



PROGRESS!

The Go Further Programme



with **Skills Training UK**

Introduction for Local Authorities and your local partner agencies



European Union
European Social Fund
Investing in jobs and skills

European Social Fund (England) 2011 – 2013

Support for Troubled Families



Welcome

Thank you for your interest in **Progress!** It is likely that you will already be working with some of the families who could benefit from this exciting new programme. This leaflet gives you an introduction.

Introduction to Progress!

Skills Training UK has been selected by the Department for Work and Pensions (DWP) as the Prime Contractor in South East England to deliver this programme, the European Social Fund (England) 2011 – 2013 Support for Troubled Families.

Progress! is about helping families with multiple problems, including a history of worklessness, to progress closer to the labour market. The aim is to help them overcome their barriers e.g. low levels of literacy/numeracy or lack of confidence and inspire and coach them to take practical steps to go further, with the ultimate goal of sustainable employment.

Each participant will have an Individual Progress Plan which identifies their needs and their existing skills and sets out an individualised programme to progress them further. A Family Progress Plan will help address underlying factors and lifestyle issues such as housing or health and raise the family's aspirations to achieve more.

Skills Training UK

Skills Training UK is a Prime Contractor for DWP with 20 years' experience in working with the hardest to help groups in society, turning lives around by treating each person as an individual and by helping them develop the personal, social and vocational skills they need to progress into sustainable employment.

Our experience includes working extensively with employers who we match our unemployed customers to through a free recruitment service and in-work support.

Over the past eighteen months we have helped over 10,000 long-term unemployed people into sustainable employment, vastly improving their own and their families' life chances.

For our partners, Skills Training UK offers consistent and dependable performance and innovative delivery methods, backed by our sector leading Management Information System. The DWP's Merlin Standard report, which assessed the way we manage our partners, said: "The Prime Contractor has clearly promoted a culture of collaboration and cooperation" and the DWP Provider Assurance Testing awarded us with the highest possible grade, reflecting our good governance and the added value of our services.



Skills Training UK



Identifying families for Progress!

You may already be working with many of the families who will benefit from taking part in this voluntary programme.

Some of these may already have had their acute needs addressed and will be ready to take their next steps. For others, the **Progress!** programme will help to significantly reduce the chances of them becoming a family which requires large scale intervention.

The programme is an extension of your existing services. It is designed to complement and add value to what you are already doing and will help a wide range of families who could have the sorts of problems we outline on the next page.



The problems that the families will be experiencing will fall into four main areas:

Social and economic inclusion

- > parenting, child in need
- > marriage, relationship or family breakdown
- > domestic abuse
- > low income /reliance on benefits/debt problems
- > anti-social behaviour of one or more family members
- > contact with the criminal justice system

Health and well being

- > mental health
- > drug / substance misuse
- > drinking problems / alcohol
- > A parent with a longstanding limiting illness, disability or infirmity
- > Health neglect e.g. obesity

Housing

- > Inadequate housing
- > Risk of homelessness
- > Problems with managing household debt

Employability

- > history of worklessness in the family
- > low levels of education, training or qualifications
- > poor Basic Skills
- > One or more child/ren with problems at school (i.e. truancy, exclusion, or bad behaviour at school)



Specific eligibility

The Department for Work and Pensions (DWP) has defined the eligibility for the programme as follows:

- > At least one member of the family must be on a DWP working age benefit. It is not however a requirement that this family member participates in the programme at any point.
- > A family member who is receiving any of the following benefits or allowances can take part:
 - Carer's Allowance
 - Severe Disablement Allowance
 - Employment and Support Allowance
 - Incapacity Benefit
 - Income Support
 - Jobseekers Allowance (including claimants who are sanctioned or in receipt of Credits Only)
- > Participants must be aged 16 or over, legally resident in the UK and able to take paid employment in a European Union member state.
- > It is part-time for all participants. For participants in receipt of a working age benefit this means the Progress! programme must allow them to meet the requirements attached to their benefit.
- > Where an eligible family includes an individual who is working, that individual will not be eligible to take part.
- > A family member who is receiving **no** benefits or allowances is eligible to take part.
- > Any individual family member who is already on the Work Programme (WP) will not be eligible to take part, but other family members will still be eligible.
- > If, after starting **Progress!** a participant becomes eligible for the Work Programme then they can continue with it in addition to their mandatory attendance on the Work Programme.

Family referral

We have consulted and agreed a referral process with each Local Authority and we are committed to working closely with you to help these families improve their life chances.

This is a voluntary programme and we encourage you to identify families you feel may be suitable to take part. The contact point for you to use to refer a family is on the back of this leaflet.

Once we have received your referral, we will contact you to ensure we have the information and understanding we need about the family before a Progress Coach arranges an appointment to introduce the programme.

At this first meeting each family member who wishes to take part will be helped to complete an application form so that their eligibility can be confirmed by Jobcentre Plus.

We will inform you of the outcome and the start dates and work closely with you as we develop and implement the Progress Plans, ensuring we fully understand the background you give us. As the plans progress (and are reviewed and updated) we want to continue to work with you, adding value to your own work with these families and complementing existing support in your area.



Delivery at a glance

The essential elements of the Progress! programme are as follows:

- > The programme is for up to 12 months and participants voluntarily agree to take part
- > Family Progress Plans and Individual Progress Plans will include targets and actions to achieve these.
- > An initial set of 17 Progress Measures developed by us and approved by DWP have been put in place to reflect the wide variety of barriers to employment in families where worklessness is entrenched.
- > Additional Progress Measures will be developed in conjunction with each Local Authority.

Progress Measures are around the four main areas:

- > **Social and economic inclusion** e.g. learning budget management, reducing anti-social behaviour, parenting skills, improving family relationships
- > **Health and well being** e.g. attending specialist counselling for alcohol dependency, mental health or victims of abuse
- > **Housing** e.g. assisting participants with improving their housing conditions
- > **Employability** e.g. improving literacy/numeracy/IT skills, using the Internet for job search, completing a work placement or volunteering, sector based skills

Each family will have a Progress Coach who will develop the Progress Plans, mentor participants and be their main point of contact throughout the programme.

Delivery Network

Progress! is delivered by Skills Training UK and partners at local centres and through many community and outreach centres which enable the best possible local access for participants.

Our **Progress! Partners** include the Third Sector, specialist employment training companies, delivery arms of Local Authorities and local colleges.

The Progress Coaches will develop and implement Family and Individual Progress Plans, engage with specialist local providers as required and mentor participants throughout their programme. If there is a need for a specific service not already available in the Local Authority area, we will try where possible to put this in place.





Our commitment

In developing and delivering the Family and Individual Progress Plans for Progress! we make the following commitment to all our participants and partners:

- > Provide a comfortable environment where all participants are made to feel safe and secure.
- > Treat everyone with respect without any prejudice or preconceptions.
- > Help families and each individual participant to achieve the right outcomes by closely working with the Local Authority, Jobcentre Plus and our local Progress! Partners.
- > Always be ready to listen to, understand and guide the families and participants towards sustainable, improved futures.



Skills Training UK is the Prime Contractor for Progress! and is working with 19 Local Authorities and their local community partners in the following areas:

Bracknell Forest	Isle of Wight	Portsmouth	Southampton
Brighton and Hove	Kent	Reading	Surrey
Buckinghamshire	Medway	Royal Borough of Windsor and Maidenhead	West Berkshire
East Sussex	Milton Keynes		West Sussex
Hampshire	Oxfordshire	Slough	Wokingham

PROGRESS! **PARTNERS**

Our Progress! Partners include:

- ATS Community Employment Ltd
- City Limits (for Southampton City Council)
- East Kent ITeC
- GFE South (colleges of further education)
- Ixon Holdings Ltd
- Kennedy Scott Ltd
- New Directions (for Reading Borough Council)
- Newhaven Community Development Association
- PCMI (for Portsmouth City Council)
- Pinnacle People
- TBG Learning
- The Bridge Community Education Centre
- Wheatsheaf Trust

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Single Contact Point for Referrals

To refer a family, or find out further information please contact:

- Telephone:** 0208 795 8230
- Fax:** 0208 903 1891 or 0208 903 5674
- Email:** contact@progressprogramme.com
- Web:** www.progressprogramme.com

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DWP Department for
Work and Pensions

jobcentreplus

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