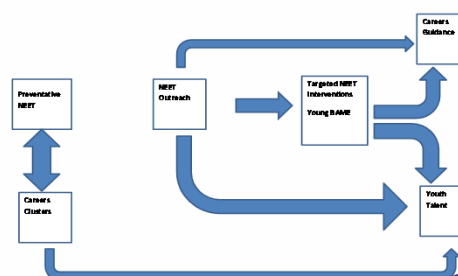
The Programme comprises a series of inter-related "strands"

The diverse needs of young people are best met by specialist services delivered by specialist organisations

Specialist services require clearly defined payment and outcomes

Each young person is unique!

Linking The Strands



Completing the picture



There are also 'parallel' running ESF youth projects co-funded by the GLA or Big Lottery Fund

There are also 'complementary' activities in the Adult Programmes

...not forgetting "mainstream" education and training provision and employment support initiatives available through DWP (and other Departments)



Meeting needs



Points of entry (referral)

Points of transition

On-going support to sustainment

Celebrating success!



Expectations



The Programme puts young people first

Providers responsible for each strand have to work together

Strand activities – and the Programme as a whole – depend on partnership working within supply-chains, partnership working among providers and partnership working with other stakeholders



Partnerships that deliver



Partnerships that deliver starts Partnerships that deliver progressions Partnerships that support and sustain young people's progression outcomes



Learning from the past



The London ESF Youth Programme was conceived in 2013 with input from providers of the earlier Programme and local authorities

It was developed in 2014 through Task & Finish Groups of providers, employers and stakeholders
It was refined in 2015 leading to the definition of outputs and payments

It was born in 2016 – and continues to grow in strength



Learning and Improving



Providers consistently said that they valued opportunities to come together and

Identify and resolve problems early

Share good ideas and effective practice

Stakeholders – including local authorities – said that they welcomed opportunities to work with providers in the interests of young people



Supporting the London ESF Youth Programme



- Information Exchange events that bring providers together
- Stakeholders bring their perspective
- NOT about performance management or contracting decisions
- Project Advisory Group



What do we want to achieve?



Aims of the Programme

The London ESF Youth programme aims to address the needs of young people who are not in education, employment or training (NEET) – or 'at risk' of becoming NEET – and secure their sustained participation in appropriate education, training or employment (ETE).

The Programme will only meet its objectives through partnership
Identify and share what's working well
Celebrate success through case studies





Programme Overview

Tara Oliver
Skills Funding Agency




Overview of Programme Strands

- Outreach
(Reed In Partnership and Prospects)
- Careers Guidance
(SEETEC)
- Youth Talent
(Skills Training UK and SEETEC)




Outreach- Reed-In-Partnership

Fiona Apio-Matanda




NEET Outreach

Co-financed by





This programme is co-financed by the European Social Fund

What is being delivered?



- North East London
- 11 Supply Chain Partners
- Thorough initial assessment
- Regular reviews, mentoring and coaching support
- Referrals to other provision
- Support into apprenticeships, traineeships, education or work
- Ongoing support post-progression



Partnerships



- Inter-strand referrals
 - Meetings with other NEET strand leads
 - Shared Partner names and contact details
 - Partner forum event (January)
 - Weekly newsletter
 - Referral-tracking
- Local Authorities
 - Met with all Local Authorities
 - Facilitated meetings between Local Authorities and Partners



What is and isn't working?



- Good engagement with young people
- 40% of learners into progressions
- Strong partnerships
- ID/evidencing
- Delayed start



Involving young people



- Focus groups
- Quarterly Evaluation of Service
- Training feedback
- Comments boxes



Careers Guidance - Collaboration

OTHER PROVIDERS

- Primes
- Sub-Contractors

LOCAL AUTHORITIES

- NEET Teams & NEET Panels
- YOT
- LAC

OTHER PARTNER ORGANISATIONS

- Housing Associations and Providers
- Probation Services
- Met Police
- Specialist Support Services & Charities
- Sports Clubs
- Youth Clubs
- Colleges & Sixth Forms

Partnerships formed & supported through a range of; monthly newsletters, opportunity updates, team meeting briefings, quarterly reviews, monthly reporting of interactions & progressions of those referred, bespoke activities to suite local need, inter-strand referral form, printed & e-literature, dedicated referral email & telephone number & a dedicated Partnership Manager.

Careers Guidance – What is working and not



WORKING WELL

- Own Outreach
- Showcases – themed to Opportunities or Local Need
- Jobs Fairs to increase referral numbers
- Marketing
- Collaborations
- Labour Market Information driving shape of delivery
- Quality of delivery
- Specialist Supply Chain Partners

NOT SO WELL

- Inter-strand referrals
- Patchy referrals from Borough Councils
- Data Sharing

Careers Guidance - Involvement of young people in design

Consultation through:

- Implementation Team evaluated feedback from wider SEETEC Youth Skills Programmes
- Feedback from Customer Satisfaction
- Youth Councils
- Youth Board Launch January 2017

Youth Talent (Central)

Belinda White - Seetec

University
Skills Funding
Agency

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Youth Talent – What is being delivered



This service links young people, who are 'job ready' in to an employment, apprenticeship or traineeship opportunity.

A Youth Talent Consultant discusses their skills and goals and adds them to a 'talent pool' to match them to a wide range of live opportunities.

Participants receive training and support in job skills such as interview techniques and applications to help them to secure the matched opportunities. They receive feedback if they are not successful and are put forward for other opportunities and supported until an outcome is achieved.

Employer engagement through Organisational Needs Analysis (ONA). Generating opportunities; vacancies, apprenticeships, traineeships, internships and work placements.

Work placement opportunities offered by an employer lasting a minimum of 1 week or paid internships, accessed through Careers Clusters.



MYCAREER

Youth Talent- Collaboration

OTHER PROVIDERS

- Primes
- Sub-Contractors

LOCAL AUTHORITIES

- NEET Teams
- YOT
- LAC

OTHER PARTNER ORGANISATIONS

- Employers
- Employer Groups
- Careers Clusters
- Education Providers
- Housing Associations & Providers
- JCP
- Specialist Support Services & Charities
- Youth Clubs & Sports Clubs

Partnerships supported through a range of; monthly newsletters, opportunity updates, team meeting briefings, quarterly reviews, monthly reporting of interactions & progressions of those referred, bespoke activities to suite local need, inter-strand referral form, printed & e-literature, dedicated referral email & telephone number & a dedicated Partnership Manager.



MYCAREER

Youth Talent – What is working and not

WORKING WELL

- Generation of vacancies, apprenticeships and traineeships
- Work experience placements
- Own Outreach
- Showcases
- Jobs Fairs
- Collaborations
- Partnerships with JCP
- Local community hubs feeding into the YT model
- Marketing targeted to NEETs group
- Careers Clusters direct communication and referrals

NOT SO WELL

- Paid internships
- London Ambitions portal
- Inter-strand referrals



MYCAREER

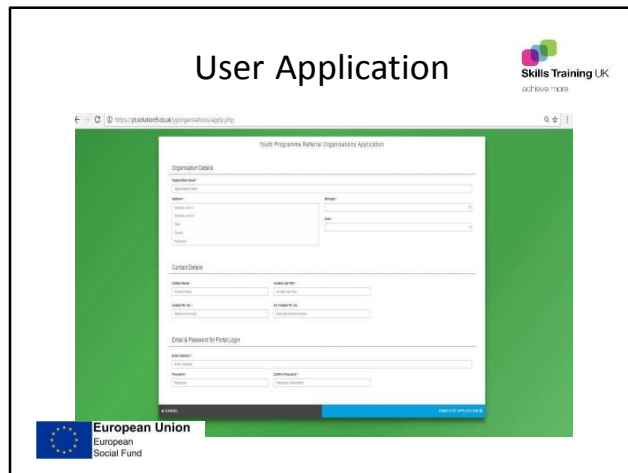
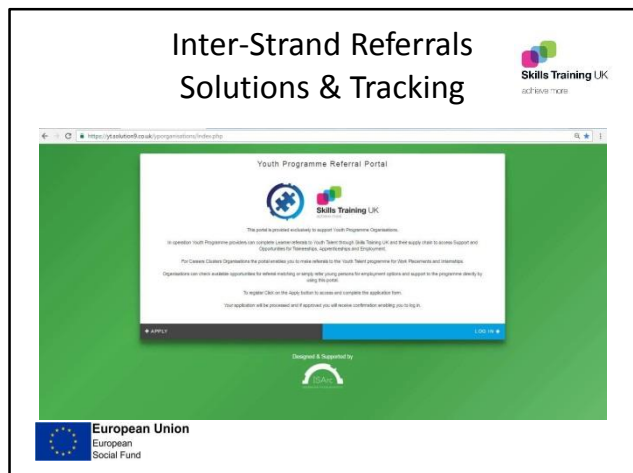
Youth Talent - Involvement of young people in design

Involvement in design through:

- Youth Councils
- Participants feedback
- MyCareer Story
- Youth Board Launch January 2017



MYCAREER



Referral List



https://ytp.kidulistiwa.ac.id/signatures

https://referensi.kidulistiwa.ac.id

Youth Talent Portal Features Signatures Account

Dashboard Recruitment Jobs Reports

Job Name	Last Name	Registration No.	Status	Gender	Employment Condition	CV Status
Bak	Dipak	201101010	Open	Male	DUMMY ACCOUNT	No CV
gda	wadh	201101010	Open	Male	DUMMY ACCOUNT	No CV
Bak	Dipak	201101010	Open	Male	DUMMY ACCOUNT	No CV



Opportunities
added since last access

[illegible]

Opportunities List & Filters



https://gcloudford.com/organizationalstructure/organizational.php

Tools | Search | Home | Reports | Accounts

Tools | Search | Home | Reports | Accounts

Organizational chart and summary statistics

Setting up your GED Links

Referrals to Site

Referrals by Percentage

Referrals by Specializing Agency

Type	Area	Strategy	Position	Starting Date	Ending Date	Site Location	Link #1	Agency Name	Phone #1
Agency/Referral	North and East London		Business Admin Apprentice	2016-01-01	2016-01-31			Watson Tower College	011-232-1100
Agency/Referral	North and East London		Health & Social Care Apprentice	2016-01-01	2016-01-31			Watson Tower College	011-232-1100
Agency/Referral	North and East London		Health Care Administration	2016-01-01	2016-01-31	100		Watson Tower College	011-232-1100
Agency/Referral	North and East London		Design Degree	2016-01-01	2016-01-31	100		Edi Skills	011-232-1100
Agency/Referral	North and East London		Library Staff	2016-01-01	2016-01-31	100, 101		Edi Skills	011-232-1100
Agency/Referral	North and East London		Administration	2016-01-01	2016-01-31	100, 101, 102		Edi Skills	011-232-1100
Agency/Referral	North and East London		Administration	2016-01-01	2016-01-31	100, 101		Edi Skills	011-232-1100
Agency/Referral	North and East London		Social Work/Training	2016-01-01	2016-01-31	100, 101		Edi Skills	011-232-1100
Agency/Referral	North and East London		Administration	2016-01-01	2016-01-31	100, 101		Edi Skills	011-232-1100
Agency/Referral	North and East London		Administration	2016-01-01	2016-01-31	100		1484 Training	011-232-1100
Agency/Referral	North and East London		Business Admin	2016-01-01	2016-01-31	100		1484 Training	011-232-1100
Agency/Referral	North and East London		Marketing Apprentice	2016-01-01	2016-01-31	100		1484 Training	011-232-1100
Agency/Referral	North and East London		Accounting Apprentice	2016-01-01	2016-01-31	100		1484 Training	011-232-1100
Agency/Referral	North and East London		The Apprentice	2016-01-01	2016-01-31	100		1484 Training	011-232-1100
Agency/Referral	North and East London		Office Admin Apprentice	2016-01-01	2016-01-31	100		1484 Training	011-232-1100
Agency/Referral	North and East London		Office Admin Apprentice	2016-01-01	2016-01-31	100		1484 Training	011-232-1100
Agency/Referral	North and East London		Office Admin Apprentice	2016-01-01	2016-01-31	100		1484 Training	011-232-1100



Opportunity Summary for referral





[illegible]

ULN Check

[illegible]

Inter-Strand Referral



  			
<p align="center">Inter-Strand Referral Form for Progression to Youth Saver Programme</p>			
Organisation Name 27 Jln 1 West		Reference No (Blank)	
Signature Name Mr		Signature (Blank)	
Job Title (Blank)		Gender (Blank)	
Telephone 9739 19622		Email anurag@interstrands.com	
Assignment Details			
Current Centre To 22307462		Previous Centre (Blank)	
First Name (Blank)		Family Name (Blank)	
DOB (Blank)		Nationality (Blank)	
Email (Blank)		Telephone Number (Blank)	
Address Address Line 1 Address Line 2 Town Country		Post Code (Blank)	
Current Date (Blank)		Previous (Blank)	
Discussions (Specify what was done for inter-strand visit)			
<input type="checkbox"/> Current Discussion <input type="checkbox"/> Discussed Related Issues <input type="checkbox"/> Other		<input type="checkbox"/> Discussed out of Programme Meeting <input type="checkbox"/> Reference Young Person <input type="checkbox"/> Current Referral Date (Date) (Date) (Date)	



Referred List
Your tracking solution



The screenshot shows the Yoti Portal (PDS) interface. At the top, there is a navigation bar with the following tabs: Home, Users, Transactions, Account, and a red 'Logout' button. Below the navigation bar, there is a table with the following columns: ID, Name, Last Name, Username, Password, Password Complexity, and IT Status. The table contains three rows of data:

ID	Name	Last Name	Username	Password	Password Complexity	IT Status
1001	Joe	20101010	JOE@YOTI			
999	John	20101010	JOHN@YOTI			
888	John	20101010	JOHN@YOTI			



Provider Prospectus and Inter-strand referral process

Nanette Higgins
Prospects



Table Discussions



With which other organisations do providers need to collaborate?
 How effective is collaboration to date?
 (What's working well and where are there problems)
 What could work better for young people?



Plenary

Feedback from Table Discussions



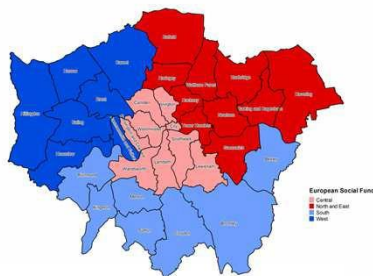
Lunch



Afternoon Session



Sub-Regions



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Why sub-regions?

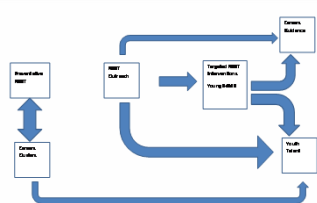
Demand: a critical mass and The Dark Art of forecasting (cash follows demand)

Localism: ability to target areas of greatest need

Economy: procurement burden and operability of contracts

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Sub-regional working



Single Programme,
specialist strands
Meeting young
people's needs
Transition points
Effective dialogue
between providers
and partners

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Sub-regional working

Challenges of collaboration

Dividends of collaboration in the interests of young people

Benefits of collaboration to providers and partners

BUT
(there's always a "but"...))

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Expectations



1. Meeting the needs of young people
 - Avoid the “revolving door”
 - End the “professional re-engager”
 - Focus on progression into sustained positive destinations
 - Involve young people in the design of individual programmes of support



Expectations



2. Productive partnerships
 - The Programme relies on managed and supported transitions
 - It depends on building the confidence and trust of young people
 - Targets are met by working together...
...providers, local authorities and central government!



Expectations



3. Effective communications
 - Professionalism of partners: trust
 - Sub-regional and local variability
 - Sharing knowledge minimises uncertainty




Table discussions




- How well do partners communicate at a cluster level? At a borough level?
- Collectively, how do partners within the cluster ensure the needs of young people are met?
- How are relationships with Jobcentre Plus?
- How does the cluster contribute to London-wide priorities?





Plenary

Yolande Burgess





Next Steps



Close



Opportunities for further networking



Prevista Delivery SFA ESF 2016-18

SFA ESF Preventative contract – Prevista deliver this across all 4 FEAs: North & East, South, Central & West London

Prevista and our Partnership work with young people (15-18) in learning who are at risk of becoming NEET and support them into a sustained place in education, employment or training. This is done through a tailored programme that complements their learning. We work with young people currently in learning and shall have been identified as being at risk of becoming NEET, either by their learning institution or their home local authority.

We provide opportunities for individual/group upskill activities which complement existing programmes and meet participants' needs. Opportunities include options with a focus on behavioural, personal and inter-personal skills. Activities include:

- ☐ taster courses
- ☐ employability activities
- ☐ work experience
- ☐ motivational sessions
- ☐ life/core transferable skills
- ☐ confidence and self-esteem
- ☐ aspiration building, career planning, coaching
- ☐ provider visits etc.

All young people receive mentoring support throughout the duration of their participation in the Services and for 13 weeks after they secure a positive destination. During this sustainment period, there is ongoing 1:1 caseworker and/or mentoring relationship with the young person, with the continuation of other specialist support services as appropriate.

Prevista and delivery partner roles and responsibilities

As lead contractor Prevista is responsible for:

- Relationship with the funder
- Marketing, events and collection and dissemination of case studies
- Quality, auditing and performance management of the supply chain
- Verifying and submitting claims
- Capacity building the supply chain

Delivery partners are responsible for:

- Maintaining relationships with educational institutions
- Generating referrals
- One to one wraparound support for young people 15-18

Delivery partners are paid against the following outputs:

- Learner Assessment and Plan
- Start uplift for Premium groups
- Achievement of learners programme goal
- Achievement uplift for Premium groups

- Participants retained in EET for 3 months after achievement of planned goal
- Uplift for retentions in EET for premium groups at 3 months

SFA ESF Targeted 16–18 – Prevista delivery this contract across South & Central London

The aim of the services & activities for this contract is to reduce the number of participants who are not in employment, education or training (NEET) and therefore are likely to suffer from reduced opportunities, low incomes and unemployment at a later stage of their lives.

Prevista and our Partnership will achieve this aim by providing support to young people aged 16-18 who are NEET, and whose background suggests they require additional or re-engagement support, into sustained education, training or employment (EET), or other Raising the Participation Age (RPA) compliant destinations including volunteering with training.

We provide the following activities to participants depending on the career goals and specialist support needs identified as part of the initial assessment:

- Employer led training, short courses and skills packages, for example Construction Skills Certification Scheme (CSCS), first aid, food hygiene, manual handling, customer service, or units towards qualifications
- Signposting and wrap-around support to access literacy, numeracy and English for Speakers of Other Languages (ESOL) or other relevant key-skills training
- Managing drug and alcohol issues
- Managing mental health issues (including cognitive based therapy)
- Finding suitable accommodation
- Independent or supportive travel training for young people with Learning Difficulties and Disabilities (LLDD) and those that need more support
- Supported volunteering
- Home visits and work with young people in their homes
- Family support
- Preventative gang membership advice and support
- Access to childcare

Prevista and delivery partner roles and responsibilities

As lead contractor Prevista is responsible for:

- Relationship with the funder
- Marketing, events and collection and dissemination of case studies
- Quality, auditing and performance management of the supply chain
- Verifying and submitting claims
- Capacity building the supply chain

Delivery partners are responsible for:

- Generating referrals
- One to one wraparound support for young people 15-18 incorporating the specialist support needs outlined above

Delivery partners are paid against the following outputs:

- Learner Assessment and Plan
- Case workers quarterly review at month three on programme and six on programme intervention or after progression
- Progression Paid Employment
- Progression Education
- Progression Apprenticeship
- Progression Traineeship

Prospects Delivery NEET Outreach 16 – 24 years (CALM)

FEA Delivery – Central, South, West

Main features of delivery model

- Completion of Progression Plan and activities to support entry into education, employment & training (employability and resilience development).
- Regular Reviews with participant throughout delivery and post entry into progression.
- Resilience Mentoring for the 26 weeks (progression & sustainment retention support)
- Refer into Youth Talent strand (work experience/internships)
- Refer into other Youth Strands as appropriate

Prospects Delivery NEET Targeted 16 – 18 age years (Bounce Back)

FEA Delivery – West, North East (N.E)

Main features of delivery model

- Completion of Individual Learner Plan and activities to support entry into education, employment & training (employability and resilience development).
- Regular Reviews with participant throughout delivery and post entry into progression.
- Resilience Mentoring for the 26 weeks (progression & sustainment retention support)
- Refer into Youth Talent strand (work experience/internships)
- Refer into other Youth Strands as appropriate

All Referral forms should be emailed to esf-admin@prospects.co.uk care off Jamie Manicom

NORTH EAST TARGETED NEET 16 - 18
LB of Barking & Dagenham
LB of Tower Hamlets
LB of Newham
LB of Redbridge
First Rung
Inspire
Cultural Capital
Prospects Direct Delivery

WEST Targeted NEET 16 - 18
LB of Barnet
LB of Ealing
Innov8
P3
LB of Hounslow
Prospects Direct Delivery

WEST NEET OUTREACH 16 – 24 CALM
LB of Barnet
LB of Ealing
Innov8
LB of Hounslow
P3
Barnet & Southgate College
Catalyst
First Rung
Prospects Direct Delivery

CENTRAL NEET OUTREACH 16 – 24 CALM
LB or Camden
Unlocking Potential
Epic
LB of Southwark
Cultural Capital
Westminster Kingsway College
LB of Lambeth
Playback
LB of Wandsworth
Prospects Direct Delivery

SOUTH NEET OUTREACH 16 – 24 CALM
Achieving for Children
NXG
LB Bromley
Sutton District Training
South Thames College
Cultural Capital
The Write Time
Prospects Direct Delivery

REED Delivery

NEET Outreach (16-24 years)

Contract area(s): North East London

Eligibility: NEET, aged 16-24, not in receipt of JSA (other benefit types ok)

Project aim: Many young people who are NEET are unaware of the range of opportunities available to help them continue studying or to enter employment. The purpose of this programme is to identify a range of provision (including but not limited to other NEET strands) and support young people to access this provision.

This project is delivered by 11 supply chain partners, all of which can accept referrals from all 10 North East London boroughs. The specific support available to young people varies across the supply chain (e.g. Gingerbread specialises in supporting single parents), however all providers offer the following as a minimum:

- Initial Assessment and Plan, including basic skills diagnostic
- Regular reviews with an Adviser
- 121 and group training sessions in a range of subjects
- Mentoring and coaching support
- Support into apprenticeships, traineeships, education or employment across multiple sectors
- Referrals to a broad range of mainstream and specialist / targeted provision
- Ongoing telephone and face-to-face support once a young person has progressed

This programme is delivered by:

City Gateway	Katherine Brett	katherine.brett@citygateway.org.uk
DABD	Jacey Rowley	jacey.rowley@dabd.org.uk
First Rung	Beverley Jones-Leka	bjones-leka@firstrung.org.uk
Gingerbread	Lisa Saunders	Lisa.Saunders@gingerbread.org.uk
GLLAB (Royal Greenwich)	Fay Dillon	Fay.Dillon@royalgreenwich.gov.uk
Hackney Community College	Julie Davey	jdavey@hackney.ac.uk
Let Me Play	Amy Lalla	amy@letmeplay.co.uk
NXG Group	Michael Kosmas	michael@nxggroup.co.uk
Springboard	Dee Smith	dees@springboarduk.org.uk
St Giles Trust	Daniel Chapman	Daniel.chapman@stgilestrust.org.uk,
Tottenham Hotspur Foundation	Adam Stapleton	Adam.Stapleton@tottenhamhotspur.com

NEET Learners with Learning Difficulties and Disabilities (LLDD) – 16-24

Contract area(s): North East London

Eligibility: NEET, aged 16-24, self-declared learning difficulty or limiting long-term health problem. (NOT: Work Programme customers, those excluded from school or asylum seekers)

Project aim:

The aim of the programme is to support young people with learning difficulties and/or disabilities (LDD) who are statistically more likely to experience reduced opportunities and low incomes, and may be unaware of the range of opportunities available to help them continue studying or to enter employment.

This programme will identify a range of provision (including but not limited to other NEET strands) and support young people to access this provision. It will identify opportunities for young people including employment, apprenticeships, further education or traineeships, and support them to sustain for at least 6 months.

The programme is delivered by four supply chain partners, all of which work across all 10 North East London boroughs. The specific support available to young people varies across the supply chain, however, all providers offer the following as a minimum:

- Initial Assessment and Plan, including basic skills diagnostic
- Regular reviews with an Adviser
- A full 3-month and 6-month review, whatever stage of the journey the learner has reached
- 121 and group training sessions in a wide range of subjects
- Regulated training in a wide range of subjects including Business Admin, Construction and IT
- Mentoring and coaching support
- Support into apprenticeships, traineeships, education or employment across multiple sectors
- Referrals to a broad range of mainstream and specialist / targeted provision
- Ongoing telephone and face-to-face support once a young person has progressed

This programme is delivered by:

DABD	Jacey Rowley	jacey.rowley@dabd.org.uk
Hackney Community College	Julie Davey	jdavey@hackney.ac.uk
Royal Mencap	Hiba Momen	hiba.momen@mencap.org.uk
Tottenham Hotspur	Adam Stapleton	Adam.Stapleton@tottenhamhotspur.com

CAREERS GUIDANCE – MyCareer Guide

Offer

Independent careers advice for young people aged 16-18 years who live in any of the London Boroughs ensuring they achieve their next step into education, training or employment.

This dynamic service encourages young people to take part in interactive and fun sessions with their dedicated Careers Adviser where they will learn about key industry sectors in London, helping them to achieve and sustain their career aspirations.

Participants benefit from 1-1 sessions with their dedicated Careers Adviser so they develop an individual action plan as well as accessing the group sessions. Their qualified Careers Adviser has access to the latest Labour Market Information and works with them until they achieve a progression.

In-work support is delivered for the first month after participants have started employment, education or training to ensure they are still on track.

Outcomes

- Employment
- Education
- Apprenticeship
- Traineeship

Eligibility

- 16 – 18 years old
- NEET (non-JCP customer)

Geographical Delivery

All London Boroughs

Delivery Partners

- Bromley by Bow Centre – Tower Hamlets
- Global Solution Services – Greenwich, Richmond, Kingston
- NXG – Haringey, Waltham Forest, Merton, Sutton
- The Citizens Trust – Ealing, Harrow & Hillingdon
- New Directions Coaching – Wandsworth, Kensington & Chelsea, Westminster

SEETEC direct delivery in – Barking & Dagenham, Enfield, Hackney, Havering, Newham, Redbridge, Barnet, Brent, Hammersmith & Fulham, Hounslow, Camden, City, Islington, Lambeth, Lewisham, Southwark, Bexley, Bromley & Croydon

Referral route

- E – my.career@seetec.co.uk
- T – 0808 164 2551
- W – mycareerlondon.co.uk

TARGETTED MENTAL HEALTH – MyCareer Support

Offer

This intensive support service helps young people who have mental health, drug and alcohol, or substance misuse support needs, or are homeless, sofa-surfing or in temporary accommodation who want to work to access employment, education or training opportunities.

They benefit from a dedicated Career Support Worker who will help them develop an action plan, ensure they achieve accredited learning and provide on-going support to help them achieve their goals.

In-work support is delivered for six months after participants have started employment, education or training to ensure they are still on track.

Outcomes

- Employment
- Education
- Apprenticeship
- Traineeship

Eligibility

- 18 -24 year olds
- NEET
- Mental Health challenges, or
- Drug and Alcohol misuse, or
- Homelessness

Geographical Delivery

North East London

Delivery Partners

- Twist – Tower Hamlets
- Aspire – Greenwich, Haringey & Waltham Forest

SEETEC direct delivery in – Barking & Dagenham, Enfield, Hackney, Havering, Newham & Redbridge

Referral route

- E – my.career@seetec.co.uk
- T – 0808 164 2551
- W – mycareerondon.co.uk

YOUTH TALENT

Offer

This service links young people, who are 'job ready' in to an employment, apprenticeship or traineeship opportunity.

A Youth Talent Consultant discusses their skills and goals and adds them to a 'talent pool' so when a suitable opportunity comes up they can be put forward for it. Participants receive training and support in job skills such as interview techniques, applying for jobs etc. to help them to make successful applications. They get feedback if they are not successful and are put forward for other opportunities and supported until an outcome is achieved.

Outcomes

- Employment
- Apprenticeship
- Traineeship
- Work Experience (through Careers Clusters)
- Paid Internship (through Careers Clusters)

Eligibility

- 16 – 24 years old
- NEET

Geographical Delivery

Central London - Camden, City of London, Islington, Kensington and Chelsea, Lambeth, Lewisham, Southwark, Wandsworth or Westminster.

Delivery Partners

SEETEC direct delivery

Referral route

- E – my.career@seetec.co.uk
- T – 0808 164 2551



Skills Funding
Agency

Inter-strand Strand Referral Form for Progression to Youth Talent Programme



Organisation Name:		Referred from (Strand)	
Referrer Name:		FEA/Borough	
Job Title:		Email	
Telephone:			

Participant Details

Unique Learner No (ULN):		Resident Borough:	
First Name:		Family/ Surname:	
DOB:	<div style="text-align: center;"> <div style="border-bottom: 1px solid black; width: 20px; display: inline-block;"></div> <div style="display: inline-block; text-align: center; vertical-align: middle;">/</div> <div style="border-bottom: 1px solid black; width: 20px; display: inline-block;"></div> <div style="display: inline-block; text-align: center; vertical-align: middle;">/</div> <div style="border-bottom: 1px solid black; width: 20px; display: inline-block;"></div> </div> <div style="text-align: center; font-size: small;">DD/MM/YY</div>	National Insurance:	
	Age at sign-up <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div>		
Email:		Telephone Number:	
Address			
		Post Code:	

Participants Identified need and reason for initial Strand support:

- | | |
|---|---|
| <input type="checkbox"/> Migrant Young Person
<input type="checkbox"/> Homeless young person
(including those in temporary accommodation)
<input type="checkbox"/> Mental Health difficulties
<input type="checkbox"/> Young Carers
<input type="checkbox"/> Young BAME
<input type="checkbox"/> Careers Guidance | <input type="checkbox"/> Looked After Child / Care Leaver
<input type="checkbox"/> Traveller (including Gypsy Roma)
<input type="checkbox"/> Drug / Alcohol abuse issues
<input type="checkbox"/> Teenage Parent/Parent to be (please delete as required)
<input type="checkbox"/> LDD
<input type="checkbox"/> Dropped out of Preventative NEET |
|---|---|

Residency Status

I have determined that the participant is ordinarily resident in the UK/EU. Please identify the evidence you have seen to verify this and the detail of the evidence as below.

Evidence	Information Required	Information taken from Document		
Birth Certificate	Place of Birth			
	Certificate Number			
Valid UK/EU Passport or ID Card	Nationality			
	Passport Number/ID Card Number			
Indefinite Leave to Remain Visa	Permit Number			
	(Certified copy held by referer)	YES	NO	Delete as appropriate

Support being offered by current Strand
<ul style="list-style-type: none"> • What support has been provided to date?
<ul style="list-style-type: none"> • What regulated learning has been achieved?
<ul style="list-style-type: none"> • What non-regulated learning has been achieved?
<ul style="list-style-type: none"> • How many Guided Learning Hours has the learner received to date?

Reason for referral onto Youth Talent -
<p>What Youth Talent progression(s) is the learner interested in (please delete as appropriate):</p> <ul style="list-style-type: none"> • Traineeship YES/NO • Apprenticeship YES/NO • Job/Employment YES/NO <p>Which London Borough(s) would the Learner be happy to travel to for the selected option(s) above?</p> <p>What type of work is the learner interested in?</p> <p>What are the learners known skills?</p>

Participant Declaration
<p>I confirm that the information on this form can be shared with the ESF Strand provider to help me fulfil my future goals.</p> <p>Participant Signature: Date: ____/____/____ DD/MM/YY</p> <p>Print Name:</p>
Provider Declaration
<p>Provider Signature: Date: ____/____/____ DD/MM/YY</p> <p>Print Name:</p>

- This form is to be completed in full, signed and dated.
- The signature of the Learner and the Providers representative must be completed before the form can be processed by Youth Talent.
- The fully completed form, duly signed and dated by both parties must be encrypted and then sent by email to ytstrand@skillstraining.co.uk.
- The Youth Talent Provider will then contact the Learner to complete an assessment for the desired role and support needs.



Skills Funding
Agency

Youth Programme Inter Strand Referral Form

Current Strand	Referring to Strand

REFERRING STRAND DETAILS		Date of referral	
Organisation name		FEA/Borough	
Referrer Name		Job Title	
Telephone no.		Email	
Address			

STRAND REFERRING TO			
Organisation name		FEA/Borough	
Detail the support you feel the participant requires from the Strand you are referring in to:			

PARTICIPANT DETAILS		Age at referral	
Forename		Surname	
DOB		Preferred way to be contacted	
ULN		Telephone Number	
Email		Resident Borough	
Address			
ST01 start date		Participant is aware and has agreed to this referral by signing yes in ST01	Yes / No
Date of estimated last Learning Aim completion		Confirm if participant receiving JSA/Universal credit or another working age benefit	Yes/No

SUPPORT ALREADY DELIVERED OR PLANNED BY REFERRING STRAND

(How long have you been providing this participant with support, the type of support agreed with participant and current work being undertaken to enter EET)

PROGRESSION AND SUSTAINMENT SUPPORT

(Have progression opportunities been identified, any applications been submitted or interviews arranged - please give detail)

Does the referring Strand have progression and sustainment deliverables?

(If yes please confirm length of sustainment and evidence requirements)

As the referring organisation please confirm that where you obtain the evidence of progression and sustainment that you will pass this to all Strands working with participant

Yes / No

Summary of Discussion

It was reported that approximately 5,400 learners had been engaged, of whom 732 had completed and 513 progressed (it was too early for sustainments). In addition, there had been 278 careers cluster engagements (involving 3000+ employers).

There was great interest in the portal that Skills Training UK is developing to increase Inter-strand referrals. A number of other possible resources to assist providers were mentioned. Providers were asked to send details to peter.obrien@londoncouncils.gov.uk so that links could be added to the project webpage.

In the light of early experiences of delivery, the SFA could look again at the evidence required to support claims for engagement and planning. This is because many providers relayed feedback from young people to the effect that they found the initial stages of their journey to be repetitious and they were asked to provide the same information to different providers. In particular, some young people were being engaged by more than one caseworker from different providers. It was mentioned that providers would only start trusting the reliability of each other's processes and paperwork once they were confident in their quality.

Better communications were reported in areas where local networks had been established. For example, the West London Alliance had convened meetings of local authority officers and providers (Prime providers and sub-contractors) and this was identified as contributing to successful delivery in the sub-region. However, some delegates felt that networking needed to go beyond managers and allow occasional opportunities for caseworkers and other front-line staff to get to know each other better and to decide how to work better in individual cases.

Delegates to the event welcomed the idea of Prospectus that set out the range of opportunities available to each young person through all the strands of the Programme. The event also thought that the idea of marketing the Programme, rather than individual strands, should be investigated further by providers and discussed with funders. Although the project webpage is a useful asset for sharing information at the moment, a more sophisticated resource may be needed as the Programme grows so that information and case studies / templates of effective materials can be disseminated most effectively.

Actions

- Providers are working together on a 'Prospectus' of opportunities available through the London ESF Youth Programme. Funding bodies and other partners wish to encourage and support this initiative and London Councils will provide a link to the completed prospectus on this project's webpage.
- London Councils will ask Skills Training UK to develop a proposal on marketing the London ESF Youth Programme.
- The Skills Funding Agency will develop a report on the London ESF Youth Programme's strategic performance
- The Skills Funding Agency will review evidence requirements to ensure they support inter-strand referrals
- Providers will be holding separate meetings of prime contractors and will review the scope for common processes and paperwork, which the Skills Funding Agency will assist where possible
- London Councils will support local authorities in establishing sub-regional networks with providers`
-

Feedback

After the event, attendees were 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. The response rate was 17 per cent of those attending the event.

Those responding to the survey said that their main reasons for attending the event were:

- To share knowledge and learn (85 per cent said 'very important', 15 per cent said 'fairly important')
- Networking (77 per cent said 'very important' and 23 per cent said 'fairly important')
- To influence ways of working together (69 per cent said 'very important' and 31 per cent said 'fairly important')
- To hear the speakers (62 per cent said 'very important' and 38 per cent said 'fairly important')

Note: no responses said that any of these aspects of the event were 'not important'. Other reasons for attending were to find a list of sub-contractors, to meet with supply chains of all prime contract holders and to speak out emerging good practice.

Overall, 23 per cent rated the event 'excellent', 77 per cent rated it 'good' and no responses rated it 'fair' or 'poor'. The venue / facilities were rated excellent by 85 per cent, 'good' by 8 per cent and 'fair' by 8 per cent. No responses rated them 'poor'. Booking and pre-event information was rated 'excellent' by 62 per cent and 'good' by 38 per cent.

The main things that people responding to the survey learned on the day:

- Details of providers, sub-contractors delivering the Programme in each borough and forming new contacts
- Understanding the ethos and complexity of the Programme, the importance of working together and that there is a way round all the form-filling
- Confidence that providers committed to the Programme and are capable of sorting things out themselves if they are given the time, space and resources to do so
- The presentations were interesting but the table discussions provided more information about what's happening on the ground.

Most of the responses said that, after the event, they would set up meetings with contacts they had established during the networking sessions and increase / improve the flow of information about the Programme within their council.

For future events, responses suggested:

- That the event should be shorter
- Informal discussions should only focus on one or two issues so that contributions can be better recorded
- Fewer presentations and more workshops
- Invites should go directly to delivery partners and not just to prime providers

Responses suggested that future events could cover:

- The referral process and how well it's working
- Overall statistics on progress in each borough, so that providers and partners can get a picture of what's working well and where additional effort is needed
- More experiences from providers; updates to guidance and material linked to provider services
- Careers clusters.

Responses were also sought about the London ESF Youth Programme as a whole and what's working well and what's not working well. Answer included:

- Providers seem to setting up systems (e.g. the portal) that are making it easier to refer people across strands
- Providers have been focussing on their own contracts, but now links between providers – and with DWP / local authorities – are beginning to be established and are working better now that at the start of delivery
- The Programme is supporting young people to progress into sustained outcomes. Providers and local authorities are committed to supporting young people;
- Quality assurance – or lack of it – is a barrier to building trust between providers' different approaches
- Information about young people could be shared better: to make it easier to recruit and engage young people onto the Programme and to support referrals across strands and enable participants to be traced through the Programme
- Information about the Programme could be shared better with those people responsible for referring young people on to its strands.

