

Progress update Q1-2019

Appendix 2b

SYHA - Shef/1/1 Building Better Opportunities Sheffield

Overview

From Q1 the programme has been delivered on a reduced scale using the underspend. The programme now runs from four host sites. There are a few new staff so SYHA has been working hard to ensure positive integration of staff at each host site. SYHA has made changes to service delivery in that a health and wellbeing coach will work across two teams and the work and enterprise coaches will take responsibility for caseload management and paperwork. The changes are so far working well, and the health and wellbeing coaches are now able to focus their support to ensure it reaches the participants who need it the most.

Planning is underway for using additional funding to widen the programme to include more host sites. SYHA are in discussion about a new site in D2N2 in line with Chesterfield Community Health Teams who have been successful in a bid to fund four of their own IPS advisors. SYHA are working with NL Community Fund (BBO programme grant managing) staff to clarify where they are able to work in the D2N2 area and ensure there is no overlap with the D2N2 projects.

There has been some staff absence this quarter which has meant they have not been able to do some of the detailed work they planned to on cross cutting themes.

A new income and contracts assistant is due to start at the beginning of Q2. There is currently no debt and benefits advisor working on the programme. This is being addressed with the NLCF. No major concerns with staffing.

No concerns with the partnership or with progress on delivering activities.

Overspend of £42,902.78. The majority of overspend was on direct staff costs and staff expenses. In previous quarters there has been a lag where partners had not claimed costs, and overspend this quarter includes payments for some previously delayed claims. There are no more partner costs expected so this should reduce the variance per quarter in future quarters. In the More (COR) area SYHA had budgeted for a full-time work and enterprise coach, but the coach was only working part-time hours.

No concerns with the budget.

Learning

The project has highlighted the importance of relationships with host sites when delivering a high quality IPS employment service. There are now quarterly meetings arranged at each host site to review reporting data and explore collaborative working to achieve target outcomes. SYHA has learned from feedback around information sharing and how work with customers is communicated to staff members.

SHYA has begun the process of gaining access to NHS digital recording systems for BBO staff, to read and record customer notes for quick information sharing.

Participant file paperwork has been reviewed and updated, taking on board feedback from staff and customers around the accessibility of the language that is used and the repetition of some questions. SYHA has also streamlined their assessments for efficiency and will gain feedback from staff and participants on this.

SYHA believe the strengths and asset-based approaches they use has an impact on the motivation of customers, leading to better outcomes for them. The project has been asked to share learning from using this approach within other services.

The external evaluation report will be ready in Q2.

No concerns about learning.

Soft outcomes

[BBO partnerships set their own soft outcomes, encouraging personalised outcome design to better enable participant empowerment, participant-led feedback, and capturing participant journeys].

Outcome 1 - The project significantly overachieved against expected employment outcomes for moving participants into employment, achieving 231% performance, with 164 reported outcomes against a target of 71.

Outcomes 2 & 3 -There is no data on wellbeing measures this quarter as all participants on the programme are on their first three months and have not yet completed their three-month review.

Outcome 4 – No data is being collected for this outcome due to the downsizing of the programme. This outcome will be reviewed in Q2 as to whether it is still relevant for the extension period.

There are no concerns around delivery of the partnership's self-styled softer outcomes.

Sheffield Futures - Shef/1/2 Doing Good Business

Overview

The quarter has been a challenge with new staff trying to learn about the programme whilst delivering the project and understanding the 'poised' scenario with the extension half-confirmed due to co-financing, extensive reporting duties, and an underspend to seek to redress.

A project visit took place to discuss the annexes and the group has completed the relevant reporting annexes significantly better following this as they now have a better understanding of the admin side of the work.

They are continuing to work with Clowne Enterprises and with Coalfields Regeneration Trust during this period and plan to continue to work with them throughout the proposed extension period.

Although performance has dipped in results and outputs the group is still in a good position so does need to try and get back on track in the next couple of quarters once this turbulent period calms.

No concern with the partnership or with activities.

The project has again continued to have an underspend (£41,473.85) with all of this in the transition region (£50,221.08 underspend) in comparison to the More region (overspend of £8,747.23). This was

mainly down to staff costs, procurement and participant expenses being heavily underspent particularly in the salaries. The group has profiled the costs across the remainder of the project and budgeted the project to run until Q3 2021.

The main reason for underspend in the Transitional area has been the removal of Groundwork South Yorkshire from the cost of the programme. This was intended to be replaced with Sheffield Futures staffing from National Careers Service, however the main provider lost this contract in Q4 and as such its staff TUPE'd across to the new provider leaving Sheffield Futures without resource. Coalfields Regeneration Trust has taken up some of the work and targets in the Transitional area and has been delivering on this during the quarter.

No concern with the budget.

Transition - For Quarter 1 of 2019 the actuals were below the forecast for all the outputs and results except for recruitment of people with disabilities which was met. However, although the group did not meet the targets for this quarter when the cumulative performance targets are looked at it shows that overall, they are still on target and on track to meet overall targets and are 98% on track.

More Developed - For Q1, performance against outputs and results has been good with overachievement on many. The only exception was the number of ethnic minorities that have been recruited to the programme. This does remain a challenge due to the demographic makeup of the area. The ethnic minority target is within sight of its contractual target, being at 75% against P.O. All other targets for the More area hover around 100%.

Overall *in the quarter*, while the More region performance was generally overperforming, the Trans' region was underperforming. When the cumulative performance is looked at both areas are meeting the stretch targets so there are no concerns. Quarterly performances do need to pick up to maintain this or they could begin to drop, so the NLCF shall continue to work closely with the grant holder in its continuous monitoring and support.

Learning

The project evaluation has been completed in draft form and is awaiting sign-off. This will give learning and recommendations going forward.

The NLCF visited the project and discussed the BBO programme and the reporting annexes among other items, providing much needed guidance to new staffers. This was in response to the claim having been sent in very late in the quarter and arriving late various errors. It is hoped that learning from this NLCF visit can be utilised in future quarters and will enable the group to have a more efficient and timely submission of information from here on. The NLCF remains in close contact, with no major concerns lasting after this recent supervision.

Soft outcomes

[BBO partnerships set their own soft outcomes, encouraging personalised outcome design to better enable participant empowerment, participant-led feedback, and capturing participant journeys].

The project outcomes have not had any progress made this quarter and it seems that because of the group focusing on the other issues they have not been focussing on the softer outcomes. However, in general most of the outcomes were achieved for Q4 with minimal targets in the More region remaining and reduced targets in the Trans area. The additional resource reduction from Groundworks SY will be taken up by the partnership and as a result Sheffield Futures anticipate the targets to be met.

The forecasting of the outcomes has reduced for the next couple of quarters but given they did not achieve any this quarter it should be looked at in the next few quarters. This is not of much concern at this point and most of the outcomes have been met or are close to being met.

In Transition COR:

Several long-term placements are ongoing and in addition several new ones have taken place in a range of locations including Barnsley Hospice, Rotherham United, Castle Development Trust, NHS, Wybourn Children's Centre, Marmadukes Café, St Lukes Hospice, Zest, Amy Winehouse Foundation, RSPCA, Games Workshop, Family Hub Denaby and diverse community football organisations.

In More COR:

Outcomes are on target. Placements continue to take place in a variety of settings from beauty to market trading.

No concerns around this important strand of work.
