



SUPPORTED BY
MAYOR OF LONDON



Building Better Opportunities

Project outline

For use in England only

Project title	Project 18 of 19 Employment support for people with complex needs - North, East and West London.
Project reference number	Lon/2/18
LEP area	London LEP
ESF Thematic Objective	9: Promoting social inclusion and combating poverty
ESF Investment Priority	1.4: Active inclusion
Funding available	£1,427,500
Project start period	July 2016 to November 2016
Latest date for completion	December 2019
Date open for applications	8 October 2015
Deadline for stage one applications	12 noon on 30 November 2015

Important information about this project outline

This project outline represents just one strand of the overall funding that is available through Building Better Opportunities. As this is a joint programme with the European Social Fund, we will only consider applications that clearly meet a project outline and meet the requirements set out in our **programme guide**.

As you read this project outline, please note the following:

- This project outline is subject to any changes made by the European Commission or the Managing Authority to the rules governing ESF in England. The Big Lottery Fund will upload any updates to <https://www.biglotteryfund.org.uk/esf>. It is your responsibility to review the page regularly to keep abreast of any changes that may have an impact on your application.
- You must apply for the full amount of **funding available** shown, which we will award to just one applicant or partnership to deliver the project described in this outline.
- The project must be delivered in the **LEP area(s)** shown and within any specific **project location** we've identified within this outline.
- You must plan to **start** and **complete** your project by the dates indicated. By 'complete' we mean that you must have spent and claimed all of the grant and closed your project.
- Your proposed project must align with the **project description** we've provided within this outline and include any specific activities listed.
- You must submit your stage one application by the **deadline** we've given above.
- Your proposed project should include appropriate links to potential employers and self-employment opportunities. The specific interventions must enable a comprehensive assessment of an individual's needs that are tailored to help them move towards work and out of poverty.
- You must demonstrate that the activities you are proposing will be additional to any national and statutory provision. This could include, for example, wrap around support that works with people to overcome the barriers that prevent them engaging effectively with statutory provision, or more in-depth and intensive support to the most disadvantaged people, which they can access alongside the statutory provision they are entitled to.
- Activities must be locally accessible and be led by skilled front line staff.
- The people who will benefit from the project must come from the eligible participant groups we've identified in our programme guide, with a specific focus on those unemployed or economically inactive, furthest from the labour market, and most at risk of social exclusion. We may also specify particular **project participants** within this outline that must benefit from some or all of the activities you'll deliver.
- You must be confident that you'll be able to deliver the **project outputs and results**, taking into account the value, length and nature of the project we've described. We will monitor the delivery of the project to ensure these outputs and results will be met over its lifetime.
- You should have experience of delivering similar services and of identifying and working with people who face significant challenges to engaging with the labour market. You must demonstrate an understanding of the needs of local people, and show how you will work with existing local providers of related services and engage those most in need in the local area.
- Organisations can be involved in more than one application, either as a lead or a partner. However, lead partners might set their own requirements on partners' involvement in other applications so please check local requirements with the lead partner.
- Subject to satisfactory performance, there may be the potential to extend the project duration and/or increase the funding available for this project once activities have commenced.

If you think your organisation, or a partnership led by your organisation, would be able to deliver the project we've described then you can request a stage one application form on our website www.biglotteryfund.org.uk/esf.

Project background

The London Enterprise Panel (LEP) has shown an ongoing commitment to support Londoners to have the skills to gain sustainable jobs. Focussing on the Skills and Employment theme, the European Social Fund (ESF) programme will add value to the priorities already presented in the LEP's Jobs and Growth Plan and ESIF Strategy.

The ESF programme will support sustainable employment opportunities, careers progression and advancement in learning for Londoners, with a particular focus on supporting skills and employment growth in some of the most deprived parts of London.

The Europe 2020 goal is to raise the employment rate of women and men aged 20-64 to 75 per cent. Investment under this priority will aim to support Londoners to take part in the capital city's economic success.

People with complex/severe and multiple disadvantage (SMD) experience a multiplicity of challenges, such as mental ill-health, homelessness, drug and alcohol misuse, offending and family breakdown. They are living chaotic lives and move from service to service. The Lankelly Chase report 'Hard Edges' uses SMD as a shorthand term to signify the problems faced by adults involved in the homelessness, substance misuse and criminal justice systems in England, with poverty an almost universal and mental ill-health a common, complicating factor.

Only a minority of people in SMD groups are employed and nearly half of people experiencing all three disadvantages have been reliant on welfare benefits for most of their adult lives and also report a limiting long term illness or disability. Educational attainment is low amongst the group and most have obtained no qualifications at all. Learning difficulties including dyslexia are often cited by significant numbers of people affected by SMD.

Additional research from Revolving Doors, 'A way through the woods', has identified specific issues for women within the complex needs/SMD group, where:

- there are high levels of co-occurring mental health and substance misuse problems among women offenders and other groups of vulnerable women, such as homeless women;
- seventy eight per cent of female prison reception assessments showed some level of psychological disturbance compared to just 15 per cent of the general adult female population;
- seventy five per cent of women prisoners had taken an illicit drug in the six months prior to imprisonment. Figures for the general population suggest that only 12 per cent of the general population had taken an illicit drug in the previous year.

The research indicates that there is a heavy concentration of people in SMD groups in areas that experience high levels of poverty. In London, Camden, Islington, Tower Hamlets and Westminster are amongst the local authorities with the highest numbers of people with SMD, whilst Redbridge, Havering, Greenwich, Bexley, Richmond and Harrow are amongst the areas with the lowest. The research calculates that across all London boroughs there are 92,250 individuals experiencing SMD who are in touch with relevant agencies across London. Further evidence from the Making Every Adult Matter Coalition highlights that people with complex needs/SMD often move in and out of contact with services and have ineffectual contact with them, often exacerbating entrenched issues.

There are 11 projects being delivered in the London area through Building Better Opportunities in tranche two:

Project 9 - Employment support for people with common mental health conditions (IPS) - North & East

Project 10 - Employment support for people with common mental health conditions (IPS) - Central

Project 11 - Employment support for people with common mental health conditions (IPS) - West

Project 12 - Employment support for people with common mental health conditions (psycho-

education) - West

Project 13 - Employment support for people with common mental health conditions (IPS) - South

Project 14 - Employment support for refugees - North & East

Project 15 - Employment support for refugees - Central

Project 16 - Employment support for refugees - West

Project 17 - Employment support for refugees - South

Project 18 - Employment support for people with complex needs - North, East & West

Project 19 - Employment support for people with complex needs - Central & South

There are eight projects being delivered in the London area through Building Better Opportunities in tranche one:

Project 1 - Long term unemployed and economically inactive BAME women - Central

Project 2 - Long term unemployed and economically inactive BAME women - North & East

Project 3 - Long term unemployed and economically inactive BAME women - South

Project 4 - Long term unemployed and economically inactive BAME women - West

Project 5 - Intermediate labour market disability & health - South & Central

Project 6 - Intermediate labour market disability & health - North, East & West

Project 7 - Carers - North, East & West

Project 8 - Carers - South & Central

Applicants should ensure they are fully aware of the other projects we will be funding in the London area (even if they only plan to submit an application for this project).

Further information about the additional barriers referred to above, and more supporting information that should be considered when completing the application, can be found on the LEP website, which can be accessed via the link published on the Big Lottery Fund website

<https://www.biglotteryfund.org.uk/global-content/programmes/england/building-better-opportunities/london>

Assessment will include consideration of how well applications address the additional information published on the LEP website and in this document.

Project aim

This project aims to provide a package of employment support for workless people who are experiencing SMD. People with complex needs/SMD face enormous barriers to employment, ranging from health problems, economic and housing insecurity and social stigma. Mainstream employment and training provision does not currently offer the long term and specialist holistic support necessary to enable people to develop the confidence, skills and stability to take advantage of employment opportunities.

Sustained employment will be the primary measure of success, but the confidence of people as they progress onto other training, education or volunteering opportunities will also be important. The project will therefore need to provide the means through which people become work-ready and are able to access learning, training and job opportunities. The project will engage and support people to enable them to overcome multiple and complex barriers to employment and provide support to employers to help them understand the strengths and needs of different disadvantaged groups. It should deliver:

- flexible and regular bespoke support;
- strong links with employers;

- strong links with relevant support agencies e.g. housing, Improving Access to Psychological Therapies (IAPT), health and social services, voluntary organisations.

Project description

The specific activities to be delivered through this project should be determined by applicants and clearly articulated in their stage one application form, but possible activities could include:

- holistic, personalised information, advice and guidance: this should be tailored to the individual, but is likely to include identifying wider support needs around, for example, housing, substance misuse, health; establishing existing skills, qualifications and experience; establishing aspirations;
- referral to appropriate formal and informal education and training. There may be a focus on basic skills training, learning rather than formal training and training in community settings;
- confidence building, support to develop understanding of work culture and office etiquette, job search, CV writing, interview skills, and support to develop other 'softer' skills;
- where paid employment is not possible (or as an intermediate step towards paid work), volunteering and work experience may be appropriate;
- mentoring support: matching of participants with suitable mentors to provide peer mentoring;
- effective engagement with employers, to allow employers to develop an understanding of the challenges faced by people with complex needs/SMD and to give participants an opportunity to develop their confidence and skills;
- job brokerage: identifying and securing employment opportunities;
- links with other London projects: projects need to have the flexibility to work with individuals who have moved to other areas in London and conversely be able to absorb individuals who move into their area. In practice this will require effective handover between London projects and strong co-ordination to ensure that work is not being duplicated.

Bidders should ensure they have the flexibility to fund participant costs required to overcome additional barriers to work, for example, to pay for things like clothes for interviews, if necessary.

More detailed information about what works in supporting this group can be found in the additional documentation on the LEP website.

The project is responsible for recruiting enough participants. This is likely to require engaging with a range of different organisations to develop referral routes. Referrals to the programme may come from a wide variety of sources including: self-referrals; specialist providers, (including organisations supporting women suffering domestic and sexual abuse, or individuals with a history of offending); health organisations; IAPT; housing providers; social services; Jobcentre Plus; local VCS organisations; and Local Authorities. There should also be a focus on outreach, as many in this group may not be in contact with mainstream services

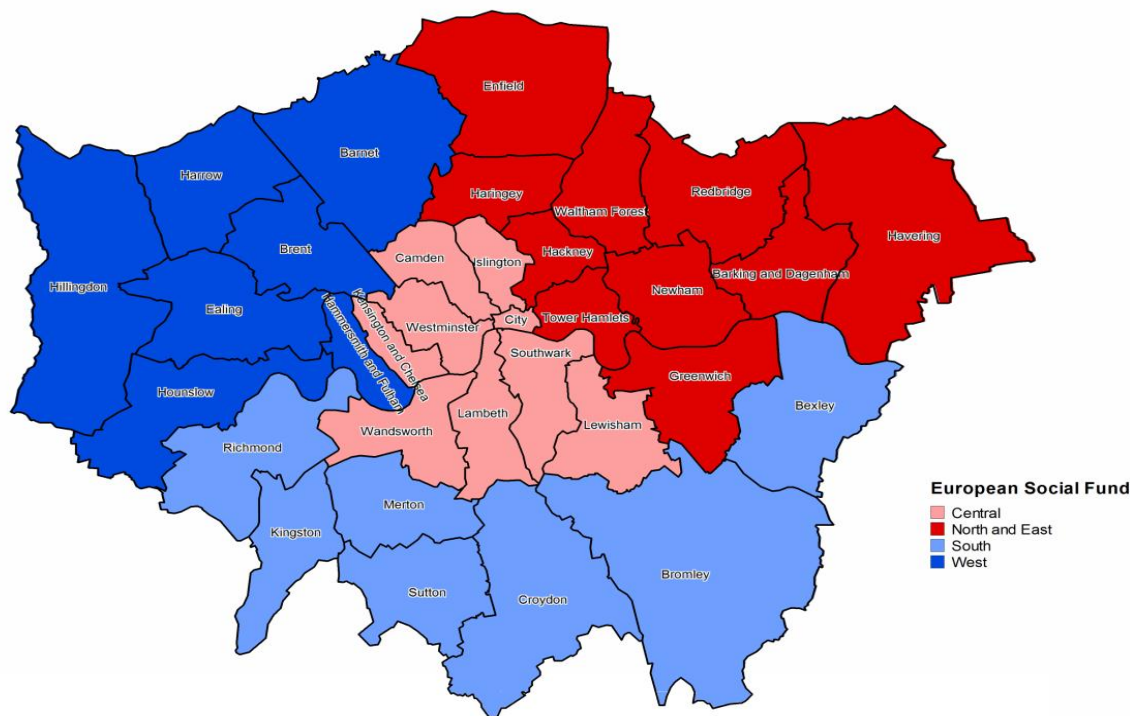
For those who are not scheduled to join the Work Programme, support could be provided for two years or more. Where an individual is scheduled to be referred onto the Work Programme, within three months of their referral consideration may be given by Jobcentre Plus to deferring entry to the Work Programme, ensuring that providers have a minimum of six months to work with participants. Once participants move into employment, support to stay in work must be offered for a period of six months; this may include advice around benefits/ Tax Credits, liaising with the employer and signposting to other services including Access to Work. For this reason, engagement of new participants in the last year of the project will be limited and applicants should ensure they plan to engage the majority of participants before this.

Applicants are encouraged to consider a wide range of innovative delivery models and should outline the minimum service they will offer to participants, such as details about regularity/nature

of contact with participants (including for those participants providers come to feel are unlikely to enter work), and how long participants are expected to receive support for.

Project location

The project should be delivered across the North, East and West London LEP area, covering the boroughs of Enfield, Haringey, Waltham Forest, Hackney, Redbridge, Newham, Tower Hamlets, Barking and Dagenham, Greenwich, Havering, Barnet, Harrow, Brent, Ealing, Hillingdon, Hounslow, Hammersmith and Fulham.



Project participants

All participants must be unemployed or economically inactive as defined in our programme guide, whether or not they are benefit claimants. This project might especially support Work Programme leavers.

It will support people with at least one of the following characteristics. We expect around 65 per cent of participants to have two or more of these characteristics (or to have at least one characteristic plus a mental health condition):

- Most categories of people defined as roofless and houseless under Ethosⁱ, specifically:
 - People living rough
 - People in emergency accommodation
 - People in accommodation for the homeless
 - People in Women's Shelters
 - People receiving longer term support due to homelessness
 - Those due to be released from medical institutions/homes who would be likely to fall into one of the above categories upon release.

There should be a focus on single homeless people with no dependents, or those no longer in contact with family networks. People who are in or due to be released from penal institutions or immigrants in temporary accommodation, reception centres or migrant

workers accommodation will not be eligible for this support on this basis.

- Those with substance misuse problems who are not on a disability related benefit and who do not have a disability as defined under the equality act¹.
- People with a history of involvement in the criminal justice system who cannot access provision from the National Offender Management Service (NOMS) ESF Co-Financing Organisation (CFO) provision or ESF Troubled Families provision.
- Those who have recently experienced domestic or sexual violence.
- Those with a history of involvement in street sex work.

Considering the lack of hard data on women with SMD/complex needs the project will also ensure that referrals come from providers who work with women, particularly those who have suffered from or who have recently experienced domestic or sexual violence or those with a history of involvement with criminal justice system.

We expect that participants will largely be people without dependents, as support will be available to families through the Troubled Families programmes. However, where an otherwise eligible individual with dependents has been informed about the Troubled Families programme but believes the SMD project is more appropriate, they will be eligible to join this project

Those not eligible for this programme (and for whom other support will be available) include:

- those currently on the Work Programme (or successor programmes);
- those accessing NOMS ESF support; and
- students.

This programme will focus on people aged 25 plus with complex needs/SMD, as separate ESF provision for younger people in this group will be available through the SFA's ESF programme. Potential participants aged 18 to 24 should be signposted to that support in the first instance, but can be supported by this project instead if they prefer. Young people cannot be supported by both this ESF programme and the Targeted NEET ESF programme at the same time.

Project outputs and results

The project must deliver the following outputs and results within its lifetime:

- At least 571 people are engaged in activities to improve their work readiness, including at least:
 - 343 men;
 - 228 women;
 - 200 people who are unemployed;
 - 371 people who are economically inactive;
 - 57 people who are 50 or older;
 - 228 people with disabilities;
 - 314 people from ethnic minorities.

N.B. each person can be counted against more than one category.

The primary results that this programme will achieve will be entry into work and sustainment of work.

- At least 17 per cent of the people enrolled on the project move into education or training on leaving.
- At least 25 per cent of people move into employment, including self-employment, on leaving.

¹ Eligibility is limited in this way, as those with a disability and those claiming disability benefits will be eligible for of ESF Opt In support. Note, addiction is in itself not counted as a disability – for further information see <https://www.gov.uk/definition-of-disability-under-equality-act-2010>

Of these, 35 per cent must have been unemployed when joining the project and 65 per cent must have been economically inactive.

- At least 57 per cent of people entering work sustain employment for 26 out of 32 weeks after entering employment.
- At least 27 per cent of people who were economically inactive when joining the project move into job-search on leaving.
- In addition, you must ensure that anyone who needs access to childcare in order to participate in the project receives childcare support. This will be checked through a survey run by the Managing Authority.

These are the **minimum** targets we expect your project to deliver within its lifetime. Tell us if you will be able to support more people through the project, as this could have a bigger impact. Our assessment of your stage one application will take into account the different types of change that participants of the project will experience. If you are successful at stage one, we will ask you to develop a set of project outcomes that you will deliver alongside the outputs outlined above.

All successful applicants will be required to participate in the London Employability Performance Rating, which uses management and performance information, supports participant choice and collects evidence of customer satisfaction, provides an evidence-based track record of delivery against grant, improves transparency of contract management and provides a framework for lead delivery partners to performance manage partners and subcontractors.

Further information about the London Employability Performance Rating can be found on the Greater London Authority's website: <http://data.london.gov.uk/london-employabilityperformance-rating>

ⁱ <http://www.feantsa.org/spip.php?article120>