

DATE **SMT**
26 July 2010

REPORT OF The Community Investment Manager

SUBJECT **Community Investment Performance & Achievements Report Quarter 1 2010/11**

STATUS Open

EXECUTIVE SUMMARY

April to June 2010:

- **45 unemployed residents were helped off benefits and into work** as an outcome of Community Investment activity.
- **183 individuals were referred to the Key Worker Programme.**

Cumulatively to date:

- 78 long term unemployed have been helped off of benefits and into work with funding from WNF
- 322 individuals have been referred into the Key Workers Programme
- 571 clients have worked with the Change programme

On the Horizon

- £263,552 has been invested in 6 projects to pilot projects commencing over the summer.
- The Future Jobs Fund programme extension is creating 205 jobs within the sub region between July 2010 and February 2011. 95 of the jobs will be within NE Lincolnshire.

This report presents the position as at Quarter 1 2010/11 against the Community Investment Programmes.

This report provides an overview against the regeneration programmes within the remit of the Community Investment Team:

- Commissioning and Implementation of the Change Framework;
- Change Grant Programme;
- Future Jobs Fund (FJF).

RECOMMENDATIONS

- Note the Quarter 1 performance of the programme.
- Ratify the actions arising.

FROM Andrea Fitzgerald Telephone 01472 326142

**Title: Community Investment Performance & Achievement Report
Quarter 1 2010 (April – June)**

Date: 30 July 2010

1. Introduction

- 1.1 This report provides an overview, as at Quarter 1 2010/11, against the regeneration programmes within the remit of the Community Investment Team.**
- 1.2 The Community Investment Team sits within the Regeneration Directorate of North East Lincolnshire Council. The team has the responsibility to develop and implement regeneration initiatives to address deprivation and ensure social equity for all in North East Lincolnshire.
- 1.3 The programmes are steered by the 10-year Strategy for Change in North East Lincolnshire, a localised employment and skills strategy, sitting under the broader Regeneration Strategy for the borough. The Change Strategy focuses activity on social challenges, to raising aspiration and overcoming barriers to work. The strategy takes account of all the action in the borough aimed at the long term unemployed and therefore other strategies and programmes of work contribute to the outcomes and targets identified, for example the Borough's NEET's Strategy and EFactor Business Plan.
- 1.4 The Change Strategy has the goal of reducing the causation factors of worklessness in North East Lincolnshire, a priority of the LSP, focusing investment on support for the long term unemployed and creating work opportunities through economic development and enterprise growth.
- 1.5 This report provides a summary position at the end of Quarter 1 2010/11, detail is provided within the appendices of the report:
- **The Framework for Change**
 - **Change Grant Programme**
 - **Future Jobs**

2. Framework for Change

2.1 Quarter 1 2010/11 Performance:

- **31% (£2,171,945) of the Change funding (£7m) ring fenced to strategic commissioning was invested in 6 delivery contracts (appendix 1).**
- **50% of commissioned services did not meet their performance targets.**
- **158 individuals were engaged through the Change framework contracts.**
- **42 individuals claiming out of work benefits gained employment.**
- **154 individuals were referred to the Employment Support Key Worker service.**

2.1.1 The table in figure 1.1 summarises Change contract performance at quarter 1 (appendix 2). Where there has been a 20% or more under performance by the service in the achievement of outputs for two successive quarters, the Accountable Body will request the contractor to submit an exception report. This requires the submission of a detailed action plan, for approval by the Accountable, detailing what actions will be taken to ensure that performance targets will be achieved. Contractors risk claw back or withdrawal of funding if the action plan is not approved.

2.1.2 Case studies illustrating successes from investment are being captured and are attached at appendix 3 for your information. A focused piece of work will be undertaken in the next financial year to strengthen this as a tool to increase participation in the programme.

2.1.3 In Quarter 1 (appendix 2) contract performance against the framework reported:

- 3 contractors achieved forecasted performance targets
- 3 were not able to meet key outputs forecasted

Contract	Exception Rating	Key Contract Payment Output	Forecast Q4 09/10	Actual Q4 09/10	Forecast Q1 10/11	Actual Q1 10/11	Variance over/ (under)	% over / (under) achievement
Engagement: Foresight - Stepping Forward to Work		Total number of individuals engaged on the programme in NEL	40	41	20	21	2	3%
Engagement: SARC - Better Life, Better Futures		Total number of individuals engaged on the programme in NEL	290	90	300	137	(363)	(62)%
Empowerment: Foresight - Stepping Forward To Work		Individual has demonstrated improvements with their physical health problems	37	-	18	33	(22)	(40)%
Equipping: GIFHE - Equipped for Employment		Number of People receiving training on vocational relevance of the qualification aim being studied for and the occupational standards of that sector, including future career development	-	-	10	117	107	1070%
Empowering: Cert Foundation CIC		Number of individuals claiming out of work benefits into employment in NEL	50	-	15	15	(50)	(77)%
Creating work opportunities: Shoreline - Building Skills for Life		Number of ILM places created and filled	8	8	5	27	22	169%

2.1.4 A summary of investment against the current financial profile of the programme is shown in figure 1.1. Underspends from 2009/10 were reallocated to the framework to be utilised in future years to ensure we maintain a commissioning approach based on quality and improvement.

Fig. 1.1

2010/11				
	Budget Forecast (Financial year)	Qtr 1 (Apr - Jun)	Total Claimed to Date (Q1)	Balance
Infrastructure				
Community Investment Team	£292,400	£55,360	£55,360	(£237,040)
Grants				
Enhancement Grants	£74,103	£10,886	£10,886	(£63,217)
Pilot Projects	£276,239	£12,687	£12,687	(£263,552)
Framework				
Lot 1 - Engagement	£68,567	£12,012	£12,012	(£56,555)
Worklessness Collaborative	£110,000	£29,057	£29,057	(£80,943)
Lot 2 - Empowerment	£31,718	£3,284	£3,284	(£28,434)
Key Worker Programme	£270,500	£55,913	£55,913	(£214,587)
Lot 3 - Equipping	£88,847	£17,333	£17,333	(£71,513)
Lot 4 - Enabling	£196,735	£57,544	£57,544	(£139,191)
Lot 5 - Business Collaboration	-	-	-	-
Lot 6 - Creating Work Opportunities	£117,098	£49,786	£49,786	(£67,312)
Lot 7 - Sustaining & Growing	-	-	-	-
TOTAL	£1,526,207	£303,862	£303,862	(£1,222,344)

2.1.5 8 Contracts delivered services in quarter 1. The Key Worker Team and Collaborative were commissioned outside of the Framework. An overview of the programme is included in Appendix 4. Points to note from **Quarter 1 reports include:**

2.1.6 **Stepping Forward To Work**

This service achieved their performance targets in Quarter 1 and reported an 8% under spend against forecast for the quarter.

This service provides specialist support to individuals with a learning disability. Because of the specialist nature of the work challenges are being faced. Work continues to improve the client assessment system to make it more responsive to client needs. A specialist Key Worker is being recruited August 2010 to further strengthen the service.

2.1.7 **Better Life, Better Futures**

This service received a red rating in quarter 1 as it failed to meet performance targets and reported a 51% under spend. Performance is now behind for two consecutive quarters.

The service forecasted 300 engagements within quarter 1 and recorded 137 due to increasing numbers of clients not attending appointments. The team are now closely working with JobCentre Plus and other providers to bring targets back in line.

2.1.8 Worklessness Collaborative

This service reported that all outputs were achieved in quarter 1 however failed to produce the necessary evidence to support their outputs. The Pilot has concluded.

The Collaborative Teams were working to improve methods of collecting evidence against their performance targets. The teams are now measuring the impact of their social marketing campaign that was developed (First Things First – How 2) and implemented across South and East Marsh and launched in April 2010 the outcomes will be reported in the evaluation report for the pilot.

2.1.9 Stepping Forward To Work

This service has exceeded their quarter 1 targets but was not able to make up performance targeted for the last quarter resulting in an underperformance of 40% across the 2 consecutive quarters.

Underperformance in this quarter attributed to the timing of the training programme being provided as it is delivered on a 10-week cycle. Delays in initial contracting have impacted on the forecasted timing of the course delivery. Sufficient numbers are engaged with the service and working towards these targets.

The Key Worker Bursary Fund is enabling the team to support the immediate training requirements of the client group. The service is in discussion with other providers with regard to sourcing supported work placements which support the specific needs of this client group.

2.1.10 Employment Support Key Worker Team (ESKWT)

- **The service reported a 17% underspend in quarter 1.**
- **20 referrals were made to LOT 3 provision.**
- **14 referrals to LOT 4 provision.**
- **16 referrals were made for voluntary work.**
- **5 clients applied for a Future Jobs Fund opportunity.**
- **10 clients were referred to ILM opportunities (LOT 6 provision).**
- **313 referrals were made to services which sit outside of the framework.**
- **9 of the clients supported by Key Workers have entered into employment.**

There have been a number of challenges faced by the Key Worker team concerning the level of information provided to clients at the engagement stage resulting in inappropriate or non-eligible referrals being made by elements of the LOT 1 provision. As a result of the measures taken in an attempt to maintain the engagement of clients, the number of successfully attended appointments has risen to 75% (this is an increase of 10% based on the previous reporting period).

2.1.11 Equipped for Employment

This service received a green rating in quarter 1 as it has over exceeded its key contract payment output and reported a 14% under spend.

This quarter has seen 199 engagements undertaking Individual Learning or Action Plans. 117 of these have undertaken work related vocational skills training which has exceeded the minimum number of 6 hours leading towards a level 2 vocational qualification. Demand for the service is higher than forecast as clients are requesting training rather than have skills assessment and being signposted on to the step in the Change pathway at this point.

As yet the sub contract has not yet been given to NELC, Community Learning as definitions of basic skills have been under consideration.

2.1.12 CERT Foundation CIC

This service has achieved its target for this quarter but was not able to make up performance targeted for the last quarter resulting in an underperformance of 77% underperformance across the 2 quarters. The service has reported a 16% overspend against the forecasted budget for quarter 1 against a previous under spend of 51% on the previous quarter.

The main sub contractor has now moved into its premises arising from delays in planning permission and impacting on the commencement of service and effecting their ability to meet performance targets.

Links have been made into the Chamber of Commerce, Grimsby Town Forum and Sea View Street Traders. This Project has also made strong links to the Freshney Place Management team who are also promoting the Project's services to centre tenants.

2.1.13 Building Skills 4 Life

This service continues to overachieve against forecasted targets. A request has been made to bring forward some of the funding allocated from 2012/13 to be re-profiled into 2010/11 and 2011/12 to enable the higher than expected performance targets to be met. There is currently only enough unallocated funding to create between 1 and 2 other subsidised job outcomes.

Quarter 1 has progressed very well with ILM's being placed in a range of both blue and white collar positions in Shoreline, Care Trust Plus, VANEL, Foresight, CPO Media and Contract Lincs.

Preliminary discussions took place with two of the approved contractors for Building Schools for the Future programme to maximise job outcomes opportunities available through this multi-million investment, however subsequent Govt decisions has put this work on hold for the time being. Other discussions have taken place with the National Apprenticeship Service to explore partnership working opportunities in NEL using ILM as incentive to create more apprenticeship opportunities.

2.2 Recommendations arising from the review:

- That project reporting 2 consecutive quarters of underperformance are requested to submit an action plan to the Accountable Body within 10 working days outlining how contract performance can be achieved.
- Monthly meetings involving all Change contractors are continuing involving representation from JobCentre Plus, Working Links, In Training and Efactor to facilitate joined up local solutions.
- The Marketing and Communications Officer – Community Investment has been recruited and will start August 2010. Interim support is being provided to facilitate communication and participation in the programme.
- The Tenders for Lot 2 targeting Offenders/ExOffenders are due 2 August 2010.

3. The Change Grant Fund

3.1 The Grant Fund has invested in 2 enhancement projects to date, equating to a total of £149,384 and 5 pilot projects equating to a total of £187,853 to date.

3.2 £263,552 has been invested by the Grant Panel, in 6 projects to pilot projects commencing over the summer.

3.3 Grant Fund Exceptions at Quarter 1 2010/2011:

3.2.1 The ASGARD Project (Enhancement Grant)

This project remains behind target. All of their clients have quite complex needs and are mostly second and third generational workless. They have many barriers and certainly lack the skills needed to gain employment and level 2 and 3 qualifications. The CTP are exceeding targets for addressing the basic needs, but on reflection of work so far some targets are beyond their attainment within the time limit they have.

To support effective delivery, the Grant Panel have asked the Community Investment Team to consider the use of the Qualifications and Credit Framework (QCF) as a measure. This recognises smaller steps of learning and enables learners to build up qualifications bit by bit and enables work-based training to be nationally recognised. It has also been decided that we would start to record the numbers of individuals 'registered' to study towards a level 2 to 3 qualification not just 'achieving' and reassess Asgard's outputs.

3.2.2 OWEN Project (Enhancement Grant)

The project has reported a 55% under spend and has engaged with 13 individuals to date.

The OWEN Project was awarded an enhancement grant of £100,000 over 2 years and provides employment support to those aged over 45 years through a programme of activity designed to table the specific issues and barriers encountered by older job seekers.

3.2.3 Entrepreneurship for Disabled People (Pilot Grant)

The initial pilot outputs were based on job outcomes and business starts, none of which were achieved however they were able to provide training and qualifications and two clients are very close to becoming fully operational businesses. It was recognised that at least 12 months would be needed to launch a sustainable business. A major outcome was on 21 June, Able 4 Enterprise was incorporated as a private limited company aiming to continue the work which has been piloted.

Chase BM Ltd and Able for Enterprise delivered the 'Entrepreneurship for Disabled People' project to enable disabled people in receipt of Incapacity Benefit or Employment Support Allowance the opportunity of exploring and starting a business enterprise. A Change Control Form was submitted in January to increase the length of the pilot from 6 months to 9 months as it was realised that it would take longer to achieve its outputs. In quarter 1 the pilot came to an end.

4. The Future Jobs Programme

- 4.1 The Future Jobs Programme covers the Humber Sub-Region. North East Lincolnshire Council is the Accountable Body for the fund.
- 4.2 The profile of our original bid draws in £939,890 (NELC - £154,375; North Lincs - £123,500; Hull - £553,230; East Riding - £61,750; Admin budget - £47,035) to the Humber region.
- 4.3 145 jobs had to be filled by the end of June 2010 and only 3 posts were not filled in East Riding and North Lincolnshire. **North East Lincolnshire invested £154,375 in job creation resulting in 25 long term unemployed accessing jobs in the borough.** A list of employers and job titles for the 25 posts is included in Appendix 5.
- 4.4 An extension to our original bid was awarded and will draw in £1,328,810 to the Humber region with a target to create 175 jobs for long term unemployed young people on JSA and 30 jobs for long term claimants on out-of-work benefits in areas of high unemployment by 31 March 2011. **NELC's own target within this bid is to create a total of 95 jobs between July 2010 and February 2011.**

5. Recommendations

- 5.1 Note the final position for Quarter 1 2010/11.

**Community Investment Team
July 2010**

Good News Stories**Submitted by CERT Foundation CIC - Lot 4 Contracted Provider**

“Tony S hadn’t worked since May 2009. He had many issues fuelled by alcohol. He lost jobs in the past due to falling out with managers and work colleagues. He started to turn his life around but was coming up against a brick wall when applying for jobs and was always “on a downer”. We changed his CV, identified that he needed his Reach truck Licence refreshing, contacted Louise his key worker who arranged for that to be done.

Tony went from being quite agitated, to coming into the office two or three times a week to search for work, we talked to, and advised him, encouraged him and acted as a sounding board for his frustration. We helped him with some applications and... he started his new job today!”

“Royce C 23, has successfully been taken on as a voluntary placement with Client Review, Freeman Street, Grimsby as a Trainee Claims Advisor. We are anticipating that if he does well in this role that the company will find a paid position for him. The directors were impressed with his CV and thought he was well prepared and came across well in the interview for the voluntary position. They were impressed by the candidates as a whole and commented that the standard of the candidates put forward by Crosby Employment Bureau was high and would continue to use us for recruitment in the future. “

Change Programme – Framework Activity Commissioned To Date.

(March 2010)

WORKSTREAM S & remaining unspent funds	Their aim	Contracts awarded to:	Period of contract	Client groups the activity is targeted at:
1 – Engagement £291,000	This service is the main route into the Change programme’s services for those unemployed individuals who are the most disadvantaged in the labour market and who are not currently engaged or participating with other service provisions. The service will actively promote the Change programme across the whole Borough to encourage maximum participation from those who are long term benefit recipients, referring into the Key Worker programme where appropriate.	Second Avenue Resource Centre. £69,361 Foresight £21,504	2010 -2011 2010 -2011	All unemployed groups across NEL. Those with physical and/or learning disabilities.
2 – Empowering £1.4M	This lot aims to help people to address barriers to work. Including: <ul style="list-style-type: none"> ➤ <u>Managing Money</u> - providing debt, budgeting and benefits advice. ➤ <u>Substance and Alcohol misuse</u> - providing support for people dealing with drug or alcohol issues and offering a meaningful route to employment. It will include a mix of direct engagement with the client group and referrals from other projects. ➤ <u>Physical Health</u> - addressing long-term health conditions that have traditionally kept individuals from accessing the labour market. ➤ <u>Emotional and Mental Health</u> - addressing emotional and mental health issues which are proving to be barriers to work. 	Foresight £113,474	2010 - 2013	Those with physical and/or learning disabilities. Client groups not yet targeted – <ul style="list-style-type: none"> ➤ Lone parents ➤ Ex – offenders ➤ Drug/Alcohol Users ➤ Young people (over 25yrs) ➤ Older people (over 50yrs) ➤ Homeless ➤ People suffering with mental illnesses

	<ul style="list-style-type: none"> ➤ <u>Managing tenancy and accommodation</u> - helping people to comply with the terms of their tenancy. ➤ <u>Offending</u> - reducing re-offending and removing barriers to employment caused by previous offences. ➤ <u>Care</u> - providing services to support people who have 'caring' responsibilities so they become better positioned to get back into work. ➤ <u>Transport</u> - addressing the barriers associated with transport to work. ➤ <u>Confidence</u> - helping people build up their confidence and build upon their existing strengths. 			Further services will be commissioned during 2010 to address the gaps in current provisions provided across NEL.
3 – Equipping £64,000	<p>This lot will look to add value to existing provisions. Helping people to develop basic skills in order to sustain employment. Solutions that equip jobseekers with the skills and knowledge required to access local employment opportunities.</p> <p>Services will be specifically aimed at the identified needs of the Change programme target groups and offer individually tailored training packages that will prepare the future workforce for work within local employment growth areas and broaden their employment opportunities.</p>	GIFHE £279,980	2010 - 2013	All client groups offering - IAG/ILP/Action Plan Skills for Life/ Level 2/Level 3 training.
4 – Enabling £391,000	This lot aims to support clients while they adjust to financial and cultural changes moving from a dependency upon out-of-work benefits into a work environment. Solutions will ease the problems that new employees and their employers face in this transitional period– to make taking a job less risky and staying in it more of an attractive proposition.	CERT Foundation £673,725	2010 - 2013	All client groups offering – a specialist “employment bureau” service.

	Services will be specifically aimed at the identified needs of the target groups and should include working with employers to create employment opportunities for the long term unemployed.			
5 – Business Collaboration £355,000	This work area will support the development of innovative delivery solutions that will encourage the participation of employers. Including facilitating appropriate mechanisms for involvement, strengthening communication and building close working links with the providers creating work opportunities in Lot 6. Potentially identifying what future employment opportunities will be available locally.	None to date –the first commissioning exercise failed to award a contract. Further commissioning to follow.	N/A	
6 – Creating Work Opportunities £61,000	This work area looks at the development and delivery of the intermediate labour market (ILM), employability and apprenticeship programmes in North East Lincolnshire.	Shoreline Housing Partnership £1,003,693	2010 - 2013	All client groups - offering an ILM programme.
7 – Sustaining and Growing Economy £2 M	This builds on the North East Lincolnshire Regeneration Strategy enhancing activities to grow the local economy and encourage Inward Investment and promote the area. Two feasibility studies have been commissioned – Creative and Digital/Renewable Industries to help inform future Change programme commissioning.	None to date	N/A	

Programme Activity that sits outside of the Commissioning Framework.

WORK AREA	The aim	Work awarded to:	Period of contract	Client groups the activity is targeted at:
Worklessness Collaborative	<p>Commissioned directly by the Board and launched in July 2009, a 14-month Worklessness Collaborative Pilot was established. The collaborative is being developed in two areas of Grimsby - South and East Marsh wards - with a planned extension to other areas if the pilot is proven successful.</p> <p>The Worklessness Collaborative programme centres on the development of community teams and builds on the success of the Care Trust Plus Early Presentation of Cancer Symptoms and Older People's Health and Wellbeing and The Falls programmes. Local residents and service providers are progressing through a training programme with the aim of then being able to use their new skills to inspire individuals to achieve personal changes, enabling them to access appropriate work, reduce dependence on benefits and increase the overall profitability in the two wards.</p>	<p>Unique Improvements Ltd - consultancy role.</p> <p>Worklessness Collaborative Manager assigned to the Community Investment Team.</p>	March 2011	All unemployed groups across South and East Marsh.
Key Worker Team	A team of six employment support key workers and a manager were recruited in July 2009 to provide individual support and regular progress assessments for clients in the Change programme. The team work across the borough, providing guidance and support to those furthest from the job market. They are also responsible for referring	<p>Key Worker Team assigned to the Community Investment Team</p> <p>£767,000</p>	July 2011	All unemployed groups across NEL

	individuals to other services commissioned within the Change programme.			
Grant Fund	<p>Grant funding from the programme has been allocated for pilot projects to trial new initiatives up to £50,000 for a maximum of 6 months. In addition Enhancement funds were made available to support existing organisations that were looking to improve their services that supported people in finding employment. The maximum Enhancement grant is £100,000 per organisation over a 2 year period.</p> <p>The Programme Board will review the scope of the grant fund in the coming months to ensure that further grants compliment the contracted services of the programme.</p>	<p>£187,853 5 Pilots</p> <p>£149,384 2 Enhance-ments</p> <p>£263,552 6 pilots commissioned 23 June</p>	<p>Pilots end April 2010.</p> <p>Enhance-ments last to 2011.</p>	All unemployed groups across NEL

Future Jobs (Feb – June 2010)

1	Community Chest	Retail & Admin Assistant
2	Community Chest	Van Driver & Warehouse Operative
3	Harbour Place	Centre Support Worker
4	Second Avenue Resource Centre	Admin Assistant
5	Second Avenue Resource Centre	Admin Assistant
6	Green Futures	Horticulture Assistant
7	Green Futures	Community Ranger
8	Jobs 4 All	Gardening Assistant
9	Jobs 4 All	Gardening Assistant
10	GYMC	Gardener
11	Services 2 Sport Ltd	Sports Coach
12	Services 2 Sport Ltd	Sports Coach
13	Services 2 Sport Ltd	Admin Support Officer
14	DKM Training	Community Involvement Officer
15	DKM Training	Recycling Technician
16	DKM Training	Administrative Assistant
17	NEL Credit Union	Office admin
18	NEL Credit Union	Receptionist & Data input assistant
19	Focus 7	Community Video Trainee
20	Vanel	LINK Administration Assistant
21	NEL CTP	Catering Assistant
22	NEL CTP	Catering Assistant
23	NEL CTP	Domestic Support Worker
24	NEL CTP	Horticulture Assistant
25	NEL CTP	Handy Person / Gardener

