North and South Delivery Group – Meeting Notes

16 and 23 January 2018

- Funders items
  - New enrolment forms are being compiled; partners will be informed when they are issued. Main changes will be around gender/equality questions. Anyone using hard copy forms will need to be aware of the update. The new form will include a part for self-declaration. There will also be a section to show what alternative evidence has been provided.
  - Funders will be carrying out postcode validations, so partners are urged to ensure that their records are correct. It was pointed out there have been problems with new development, but partners are requested to explain any possible problem in the 'Notes' section of the client's file.

- Shared good news stories:
  - Dianne (VCS) has 2 exits (1 into work and 1 into learning and is volunteering.
  - ONGO had a lady who, following sessions with their life coach, had a significant increase in her confidence and was able to pick up employment prior to Christmas. She is attending college and is due to begin a counselling degree in September of 2018. Meanwhile her job is going well; this is someone who ONGO anticipated would be with them for some time, given the issues that she had.
  - CLIP have placed a 60 years-old man, with physical disabilities, in a volunteer role with Bransby Horses. He had always wanted to work with animals.
- Discussed light touch support
  - ONGO track people up to 24 weeks, on all projects, especially into work. If a job search/learning outcome they will keep seeing them on general employability support. They do have other services that can help people, e.g. if the client gets into work and wishes to upskill.
  - VANL have a client who comes in for job search and another who will probably do some more training. It is difficult if there are no structured programs, or anything that involves costs.
  - VANEL find that sometimes people just need someone to talk to after exit, which can help to make the outcomes sustainable. They may come in to the office, as and when; some may use their offices as a safe space. There are people who need the next stage of support i.e. to move from 'job' to 'dream job', who might need to get upskilling help and support.
  - BGU: they are thinking about how to move people from dependency on the project. Theses clients are often lonely and enjoy having someone to socialise with. There is a need for something like a 'drop-in centre', but sadly, there is not the staff to deal with this workload at the moment. People need something after exit.

- o As an answer to the question 'Do we need a network of structured support' Jen will investigate an ESF funded project, 'Next Level'.
- o The consensus of feeling is that people want more than a phone call, they need someone to see and speak to.
- o Ex-police and military veterans have a 'blue light' club in Grimsby, suggestion was made to invite Steve Lynn to speak with the group (via Pete @ VANEL).
- o CLIP also run a job club that welcomes people back for company.

- **Project Performance**
  - o Target at the end of the last quarter stood at 384, of which 343 were considered reportable.
  - o A reason given for the imbalance in male/female numbers could be that it's related to the time of the year. Men can enrol during the summer holidays, whereas women tend to enrol in September and onwards, following children returning to school.
  - o ONGO find that they have more men enrolling, generally. More needs to be done by partners to target the likes of women's groups and children's centres to bring the numbers up. Leisure centres may also be a source of female recruits for the project.
  - o Jen will seek out the latest DWP data that reflects local demographics.
  - o VANL are at saturation point and are having to cope with the transition as Angela returns to work. Discussions were had with ONGO about moving clients onto them
  - o Overall, targets are generally fine, but there is a need to recruit more in rural areas, particularly EL and SH
  - o We are behind on progressions, but after a slow start to the project we are beginning to catch up. Partners should ensure that dates on exit forms are within 28 days of the client's exit.
- **Marketing and Branding**
  - o The funders are just as specific about branding as they are about the participant paperwork, e.g. the size of the logos.
  - o Anything that the participant or public can see must have a colour logo of the correct proportions, which is a minimum of 2.5cm high (you can use stickers to ensure that you have the correct sizings).
  - o If you're unsure, then 'logo' everything –it's better to be safe than sorry.
  - o Logos in black and white or those that are undersized are the main issues with the funders. Remember that are very meticulous and will check everything!
  - o As for web pages, the logos have to be on the landing page for the project. The logo must be the same size or bigger than any other logos.
  - o If partners make use of social media platforms for multiple BBO projects, they can just use the funder logo and not the project logo. Partners should use the #biglotteryesf as the funder tracks this and will check to see that it's all being done correctly.
  - o Any photos should have the logos overlaid.

- Between Projects
  - CLIP report that they find a little inconsistency between projects when file audits are conducted. Jen will discuss with other BBO leads.
  - Grantham College have found partners on projects in other counties report that Greater Lincs tends to be easier to deliver, and we also communicate changes from BBO in a more timely fashion.
  - MWS is reported to be a better management system that that used by others e.g. the Humberside consortium. They have made the decision to approve people, rather than trusting the partners to do so. This leads to a prolonged waiting period for the client to be accepted, and runs the risk that the client will disengage with the project.
  - There was a positive reaction to the idea of a peer support time bank, making use of informal networks between partners.
  - Funding working groups – dates will be sent out in the next MOVE newsletter, just let us know if you are interested in attending any of the groups.
  - CLIP is looking to conduct some basic skills workshops in the Lincoln and Sleaford areas. There is good provision in the N/NE Lincs areas, where the training is delivered on the ONGO premises
  - IT skills have been identified as a major stumbling block for clients, with very little training available in the area. This has a knock on effect for the client, in that they may find using MWS difficult.
  - Client access to the project, via the web, can also be an issue for those clients with literacy problems, and there is little or no money available to fund low level courses. Jennie will speak with Elaine to attend the next North Group meeting to explain what the Learning Centres are doing.
  - There was a discussion, in the N Group, about the Lincoln Neighbourhood Boards. VCS will brief on progress in the next meeting.
  - Completion of Participant Surveys was stressed as an important part of the process. Pt 1 should be completed at sign up and also at the mid-way point. Pt 2 must be completed at the end of the client's journey with the project.
  - We need to capture the number of clients who end up volunteering. This is needed to support the argument that is should be counted as an outcome for the project.
  - The number of signatures required from the client is seen as a potential problem for some clients.
  - There are issues for people who've been in care or had a name change. Some are unable to prove their ID but they are in receipt of benefits. In these instances, a self declaration form has been completed and as much evidence as possible is provided.
- X-Cutting themes
  - Discussions concerning the upcoming working groups and also about the recently submitted benchmarking exercise. The benchmarking exercise will be repeated one final time near the end of the project.
- AOB

- Grantham College are planning to run a cross-project participant's day.
- Cluster groups have started and have thrown up some good ideas that Jen will be examining in due course.
- Funding Working Groups are being held in late Jan and during the month of Feb. These will be scoping out potential follow-on projects to MOVE

Project Outcomes

There are a number of project-wide outcomes that we report on to the funder, and generally these require more focus. The outcomes are in the project plan, but to summarise they are:

Project outcome	Indicator of change	Timescale
People have increased confidence and skills resulting in greater employability	1. 25% of people report increased overall self-confidence 50% of people report increased overall self-confidence	End of year 1 End of year 2
	2. 25% of people report increased confidence relating to applying for learning, volunteering or work 50% of people report increased confidence relating to applying for learning, volunteering or work	End of year 1 End of year 2
	3. 15% of people report increased skills levels using information and communication technology 25% of people report increased skills levels using information and communication technology	End of year 1 End of year 2
People have improved ability to self manage health and wellbeing, as a result of engaging in the project	1. 25% of people report an increased sense of optimism about the future 50% of people report an increased sense of optimism about the future	End of year 1 End of year 2
	2. 20% of people report an increased sense of personal wellbeing 35% of people report an increased sense of personal wellbeing	End of year 1 End of year 2
	3. 20% of people report increased participation in social activity/society 35% of people report increased participation in social activity/society	End of year 1

		End of year 2
People have more positive attitudes to work, learning and/ or volunteering as a result of engaging in the project	1. 20% of people are interested in trying something new 30% of people are interested in trying something new	End of year 1 End of year 2
	2. 25% of people initiate positive actions/steps towards their goals 35% of people initiate positive actions/steps towards their goals	End of year 1 End of year 2
	3. 15% of people report improved attitudes to work, learning and volunteering 25% of people report improved attitudes to work, learning and volunteering	End of year 1 End of year 2
Local communities are more resilient as a result of the projects activities through the personal development of participants and increased use of local facilities	1. 10% increase in use of community facilities/venues by project partners 15% increase in use of community facilities/venues by project partners	End of year 1 End of year 2
	2. 10% increase in levels of volunteering for local community/voluntary organisations amongst project beneficiaries 20% increase in levels of volunteering for local community/voluntary organisations amongst project beneficiaries	End of year 1
	3. 10 % increase in the level of awareness of local community groups, societies, clubs and other provision amongst beneficiaries and delivery partners 15 % increase in the level of awareness of local community groups, societies, clubs and other provision	End of year 2

	amongst beneficiaries and delivery partners	
		End of year 1
		End of year 2