

Status Report

Project Name:	Taith I Waith/New Work Connections	Project Reference:	80160
Senior Responsible Owner (SRO):	Jacqui Walker	Date of last report:	February 2013
Local Authority:	Denbighshire	Date of <u>this</u> report:	May 2013

RED	Major concern not on track and not in control
AMBER	Minor concern not on track but in control
GREEN	No concern on track and in control

Updated Risk Register attached?	YES/NO
Current Number of RED risks:	<i>insert number</i>
No. of Exceptions Reports attached?	<i>insert number</i>

If the RAG status is RED and a decision by the Regional Partnership Board is required, an Exceptions Report should accompany this report

<p>PROGRESS REPORT <i>Please provide details of Project progress and achievements to date together with an indication of future activity. Please also use this section to highlight any difficulties being encountered on the Project and how they are being addressed.</i></p>	STATUS: Red Amber Green
<p>Participant Processes General (relevant to all elements):</p> <ul style="list-style-type: none"> The project caseworkers have continued to amend their case files following the lead sponsor visit and Work Star Audit, both of which were generally positive experiences. All elements have continued to ensure that all match funded work is recorded accurately and in accordance with guidelines. This included completing a scoping exercise. All elements have revised their targets and submitted them in order to inform the re-profile. The allocation process has been improved and is now attended weekly by the Senior Caseworker, the Senior Community Development Officer, and senior staff from the other 3 elements. Potential participants are then allocated to the most suitable case worker, element or external provider (LD, Women's Centre or Hafal). Complex cases are likely not to be accepted in future All elements apart from NWWC (who had a senior staff member absent due to bereavement) attended a series of regional 'share & review' sessions which provided clarity and shared vision for all who attended. The content is being shared now across the project. All elements have had contact with Wavehill either through their participants having 'phone interviews or through attending meetings with the evaluator. <p>LD</p> <ul style="list-style-type: none"> All match funded participants are now registered on the database for the Work Opportunities Businesses. This was done over a three week period and involved staff from all the businesses meeting with service users and their families/appointees and explaining about NWC. As a part of this process the match funded instructors and team leaders within the businesses all received refresher training on the completion of the work stars. Additional admin support was given to the element in order to setup the newly registered participants on the database. Database problems have been resolved. Caseworkers have retrospectively completed Soft Outcome forms for their participants, as a result of initial confusion regarding the forms. This has proved a positive experience for participants as they have been able to look back on their journey. Manual Handling of objects training was arranged for all participants within the Work Opportunities 	

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<p>We are currently exploring the prospect of taking on extra admin support following the resignation of a grade 4 administrator, in order to manage all the much increased recording burden on the database.</p> <p>Hafal We currently have: 1 x Practice Leader, 37.5 hrs per week 2x Caseworkers, 37.5 hrs per week 1x Caseworker, 15hrs per week. 1 x Admin Assistant, 15 hrs per week.</p> <p>We have appointed a new full time Practice Leader who will take responsibility for the Management of our New Work Connections delivery.</p> <p>Management Team Our 3 month Leonardo de Vinci Post Graduate placement which ended in April was a great success both for Pamela and for the project. Pamela has now returned to Italy but we hope that we might have other Ectarc placements in the future. We offered a short placement to a staff member from Housing, who is on the redeployment list and have 2 volunteers, one with learning disabilities, who provide support for about 1 day a week each, assisting with administrative and reporting aspects of the project. We have recruited a new full time administrator, who started with us in March after a period where we managed with only very limited support, 1 day a week. This has already helped enormously. We hope that for the final months of the project that we will have extra support with the data capturing obligations which become ever more pressing.</p>	
<p>Participant Activities</p> <p>LD All the newly registered participants in Jobfinding and the Work Opportunities Businesses- Aberwheeler, Meifod, Popty & Taskforce, progress is be outlined in the Skills Checklist which is completed by all businesses on a 6 monthly basis and also the Work Stars which all match funded staff have been trained in completing. Several Participants who are actively working with the Job Finding Instructors have been successful in gaining therapeutic work placements. The Job Finding Stats of those in therapeutic work placements outside of the businesses are steadily increasing.</p> <p>Participants have completed the following courses or had these other positive outcomes:</p> <p>NVQ Level 2 in Horticulture Manual Training of objects Work star reviews new role in placements- opening post, date stamping and delivering the post completed a C.V with support. informal interviews attending the CDA to work towards their ECDL began their job as a relief domestic worker at Awelon day centre secured an interview in Morrisons offered an extra day in their therapeutic placement in TRB started a new placement at Rhyl Town Hall started a new placement at Gorwel Newydd attending a part time STEPS basic skills course. securing a therapeutic work opportunity at the Apollo Cinema Rhyl volunteering at the Kids Fun club therapeutic placement as a volunteer at Bodelwyddan Castle</p> <p>CDA Delivering 'Web for Work' courses over 3 weeks on a rolling programme</p>	

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<p>Delivering Employability Skills Course over 4 weeks on a rolling programme Specialised Interview Technique sessions are delivered as and when required IT mentors are currently delivering work clubs at the POP IN in Prestatyn and at the CDA.</p> <p>Hafal</p> <p>During this quarter participants have undertaken a range of activities including:</p> <ul style="list-style-type: none"> • Varied volunteering opportunities. • A number of our participants have been working very closely with DVSC and we have now been able to re-establish the Denbigh food co-op with our participants supporting the running of it. • 1 participant is almost ready to become self employed in property maintenance having undertaken the relevant starting up your business training to achieve this. • Agored Food prep course is being delivered to Ty Mor day centre. • 1 participant is doing permitted work in the hospital to introduce / support her back into her nursing role • Various computer courses are being undertaken <p>We will be offering cycle maintenance courses, Understanding Recovery and further Agored courses in the very near future.</p> <p>We are continuing to work closely with Ty Mor and Trefeirian day centres as part of the match funding process and we are aiming to get as many participants as possible from the centres to engage and register with us.</p> <p>It has been agreed that the day centre staff will identify relevant participants through their own assessment process and refer them on to us for us to register them. Day centre staff will keep their own records of general progress and contact etc. and we will keep basic records of courses attended and outcomes. We are asking the day centre staff to identify what training / courses these participants would like and we will be sourcing and funding them via the project.</p> <p>We will be delivering AGORED courses around the concept of Recovery with the aim of helping these participants to gain a better understanding of Recovery and how it can benefit them personally. Areas highlighted in our Recovery plan include training / education and work / employment.</p> <p>Referrals via our other routes still continue to come in at a steady rate and the team are working well across the county.</p> <p>We continue to steer our participants towards training courses and will increase our targets around this significantly on further work with the day centres. Many of our participants however are not ready to work and we will struggle to improve targets in this area but will continue to do whatever we can to increase these figures.</p> <p>NWWC</p> <p>The following is an overview of the activities women have undertaken and the support provided to them by NWWC over the last quarter.</p> <p><u>Jobs</u></p> <ul style="list-style-type: none"> • Participant who had been made redundant from her catering role has put in place plans to continue to pursue her career in this field: attending Skills for Life course; updating CV and volunteering in NWWC cafe. • Participant who had attended Market Trader course now established with market stall- self employed and trading as 'Second Sparkle'. • One to one help for participant with condensing her CV, so making it suitable for application as a Personal Assistant at Airbus. • Supported participants to apply for catering positions and secure an interview at the new Tesco on Prestatyn Retail Park. Roles also applied for at Costa Coffee, and New Look. • Jobs Club continues- with seasonal work opportunities now becoming available caseworkers are 	

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<p>helping women with applications as appropriate (e.g. Presthaven Sands, Clwyd Leisure, Rhyl Sun Centre).</p> <ul style="list-style-type: none"> Supported 9 participants to complete Poundland application and helped prepare for guaranteed interview. Help given to 2 participants to complete MLocal application form, including identifying how candidates matched the person qualities noted in Morrisons literature. <p><u>Courses</u></p> <ul style="list-style-type: none"> The NWWC Enhancing Self Esteem to Achieve (ESTA) course will be running in Denbigh and Llangollen starting 10th and 12th April respectively. Participants undertaking courses in ECDL, Welsh, Basic Skills, CAIS Peer Mentoring Level 2, together with the range of NWC Training Provider courses. Research undertaken and phone calls made into courses in Wrexham and south of Denbighshire area for participant who lives in Llangollen. Cross county funding means all courses in Wrexham are too expensive and the provision in Llangollen is not as varied as in the north of the county. Participant signed up to confidence course as very first step in her journey towards work in the care sector. She has never worked, due to having been her husband's carer (so has received Carer's Allowance and Income Support top up) and as next step would like to complete Health and Social Care course to broaden her knowledge. Referral made for participant to attend Families First, Action for Children parenting classes. Need for entry level Basic Skills course identified. Work with Llandrillo College to establish this. Need identified for the Health & Social Care course to be delivered closer to Rhyl and liaised with CDA about this. The Mochdre course is difficult to access given public transport times and coordinating this with childcare drop off and pick up times. <p><u>Volunteering</u></p> <ul style="list-style-type: none"> The second Common Ground Volunteer Training Programme completed in March and six NWC participants were engaged on this. <p><u>Finance, benefits and debt</u></p> <ul style="list-style-type: none"> Letter written to support participant's ESA appeal and support given to another participant in completing her DLA form. Attended Benefits Advice Shop with a participant to clear up confusion around deductions to housing benefit as result of receiving occupational pension. Attended JCP appointment with participant regarding her JSA claim (having helped her to make a Rapid Reclaim application). Worked with participant and Benefits Advice Shop to help participant understand calculations with regards taking a second pension. 	
<p>Employer Engagement</p> <p>LD</p> <p>Over the last 3 Months a number of new placements have commenced or have been set up with the view to placements commencing once a suitably matched participant is identified. Several meetings arranged for with new prospective employers.</p> <p>Staff attended meetings with DCC's HR Department and also Sally Ellis to discuss Denbighshire County Council moving forward on the subject of offering jobs which are real and at minimum wage or above for adults with Learning Disabilities. Jo & Ann Marie are due to put a request forward to the CET and SLT with Sally's full support to gain approval for this. When Ann Marie & Jo met with HR they shared with them lots of research of how this had been implemented in other local authorities.</p> <p>NWWC</p> <p>Catch up meeting with JCP in February. Discussed improvement in referrals between JCP and NWWC (greater understanding of voluntary nature of attendance at NWWC and three way meetings between advisors and caseworkers to introduce women to the work of the Centre). Also highlighted problems with</p>	

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using the Universal Job Match system	
Management of project Hafal New project leader has been appointed and attended NWC training. Management Team The LM has continued to meet with all elements particularly to discuss match funding challenges but latterly to explore an exit strategy in more detail. We have also devised a stream lined MEP process and made more effective use of meetings.	
Risk Management Hafal We need to continue to work on our exit strategy. The Risk log will be updated to take into account the Match Funding issues that have been raised and consistently cause concern.	
Finance (including Match-Funding) LD Meetings have taken place between the LD Team Leader & Gwynfor Griffiths to assure our element is meeting its targets in relation to match funding. Match Funded DCC Staff within this element have signed the Job Descriptions which provides evidence of match funding. Hafal Monthly timesheets are being submitted by relevant staff, however there have been a lot of on-going issues around match funding and the previous timesheets are no longer appropriate. We are now completing the new style timesheets. NWWC Managing Director met with the Finance team to discuss project expenditure progress on 20 th February. Match funding proportion is running at 44.36% as projected. Match funding evidence requests have been provided as required. Claims for January, February and March 2013 have been submitted. Management Team Financial control and recording in general is accurate and efficient, we have robust financial management systems in place and all spending is recorded and monitored. The position with regards to match funding has been tightened up significantly with greater emphasis on collecting documentation from each source of match funding. This process is ongoing but we still await confirmation that WEFO are happy with the evidence/proposals that we have submitted. Once this is confirmed and some questions regarding the Hafal reprofile are answered, we will be in a position to submit the Denbighshire reprofile in line with the reprofile of targets which is to be submitted to the regional team shortly.	
Transaction List – Please enter ‘Yes’ to confirm that you have submitted an electronic Transaction List.	Yes
Procurement Procurement rules have recently been clarified and this is being shared with all elements of the project.	

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<p>The Fast Track Training Process set up with North Wales Training to book courses will be rolled out across the other 4 T&E Providers to encourage closer relationships with their staff.</p>	
<p>Monitoring and Evaluation</p> <p>LD The project caseworkers attended a session which involved feedback from the Lead Sponsors visit which took place in the summer, following the meeting caseworkers were able to make comments and amendments to their databases</p> <p>CDA IT Mentors have now completed a free online survey (http://www.kwiksurveys.com?s=OCNHMK_f10461a5) which could be used by participants to give their views.</p> <p>Monitoring and Evaluation Plans completed each quarter are discussed at the Performance Management group meeting. Any exceptions reports and options are put to the DDG for a decision</p> <p>Hafal</p> <p>continue to send out our own evaluation forms to all participants to seek their views on the project and respond appropriately to issues which may be highlighted.</p> <p>Management Team Each element, has produced clear and informative MEP; This has led to the LM having a clearer picture of the project as a whole and it is clear that the elements are using the MEP in a more constructive way.</p> <p>The next development will be for the LM to produce simplified formats of the individual MEP's for each element. This will make using the document easier and, therefore, increase its usefulness as a management tool for each element.</p>	
<p>Equality and Diversity</p> <p>LD All work undertaken by our element is done to promote equality and diversity in the workforces of the employers we work with. We endeavour to get employers to have a better understanding of those participants with a learning disability. This is an area all caseworkers and staff actively promote.</p> <p>CDA The project follows DCC Equality and Diversity policy and most staff have now been on the DCC Equality and Diversity course, with others awaiting new dates.</p> <p>All project venues operate an open door policy regardless of age, race, religion, sexual orientation and aims to include all, subject to project eligibility and staff actively promote this with other organisations.</p> <p>Hafal All project staff adhere to both Hafal's own Equality and Diversity Policy as well as Denbighshire County Councils policy.</p> <p>Hafal's Shorts Steps Project continues to work with employers to raise awareness around work and mental health and we are also part of the Wales 'Time To Change' Campaign to fight stigma and discrimination around mental health. A number of our participants volunteer with this project, both at a local and national level.</p> <p>All participants have access to bi-lingual information and Hafal literature can also be obtained in a number of other languages. Support is also provided to support any participants who would require further assistance around any of these issues.</p>	

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<p>NWWC</p> <ul style="list-style-type: none"> NWWC marked International Women's Day 2013 by working with course tutors and social group leaders to lead discussions around 'empowerment'. The impetus for this came from the international and Welsh IWD themes, which were both very positive (The Gender Agenda: Gaining Momentum and Visible Women: Empowering girls and women in Wales'). Having celebrated women's progress in previous years, we thought it was time for a look at where the women to attend the Centre feel they stand in today's society. Women discussed three questions: What does the word empowerment mean to you- how empowered are we really? Do women really have the same opportunities and respect as men? What's changed since your mother's day - do you think women and girls are more empowered since that time? All the tutors and group leaders reported positive and animated discussions flowing from these questions and responses have been collated. 	<p style="background-color: #90EE90;"></p>
<p>Environmental Sustainability</p> <p>LD A green champion to be nominated by the team. Only printing necessary documents. Trying to minimise the amount of paper held.</p> <p>Car Sharing when possible- or grouping visits together.</p> <p>Tony Owens, Nursery Manager at Aberwheeler has been visited by CPRW (The Campaign for the Protection of Rural Wales). They visited the nursery a few years ago, and were very impressed with how the nursery has developed over the past few years. Aberwheeler were told they are going to receive an award for "An initiative which has shown environmental good practice, taken landscape into consideration, restored important landscape features, promoted better environmental awareness and understanding and increasing public awareness." CPRW are getting in touch with Rhyl Journal, Free Press, Y Bedol, and the Flintshire Chronicle to do an article and The Post Office for Wales is the awards sponsor and will present the award.</p> <p>CDA Recycled goods i.e. paper etc are purchased using DCC Procurement process.</p> <p>All paper and cardboard is recycled through a local charity</p> <p>All staff arrange meetings/visits etc in local venues to reduce the car usage. Car sharing is advocated at all time wherever possible</p> <p>Signs are displayed around offices reminding staff to turn off lights etc.</p> <p>Hafal We have our green champion who is responsible for overseeing all aspects of environmental sustainability for the project and shares all relevant information with the team.. Staff continue to car share where possible and arrange meetings in one particular location at a time to avoid as many unnecessary trips as possible.</p> <p>Participants are being encouraged and supported to use public travel where possible.</p> <p>NWWC We now have an iPad (funded by Communities 2 initiative) which is used to take notes during internal and external meetings, saving both time and paper resource. Management Team A meeting will be held with WEFO's cross-cutting themes team in November 2012. This, it is hoped, will reinvigorate and give direction to the project's approach to this.</p>	<p style="background-color: #FFD700;"></p>
<p>Publicity;</p>	<p style="background-color: #90EE90;"></p>

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<p>LD A leaflet compiled by Pamela at the NWC local office was sent to all the participants within the Learning Disability Element which outlined the collaborative working between New Work Connections and the Work Opportunities services, giving our participants a clearer idea of what NWC is and how Work Opportunities falls within it.</p> <p>NWWC</p> <ul style="list-style-type: none"> • Case study of participant who had gained employment put forward to WEFO (via DCC). • A participant agreed to be put forward for radio advert featuring experiences of those who have been on the project. The participant and her Caseworker will be attending recording session on April 25th. • NWWC's Family Resilience Caseworker attended the Families First fun day in Rhyl on March 28th. She promoted both the Family Resilience service and NWWC as a whole. Being located next to the CDA NWC stand helped with promoting NWC, both at NWWC and the CDA. The event was busy (with many women enquiring about courses) and the provision of bus transport to the venue worked well. <p>Management Team</p> <p>This quarter has seen: Closer links have been made with key teams within Denbighshire in terms of referrals and alignment between the project and, for instance, Rhyl City Strategy, Families 1st providers and DCC teams including Housing, Education, Supporting People, Team around the Family, and Rhyl Locality Team. Publicity materials have reflected this</p>	
<p>OUTSTANDING ACTIONS Please use this section to respond to any actions raised by WEFO resulting from, or since, your previous claim.</p>	STATUS: Red Amber Green
<p>There were no outstanding actions raised by WEFO resulting from our previous claim.</p> <p>LD Complete the registration process of initially 40 service users within the work opportunities businesses onto New Work Connections</p> <p>Hafal Further development of our exit strategy.</p>	
<p>SPECIAL CONDITIONS Please provide details on progress against any Special Conditions of grant that apply to this project.</p>	STATUS: Red Amber Green
<p>The sponsor agrees that environmental specialists will be involved in the preparation and delivery of the environmental training. This training should be provided following the Local Authority procurement procedures</p>	
<p>This is included in the Framework Agreements.</p>	
<p>The sponsor agrees to complete the WEFO Participant database every 12 months from the start date of the project until the end of the project period</p>	
<p>Database is being used to store all Participant data in Denbighshire including those Participants serviced by the current External Providers. The data included is interrogated and used to create reports to inform the Target Strategy and the Indicators for the Claim.</p>	

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The sponsor agrees to submit a robust exit strategy within 12 months of the offer of grant being accepted			
The Exit Strategy discussed at meetings with all element leads involved and taking an active part. The Exit Strategy document has been updated and issued to all elements for perusal and feedback prior to meetings being held where feedback will be gathered to inform and further develop the strategy as we move forward.			
The sponsor agrees to provide unpaid work experience within the workshop environment. Any participant who receives a wage subsidy will only do so if they are moved onto real work experience with a procured employer			
Opportunities within the authority are available to some participants, i.e. Cefndy Healthcare, Aberwheeler Nurseries, Popty Catering and Meifod who currently provide a number of placement opportunities, particularly for those with specific barriers to employment. The BCO has continued to strengthen relationships with DCC departments who are tasked with implementing a work placement programme. It has been agreed that information, documents and ideas will be shared with a view to any placement opportunities first being offered to the Project. Some departments have also agreed to inform the BCO of job vacancies as they arise to ensure that they are identified at the time of being advertised. Both the local & regional NWC offices offer volunteering placements to NWC participants.			
The joint sponsors can provide paid work experience with the Local Authority without going through procurement, as long as it can be demonstrated that the work experience will not displace another employee of employment opportunity			
Currently all work experience placements are unpaid, with a range of opportunities being provided to participants and further opportunities being explored. The Project would ensure that correct procedures were followed in the event of any participant being offered a paid work placement with the expectation being that there would be a real (additional) job vacancy and that the participant would more than likely be carrying out a 'work trial'.			
Any participant who is in receipt of a wage subsidy can only do so for a period of 26 weeks			
N/A			

OUTPUTS Each Element should complete this for their own targets and performance (This table shows data provided by NWWC)				STATUS: Red Amber Green
Percentage of Outputs completed to date:				
Number of participants	1620	1619	99%	
Number of participants gaining qualifications	1000	115	11.5%	
Number of participants entering employment	314	69	21.9%	
Number of Participants entering further learning	250	13	5.2%	
Number of Participants gaining other positive outcomes	1620	1181	72.9%	
Number of Participants receiving support with caring responsibilities.	230	11	4.7%	

Percentage of Outputs completed to date:	59.8%	
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LESSONS LEARNT/GOOD PRACTICE IDENTIFIED *List any experiences that would inform or benefit the other projects and/or WEFO*

LD - We are continuing to build strong links with employers, this means we can continue to monitor the progress a participant is making. Employers are fully aware that they can contact the caseworker/jobfinder if the need arises. Caseworkers/Jobfinders regularly make visits to placements or make phone calls. None of our participants are in a job where no contact is made. There is always a link. We have demonstrated good inter element working over the last few months, having worked very closely with Keith Allchin, Fiona Thomas and Kate Badham who assisted us with process of registering all the service users within the work opportunities businesses, the initial work star completion and Work Star training to our staff.

NWWC

Following a Caseworker suggestion, in July the team started contacting women by text on the mornings of appointments to remind them, with the intention to reduce 'did not attends'. This was reviewed in August and staff feel it has been working well. For some women it does act as a reminder, and they then attend. For others, it acts as a prompt to get in touch and say they will not be attending and another appointment is then arranged.

Where women secure work with an immediate or almost immediate start date and are then unable to attend a meeting with their Caseworker, we have started sending Workstars and Participant Outcomes forms out for them to complete. This is agreed in a telephone call beforehand. This practice started in July and all five that were sent out were returned. However, evidence of work is sometimes not included in the return. As a team, we agreed not to use the employer/employee evidence form as part of this practice, as if fully completed, it would include personal information such as NI number. There was one instance where a completed Workstar got lost in the post on its way back to us and in this case, it was confirmed that we could still claim this job outcome, as the participant had signed the Outcomes form, with a note that she had secured work.

We have begun to put in place practices to promote closer working with JobCentre Plus. The impetus for this came from some women receiving letters suggesting that attending the Jobs Club at the Centre was compulsory. We will be presenting to the advisor team on October 4th to ensure all the advisors are aware of what North Wales Women's Centre offers as a whole and the New Work Connections project within that. It was also agreed that where an Advisor feels that a woman would benefit from visiting the Centre, but may be unlikely to take that step herself, an NWC Caseworker will meet with both the Advisor and the woman at her next JCP appointment. This will allow the Caseworker to explain the work of the Centre and the NWC project and to answer any questions the woman may have before she visits. In this way, JCP Advisors will also develop a better understanding of the Centre and build closer working relationships with Caseworkers.

One of our Caseworkers put forward the suggestion that, in cases where we know a participant has gone into work but we are unable to secure evidence from them for this, that the NWC project explore the possibility of JCP providing confirmation that a participant has gone into work or stopped claiming benefits. We are pleased that this will be discussed with JCP at a regional meeting in late September.

CHANGES TO THE PROJECT *has the project been affected by any other changes not already detailed in this report*

We are proposing a reduction of targets and de-commitment of funds in the recent re profile