

Communities for Work

Draft Operational Guidance

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i. Introduction

Communities for Work (CfW) is supported by the European Social Fund (ESF) to deliver employment support services in all 52 Communities First (CF) Clusters in Wales. It will operate as a separate but complementary programme, fully integrated with the existing CF activity in each Cluster. It will operate alongside CF and build on the work of the Lift Programme where it exists, Welsh Government's Shared Outcome projects and the Department for Work and Pensions (DWP) ESF Work to Work project, providing support for unemployed people within Clusters to return to work, aiming to proactively engage with beneficiaries furthest from the labour market.

Communities for Work will focus on reducing the number of 16-24 year olds who are Not in Education, Employment or Training (NEET) and increasing the employability of economically inactive and long term unemployed adults who have complex barriers to employment (those being long term unemployed, economic inactive people, lone parents, carers, people in receipt of Disability Living Allowance / Personal Independence Payments), who by the nature of their unemployment will have low skills. Beneficiaries will also include a high number of people from workless households and in all cases will have the ultimate goal of supporting them into employment.

There will be no compulsion to participate and the programme aims to be additional and complimentary to existing DWP and CF provision, as is currently the position participants on the Work Programme will not be eligible.

Communities for Work will introduce a triage process to support C4W advisers and mentors. This will consist of a first level eligibility check and light touch diagnostic assessment to determine the level of need and therefore the most appropriate level of support. Triage will play an integral role in developing and maintaining the team dynamic, ensuring the critical relationship with CF is maintained and built upon.

The programme model will be based on advisory services divided into 3 distinct supporting roles:

Community Employment Advisors (seconded from JCP as co beneficiary): a network of specialist employment advisors will work within clusters providing:

- Diagnostic interviews to determine barriers to training or employment.
- Support in accessing employment, such as job search skills, updating CV's, improving interview techniques and providing employment brokerage.
- Providing advice on in and out of work benefit and Universal Credit entitlements through "Better off Calculations".

- Support for access to sustainable employment, aligning existing skills with available work opportunities matching individual's aspirations to labour market opportunities.
- Access to 'discretionary funding' which will tackle final barriers to access work or training , where no other provision is available, i.e. ICT, transport, caring responsibilities, pre-employment childcare challenges and work limiting health conditions.

Adult Mentors supporting and working with those furthest from the labour market by providing:

- Diagnostic interviews to determine barriers to training or employment.
- Provision of intensive mentoring support and personal action planning.
- Support to access pre-employment and skills courses for those further from the labour market.
- Support in accessing employment, such as job search linking closely with the Employment Advisers.

Youth Mentors supporting young people furthest away from the labour market by providing:

- Intensive mentoring provision and key working (Youth Progression and Engagement Framework)
- Early intervention to prevent young people progressing into long term unemployment.
- Linking young people into key provision such as Job Growth Wales.
- Support for access to sustainable employment, aligning existing skills with available work opportunities matching individual's aspirations to labour market opportunities.
- Access to 'discretionary funding' which will tackle final barriers to access work or training , where no other provision is available, ie ICT, transport, caring responsibilities, pre-employment childcare barriers and work limiting health conditions.

Underpinning these operations will be access to a suite of pre-employment training to support those with no or low employment skills. The programme will seek innovative ways to deliver packages of training in those communities where provision is restricted, based on the local labour market, working closely with the local community, Regional Learning Partnerships and employer networks.

This guidance provides the underpinning principles that should be used to develop Communities for Work services to support 16-24 year olds who are NEET and unemployed adults move closer to the labour market with the aim of returning to work.

ii. Partnerships

Communities for Work is a separate, but complementary to, programme from Communities First but it essential that the programmes work effectively together and they are interdependent.

Communities for Work will link closely with Communities First teams building on the existing infrastructure of delivery of a range of complementary activity and well established community engagement.

Communities for Work will work closely with Communities First teams building on the what is already recognised as a well established brand within communities. CF will continue to provide a holistic range of activities outside the ESF funding stream with every CF Cluster having detailed Community Involvement Plans with a supporting budget from Welsh Government.

The role of the Triage is pivotal to the success of the partnership network ensuring participants receive the appropriate support dependant on their need and circumstance. Triage will provide and ensure strong linkages within Communities for Work , CF and other key partners and stakeholders (i.e. LIFT, Flying Start , Families First , Youth Engagement & Progression Coordinators)

iii. Key Objectives

The key objective of the Communities for Work is to tackle poverty through sustainable employment by:

- Providing intensive mentoring and specialist employment advice to help overcome barriers to employment
- Providing motivation and confidence for participants to consider employment opportunities.

- Helping people gain the 'soft' skills for example, time keeping in order for them to find and keep a job
- Helping participants acquire/update their Job Search skills in order for them to find and keep a job
- Helping participants acquire vocational skills in order for them to meet the demands of the labour market.
- Providing resources and support to help them apply for vacancies.

iv. Audience

This guidance is for those who have direct and / or indirect responsibility for providing services within Communities for Work, including:

- Communities for Work Mentors
- Communities for Work Advisors
- Triage Support Workers
- DWP Delivery Managers
- CF Cluster Managers
- CF Prosperous Leads
- Lead Delivery Bodies

It is intended to inform decisions about;

- Eligibility
- Performance
- Recording Participant Data
- Funding considerations
- Exiting Participants

1. Eligibility and Data Recording

1. Communities for Work (CfW) support is available to long term unemployed or economically inactive participants living in Communities First Clusters.
2. Communities First Clusters are defined geographically within the look up table below

<https://statswales.wales.gov.uk/Download/File?fileId=420>

3. Participant eligibility is determined on entry to the programme. If the participant subsequently enters the Work Programme or Work Choice they must be exited from the programme. (See section 19 for guidance on exiting Participants.)
4. To receive CfW help the following eligibility conditions must be satisfied. Participants must be living in a Communities First Cluster and:

- be 16-24 years old and Not in Education, Employment or Training (NEET)

or

- 25+ years old and who are one or more of the following:
 - an unemployed lone parent
 - long term unemployed e.g.
 - o In receipt of JSA for over 12 months
 - o Work Programme returners.
 - Economic Inactive e.g.;
 - o ESA customers
 - o Incapacity Benefit Customers
 - o Unemployed not claiming.
 - o Partners.
 - People with caring responsibilities.
 - People in receipt of DLA / PIP

2. Triage Process and Support.

1. The Triage process supports the successful implementation, co-ordination and delivery of Communities for Work. This process for planning and co-ordination by each Local Delivery Team and this will be supported in each area by the Triage Support Worker.
2. Triage will support the processes required locally to ensure Communities for Work is integrated into local activity and ensures that duplication is eliminated, by:

- Supporting Referral Routes and Caseload Management
 - Developing referral routes
 - Building on existing networks and structures
 - Checking Eligibility
 - Managing Individual Caseloads
 - Participant Planning and Support
 - Ensuring focus on the needs of individuals
 - Checking progress and interagency/team working
 - Securing input from all partners
 - Using the Expertise of Partners
 - Builds Networks
 - Triage between partners
 - Referring on individuals who are not eligible/appropriate
 - Co-ordinate the use of resources
 - Reducing Duplication
3. The triage process supports some key principals of the Communities for Work Programme by strengthening the provision to individuals by ensuring:
- A comprehensive assessment of people's needs and barriers to employment
 - A customer centred, keyworker model with the needs of individuals at its heart
 - A co-ordinated response to the needs of individuals.
 - Developing well-defined, strongly linked network of partners
 - Tailored, individual planned pathways into employment
 - Ensuring participants have the support they need from all the available partners.
4. The Triage Process and meetings should include as minimum the 2 x Mentors, 2 x Advisors, Triage Support Worker, key representative from the CF Cluster's Prosperous Team and/or Cluster Manager and other representatives agreed locally.
5. Each Local Delivery Team will need to put in place arrangements to deliver the triage process and establish regular triage meeting to co-ordinate CfW at a local level. Triage meetings should be held at least once monthly and in the first 6 months of operation, at least fortnightly.
6. Triage meetings should ensure that all elements of the Communities for Work Team, Local CF Cluster and supporting agencies work effectively as a single team and take collective responsibility for the overall performance of the local programmes.

The process should be used to develop dialogue with, and referrals to/from other ESF funded operations in the area.

3. Participant information and evidence requirements

1. At the point of enrolment onto the programme, participants must provide a range of personal information recorded via the participant enrolment form which is subsequently input to the project database. Information collected at enrolment enables the operation to establish baseline database participant characteristics and a baseline against which both CfW and WEFO monitor overall and individual progress towards outcomes.
2. Details of acceptable evidence of eligibility can be found at Annexe 1 – Capturing Information and Outcomes Desk Aid.
3. The following information should be recorded for each participant via the CfW enrolment form:
 - Date participant joined project
 - Title
 - First name & Surname
 - Address including post code
 - Preferred language of communication
 - Name of CF Cluster
 - Unitary Authority
 - National Insurance number
 - Date of Birth
 - Age
 - E-mail address
 - Gender
 - Employment status
 - Benefit status
 - Duration of Unemployment
 - Existing qualification levels
 - Jobless household status
 - Lone Parent status
 - Number of dependent children
 - Care or Child care status
 - Single adult household
 - Work limiting health condition
 - Disability
 - Able to understand Welsh
 - Welsh speaker
 - Able to read Welsh
 - Able to write Welsh
 - Homeless or excluded
 - BME and Ethnicity

- Migrant status

4. Further information can be found in the Priority (level) ESF definitions and the European Commission Monitoring and Evaluation Guidance document for ESF.
5. The data collected cover a range of personal information (sex, age, labour status, level of education etc.) including some variables that may be considered as “sensitive” (i.e. those related to disability, migrant or minority status and/or other disadvantages). In line with Article 6 and 7 of the Directive 95/46 of 24 October 1995 on the protection of individuals with regard to the processing of personal data, the ESF regulation provides Member States with the legal basis to justify collection and processing of personal data for the purposes of monitoring and reporting on ESF funded actions. This means that all personal variables should be collected for all participants and the ESF regulation foresees no scope for variance in this respect.
6. The only case where data may, under certain circumstances, be incomplete is in relation to indicators dealing with variables considered as sensitive according to Article 8 of the Directive (i.e. those relating to disability, migrant/ethnic status and other disadvantage). For these sensitive variables, individuals have the right to refuse consent for the data to be collected, if indeed the data is collected based on the consent of individuals (Art. 8(2) (a) data protection directive). In this case documentary evidence showing that an attempt to collect the information was made must be maintained.

4. Process for recording participant information

1. A participant will engage with CfW through a variety of routes such as referral from JCP, Communities First Clusters, LIFT, self referral, other CfW engagement activity or via another organisations referral.
2. The triage process will help identify participant’s needs barriers and the most appropriate form of support. This will include a basic eligibility check which at this stage will be self declared by participant.
3. Only participants benefitting directly from CfW support can be reported on and participants can only be counted once in any single operation. As good practice, during the Triage process, participants should be asked to confirm whether they have received or are in receipt of support from another ESF project.
4. The Triage Officer will complete section 1 of the CfW enrolment form (annexe 2) with participant signing the declaration confirming that information is correct and providing consent to share information with WEFO, providers and employers.

5. Following the triage meeting, the Triage Officer will allocate the participant to the mentor or advisor most appropriate to them or will refer the participant to a more appropriate provision / project if appropriate.
6. At first interview, the CfW delivery team will confirm that details recorded on the enrolment form are correct and undertake a thorough eligibility check, collecting supporting documentation as required. (See annexe 1 for data to be recorded and whether supporting documentation is required.) CfW Advisers will have access to DWP benefit enquiry systems, providing an enhanced eligibility check ensuring eligibility conditions are adhered to. Section 2 of the enrolment form is completed confirming eligibility checks have taken place.
7. The delivery teams will use details from the enrolment form to build the participant's record on to the database, recording each participant's enrolment on to the operation and all subsequent outcomes. This database will be uploaded to a central point monthly.
8. At each meeting, the delivery team will use the Participant Portfolio (see annexe 3) to record discussions and agreed actions with participant signature confirming attendance. The Participant Portfolio will be a "working document" which will record participant's details, employment history, education and training levels, barriers to employment, aspirations and goals.
9. Client Participant Portfolios form an important part of the CfW process and participant planning and journey. They also form a formal record for ESF audit purposes and therefore must be kept up to date and securely stored. As part of the audit process it is essential that any funded activity that the participant access is recorded in the participant portfolio, before the activity happens.
10. As part of the action planning process, a needs assessment will be undertaken with the client to establish barriers to progression, wider needs and employment goals. This assessment can take place over a number of meetings (if necessary) with the adviser or mentor.
11. Needs Assessments should cover a broad range of personal and employment related barrier to work, such as:
 - Personal Motivation
 - Raised personal and/or family-related aspirations
 - Wider Barriers to Employment (e.g. housing, health, childcare, home issues, debt, abuse)
 - Reduced social isolation, participating in community activities
 - Improved personal confidence, self-awareness and self esteem
 - Improved communication skills, spoken and written
 - Assessment and recognition of own skills/potential
 - Travel and transport
 - Parenting issues

- Improved personal presentation and self confidence
- Improving personal health, diet and fitness
- Debt management, budgeting and financial management

Activities to support: Work Skills

These include:

- Employability skills, job preparation and job retention awareness
- Concentration and ability to engage with a task
- Increased labour market understanding
- Ability to prioritise planning and organisation skills
- Problem solving and team work
- Timekeeping, communication and negotiation, following instructions
- Managing increased responsibility, managing others
- Facilitating work – travel, caring responsibilities, childcare
- Improved literacy, numeracy or English for Speakers of Other Languages (ESOL) skills
- Discussing and identifying options for work-related development opportunities
- Support in job-search and interview techniques, disclosure advice
- Access to and skills for use of IT skills, internet, online job application etc.
- Short job-related skills certification
- Identification of suitable employment opportunities

12. Each intervention will be recorded and signed by the Adviser / Mentor and Participant as a true record of discussions within the Record of Consultations and Conversations section of the Participant Portfolio.

13. Financial spend will be detailed within the Participant Portfolio, and all outcomes noted when appropriate.

14. The Participant Portfolio will be retained at the community office with the delivery team until the participant is exited from the operation. (For guidance on action to exit Participant from operation please refer to section 19).

15. CfW Account Managers will undertake ongoing validation of participant's portfolios, visiting LDB's and all 52 teams ensuring CfW are fully compliant with ESF regulations.

16. Line Managers and Cluster Managers will undertake regular caseload management meetings with advisers and mentors, using portfolios for case conferences, participant strategy and identifying staff training needs.

17. All documents must be available for audit within 7 days of notice.

5. Performance Measures

1. Only participants being supported directly by CfW can be reported on and participants can only be counted once.
2. In most instances, outcomes will be identified and recorded immediately, however outcomes identified within four weeks of the participant leaving the programme can also be counted if supporting evidence is available.
3. Evidence for the results should also be provided to demonstrate at participant level:
 - the need for the intervention
 - the nature of the support provided
 - that the supported activities relate to those needs
 - that support has been provided, e.g. copy of attendance registers
 - how the support is related to the original objectives, and
 - the outcome of the intervention.

These should be fully captured within the participant portfolio (appendix 3)

4. Communities for Work primary outcomes are:

Priority 1: 25+ years old

- Numbers of Economically Inactive (aged 25 and over), not in education or training who have complex barriers to employment enrolled onto the operation
- Numbers of Long-term unemployed (aged 25 and over), not in education or training who have complex barriers to employment enrolled onto the operation.
- Numbers of Economically Inactive (aged 25 and over), not in education or training who have complex barriers to employment, entering employment including self employment upon leaving.
- Numbers of Economically Inactive (aged 25 and over), not in education or training who have a complex barriers to employment, engaged in job search upon leaving.

- Numbers of Economically Inactive (aged 25 and over), not in education or training who have a complex barriers to employment, gaining a qualification or work relevant certification upon leaving.
- Numbers of Economically Inactive (aged 25 and over), not in education or training who have a complex barriers to employment increasing employability through completing work experience placement or volunteering opportunity.
- Numbers of Long-term unemployed (aged 25 and over), not in education or training who have complex barriers to employment, entering employment including self employment upon leaving.
- Numbers of Long-term unemployed (aged 25 and over), not in education or training who have a complex barriers to employment gaining a qualification or work relevant certification upon leaving.
- Numbers of Long-term unemployed (aged 25 and over), not in education or training who have a complex barriers to employment increasing employability through completing work experience placement or volunteering opportunity.

Priority 3: 16-24 year old NEET's

- Number of NEET Participants enrolled onto operation.
- Number of NEET Participants entering employment upon leaving.
- Number of NEET Participants gaining qualifications upon leaving.
- Number of NEET Participants in education or training upon leaving

6. Database – Further Details to Follow

1. CfW participant data and programme outcomes are captured using the WEFO supplied excel spreadsheet. It is the responsibility of delivery teams to ensure this information is captured and recorded accurately.
2. Participant information required to populate the spreadsheet will be captured from enrolment forms and outcome information from the participant portfolio.

7. Barriers Fund

1. The Communities for Work barriers fund has been designed to help Participants make the transition from inactivity to activity by reducing barriers to participation and employment.
2. Awards can be made to purchase essential items or to cover costs that without which, the individual would be unable to take up employment. Awards can also be made to enable Participants to take part in the activities agreed on their Participant Portfolio to help them move closer to the labour market.

8. Underlying principles of C4W Barriers Fund

1. Alternative sources of funding must be sought prior to accessing CfW Barriers Fund: e.g. Jobcentre Funding, Communities First support, alternative organisations etc.
2. CfW Barriers Fund is discretionary with no recourse to appeal.
3. Participants must have engaged in at least 3 interventions before CfW Barriers Fund can be considered. In exceptional circumstances, only an award may be made prior to 3 engagements at the Delivery Managers / Cluster Managers discretion. The decision is to be documented and attached to the supporting documentation.

9. Eligibility Criteria

1. All CfW Participants are eligible to apply for the CfW Barriers Fund, however all payments are at the discretion of the CfW Adviser or Mentor.
2. CfW barriers fund is a discretionary fund and no participant is guaranteed funding.
3. All barriers Fund spend must be agreed before a purchase is made and not retrospectively.

10. Appropriateness of Use

1. The following questions should be answered before any commitment is made:

Have the necessary approval routes been complied with?

- Are there any limits on delegated authority for this type of expenditure? Have the necessary approval routes been complied with?
- Could the proposed expenditure be considered as novel or contentious? As a broad guide these terms cover any activity which deviates from the normal accepted practise and is likely to cause controversy, opposition or negative media interest.
- Are there clear and supportable benefits associated with the expenditure and does it represent good value for money?
- Has the barrier to employment been identified? How many participants will benefit from any proposal to overcome the barrier? Can the number of unemployed people utilising the new service be accurately measured and therefore compared with initial expectation?
- If the number of participants who will benefit from the new service can not be accurately calculated, there is potentially an issue regarding value for money. Any proposal that proceeds should do so on the condition that strict monitoring is carried out and the service withdrawn if it is not utilised on a regular basis.
- Does the spending conform to specific Government accounting or legal requirements (Including EC rules for tendering)?

11. What can Communities for Work Barriers Fund be used for?

1. CfW was introduced to help support participants to purchase essential items, without which they would be unable to take up a job or participate in an agreed activity. Delivery Teams have the discretion to award CfW barriers Fund for any goods or services needed to support the Participant prior to the Participant starting employment. (Subject to paragraph 15 above)
2. Examples of when barriers fund could be accessed:
 - a participant might have the chance of a job where a shirt and tie is a dress-code requirement.

- a participant living in a rural area might need help with travel costs to increase job search activity.
- a participant may need to buy a travel pass to cover the cost of travel to attend training events or to increase job search prospects.
- a participant might want help to buy the tools needed to take up a particular job.
- Driving lessons may be purchased when private transport is the only viable means of securing and sustaining employment (Decision lies with managers depending on value for money and budget implications). Where possible requests for driving lessons should be supported with an assessment by a Driving Instructor detailing how many lessons are required. The rationale should fully document how this will enable the participant to find work. When securing driving lessons where the job goal of the participant involves driving, the adviser would be expected to consider the participants age as most employers require applicants to be at least 25 years old due to insurance costs. Rationale should clearly outline why an occupation requiring a driving licence is the main job goal.
- Car repairs can only be supported if there is clear evidence that public transport is not available and that this expenditure is essential to enable the individual to start work. (Decision lies with managers depending on value for money and budget implications). Requests must be supported by 3 quotes and evidence must be provided to confirm the car belongs to the Participant.

12. What Communities for Work Barriers Fund cannot be used for

1. CfW cannot be used in the following circumstances:

- once the Participant has started employment
- to purchase training courses
- as an inducement to take up a job, i.e. a straightforward cash award or payment of a debt or fine.
- for the purchase or part purchase of any second hand items or goods.
- for the purchase or part purchase of any motorised vehicle e.g. motorbike or car
- For the purchase or part purchase of one individual item which exceeds £1,000.
- For the purchase or part purchase of goods ordered from a catalogue.

- awards of CfW Barriers Fund cannot be made if the participant has capital available to them that could be used to fund the barrier
- Personal Protection Equipment (PPE) for participants starting work for an employer, however, if a Participant is starting self employed work or working as a sub contractor, or PPE is required to enable the participant to move closer to work, and the Participant has been engaged with CfW and had 3 interventions prior to the application, then purchase of PPE is permitted.
- CfW Barriers Fund cannot be used to cover living costs such as buying food, paying bills or paying off loans.
- To purchase goods or stock which will later be sold for profit within the business e.g. food, ingredients or consumables.
- To pay for childcare costs incurred whilst attending work clubs.

13. Using Communities for Work Barriers Fund for Travel Costs.

1. Participants may be able to claim travel costs in certain circumstances e.g. when attending a training course. Before the travel commences the adviser must establish and authorise the expenses they can claim. This will be dependant on whether the participant is travelling to a destination within daily travelling distance or beyond daily travelling distance of their home.
2. Proof of attendance at the training course or interview or proof of job start must be provided before re-imburements can be met. Suitable evidence is a copy of an attendance sheet or confirmation from training provider of Participants attendance.

Within daily travelling distance

1. A Participant is able to claim the following expenses for each day they attend a training course:
 - the cost of travel between their home address and the training location
 - Public transport fares are reimbursed in full
 - Travel by private motor vehicle is reimbursed at a rate of 25p per mile, regardless of any receipts that may be produced.
 - Toll (Bridge) costs can be reimbursed on production of receipt.
 - A copy of Auto Route must be included to confirm mileage.
 - An actual meal allowance up to a maximum of £5 upon production of receipts; if the training provider provides a meal this allowance must not be paid.

NB If the cost of travel by private motor vehicle exceeds the cost of public transport, the maximum that can be awarded is the lower cost, unless participant would not get to interview/course in time due to infrequency/lack of, or start time of public transport.

2. Evidence of public transport costs, start time/frequency/lack will need to be produced and explained in the rationale.

Beyond daily travelling distance

1. If travel costs are agreed for training courses beyond reasonable daily travelling distance of the Participants' home, the following expenses can be reimbursed:
 - Overnight subsistence (bed and breakfast), for nights spent away from home whilst on a training course to a daily maximum of £65. Receipts are required in all cases. If the participant is staying with friends/family or the training provider provides accommodation, no subsistence payment must be made.
 - An actual meal allowance of up to £5 per meal (max 2 meals) on production of receipts.
 - The cost of travel between their lodging address and the training location. If the customer travels by public transport their costs are reimbursed (in full) – the participant must provide tickets to validate the claim; if they travel by private vehicle the reimbursement rate is 25p per mile.
 - Assistance with the return journey between their home town and training location public transport should be used and tickets must be provided. If it is not practical for the journey to be made by public transport, the Participant can claim mileage expenses at 25p per mile.

14. Tests, certificates and licences

1. If a claimant requests financial support solely to undertake a test or obtain a certificate / licence, it might be appropriate to make an award through the barrier fund. In considering such requests, the adviser / mentor must investigate thoroughly to ensure there is no training (of any type or duration) involved. Where any element of training is involved, the training / procurement guidance must be followed.
2. A local supplier record must be set up in these circumstances and payments made following receipt of an invoice.

15. Forms and Payment Process – Details to Follow

16. Training

1. To support the advisory services provided by delivery teams, a shelf of provision will be procured to provide a roll on roll off shelf of training readily accessible by CfW advisers and mentors. These will be for motivational and confidence building courses, IT classes where not readily available or vocational group courses in readiness for large scale recruitment exercises. (This is not an exhaustive list)
2. Alongside the shelf of provision low value procurement training will be available for short sharp vocational training courses. These will be assessed on an individual basis; will be in response to the participant's need and the labour market requirements.
3. Before commencing this process, the Adviser must clearly establish the course or provision most suitable to meet the participant's needs. If necessary, the local careers service/industry advisory board should be consulted for advice and guidance.
4. Training applications are assessed on an individual basis and are not an entitlement. A decision will be made on value for money and whether the following criteria apply.
5. Participants must have at least 3 interventions before a request for training can be considered and the following taken into account:
 - Advisers should identify what the purpose of the training is for; motivational/confidence building or vocational. If vocational, does this training improve the chances of the customer applying for current vacancies or is it likely that relevant vacancies will become available?
 - Is the training accredited and will it lead to a qualification? Although qualifications are not absolutely essential in agreeing CfW training support, accredited training is the preferred option (far more likely to be recognised by employers than non accredited training).
 - If possible, a letter of support from an employer confirming the customer would be more employable with the training would support the application.
 - Advisers should establish whether the training is essential, appropriate and is relevant to participant's job goals.
 - How long has the participant been out of work? If under 6 months, is the training essential for the participant to return to work?
 - Is the customer capable of completing the training? Have they the pre-requisite skills / qualifications? Is the customer committed to starting and completing the training?
 - Is the goal self employment? The participant should attend self employment courses and complete a business plan first in order to ascertain the viability of the business. On completion of the business plan and attendance on self

employment courses, further consideration of the training application should be undertaken.

- What will the total cost be? Training, accommodation, travel, etc.?
- - How long is the training? There is limited discretion and training should generally be short term
- Are there alternative and more appropriate sources of training – Steps to Employment, ReAct3, etc.?
- Has the participant benefited from previous CfW training? If so details must be provided.
- Is the training supported by a clear labour market need (vacancies, relevant Travel To Work Area, etc.)?
- In work support is not available through the CfW operation.

17. Inappropriate Training.

1. CfW can not procure training that would bring the operation into disrepute or create unwelcome press interest. Training such as firearms training can not be procured. Also any beauty or cosmetic treatments which include injections cannot be procured for any customer who wants training as a beauty therapist.

18. Forms and Payment Process – Details to Follow

19. Exiting participants from the operation

1. There is no prescribed time limit for participants to take part in the CfW programme other than the overall programme lifespan and Participant's can retain their participant status for as long as their individual needs and circumstances dictate.
2. Whilst there is no maximum duration, participants should only remain on the programme if they are progressing or are likely to progress into employment.
3. Delivery teams have the discretion to exit participants from the programme if there is no prospect for any progress, despite every effort being made. However, this action should not be taken lightly and should only be considered after discussion with the Cluster manager or Delivery Manager through case conferencing. It is essential that the participant is invited to discuss the action and wherever possible is sign-posted to an alternative provision. In most cases, it is expected that the exit from the programme will be a mutual decision between adviser and participant.

20. Participants not in Regular Contact

1. There is an expectation that participants are in regular contact with their adviser / mentor throughout their time on the CfW programme; this can be a combination of face to face contacts, telephone calls or other correspondence.
2. If contact is lost, the delivery team must make efforts to contact the individual and confirm if they wish to remain on the CfW programme and if not, record their destination on the database and Participant Portfolio.

As a minimum, participants who have not been in touch for 3 months should be sent a standard letter to establish their status and if they cease to be a participant, their destination if known.

3. The exit date used in these cases should be the date of last adviser / mentor activity prior to exiting action being taken e.g. date of last interview or telephone contact.

21. Participants referred to or start on Work Programme or Work Choice.

1. Participants that have been referred to or have started on the Work Programme or Work Choice are not eligible for ESF / CfW support and as such must be exited from the programme.
2. If a participant starts the Work Programme and subsequently starts work, the job outcome can not be claimed by CfW. It is therefore imperative that all outcomes are captured and recorded on the database prior to the participant starting the Work Programme / Work Choice. The exit date in these circumstances should be the day before the referral date to Work Programme.
3. There may be occasions when the CfW adviser / mentor is unaware that the participant has been referred to the Work Programme and only become aware when the participant starts. In these circumstances, the participant should be exited immediately. The exit date should be the day before the participant started on the Work Programme.
4. An exit questionnaire should be issued (ideally completed at the last interview) to all programme leavers irrespective of the reason for leaving the programme.

22. Re-Engagement

1. It is possible for participants to re-engage on to the programme, determined by their employment status at the point of re-engagement as per the eligibility conditions stated in section 1.
2. Previous support and help would need to be taken into consideration prior to enrolment.

23. Action Required on re-engagement:

1. New enrolment form to be completed, annotated clearly in RED "Re-Engagement".
2. Database to be amended to take into account any change of circumstances or employment status.
3. Re-engagement to be recorded on database.
4. Original start date to remain on database and end date removed.
5. Original outputs to remain on database and additional outputs added as and when required. E.g. Qualifications, details of voluntary work or work experience.
6. Participant's paperwork from previous CfW activity will need to be requested from storage and linked with current paperwork.

24. Action required on exiting following re-engagement

1. Periods of time spent on programme will need to be added together when Participant leaves programme for 2nd time.
2. Review all outcomes. If exiting due to participating starting work again, overwrite original start work date with new start work date.

NB: only one job outcome can be recorded for a participant during the life of the programme.

Glossary

ACL	Adult Community Learning
BME	Black and Minority Ethnic
C4W	Communities4Work
CCT	Cross Cutting Themes
CEA	Community Employment Adviser
CF	Communities First
DLA	Disabled Living Allowance
DWP	Department of Work and Pensions
ECDL	European Computer Driving Licence
EI	Economic Inactive
ELMS	Enhanced Leadership and Management Skills
EO	Equal Opportunities
EPF	Economic Prioritisation Framework
ERDF	European Rural Development Fund
ESA	Employment and Support Allowance
ESF	European Social Fund
ESICC	Employment Support in Integrated Childcare Centres
ESIW	Essential Skills in the Workplace
GP	General Practitioner
HWW	Healthy Working Wales
IB	Incapacity Benefit
JCP	Jobcentre Plus
JGW	Jobs Growth Wales
JSA	Jobseekers Allowance
LA	Local Authority
LDB	Lead Delivery Body
LP	Lone Parent
LSIP	Learning Skills & Innovation Partnership

LTU	Long Term Unemployed
NEET	Not in Employment, Education or Training
NOMIS	National Official Labour Market Statistics
PaCE	Parents, Childcare and Employment
PEA	Parent Employment Adviser
PIP	Personal Independent Payment
RDP	Rural Development Programme
RLP	Regional Learning Partnership
SD	Sustainable Development
SGW	Skills Growth Wales
SME	Small, Medium sized Employer
SPFP	Sector Priorities Fund Programme
STEM	Science, Technology, Engineering and Maths
SWWITCH	South West Wales Integrated Transport Consortium
UC	Universal Credit
WCVA	Wales Council for Voluntary Action
WEFO	Wales European Funding Office
WG	Welsh Government
WIMD	Welsh Index of Multiple Deprivation
WP	Work Programme
WtW	Want to Work
WWW	West Wales and the Valleys