

All participants signed up – so
that was easy, then...

...or not, as Confucius said...



**LIFE
IS REALLY SIMPLE
BUT WE INSIST ON
MAKING IT
COMPLICATED**



The story so far of the Wise Steps programme

Ian Coull, Programme Manager, Wise Steps

20 July 2018

What is Wise Steps?

- Tyne and Wear based BBO for participants (18+) with multiple barriers to employment
- One of two BBO programmes in Tyne and Wear
- Wise Group as lead partner, 16 further end to end delivery partners and 20 specialists
- Started sign ups January 2017, completed April 2018

How did we do?



How did we do?

Starts

TOTAL STARTS TARGET:

1950

TOTAL STARTS ACTUAL:

2007

Gender & Ethnicity

2007
OVERALL

WOMEN
46%



MEN
9%

384
BME



MEN
54%

1623*
BRITISH/ IRISH

MEN
44%

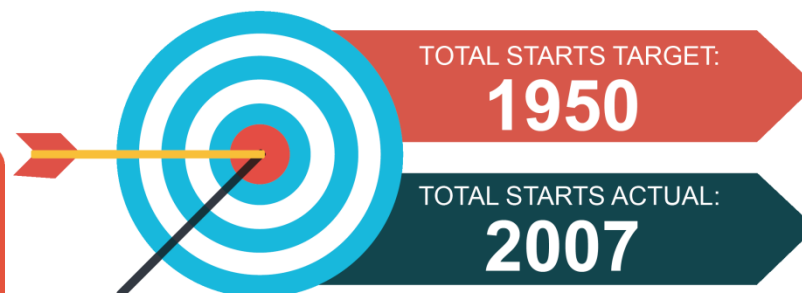


WOMEN
10%

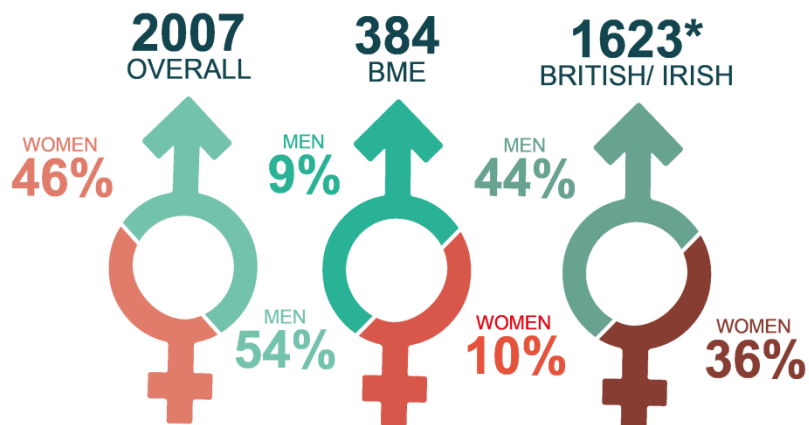
WOMEN
36%

How did we do?

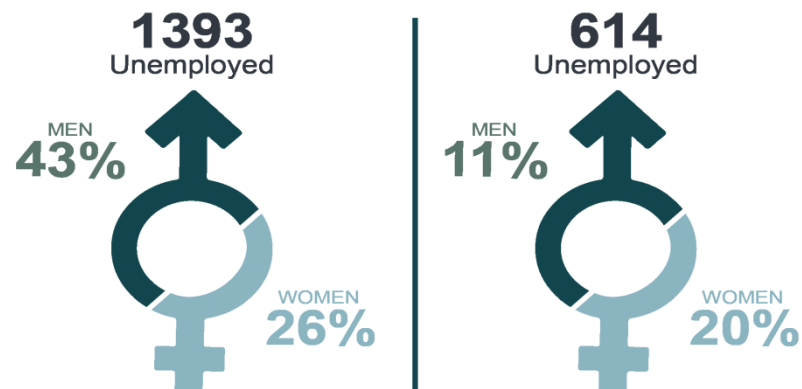
Starts



Gender & Ethnicity



Unemployed/ Economically Inactive



OUTPUT STATS



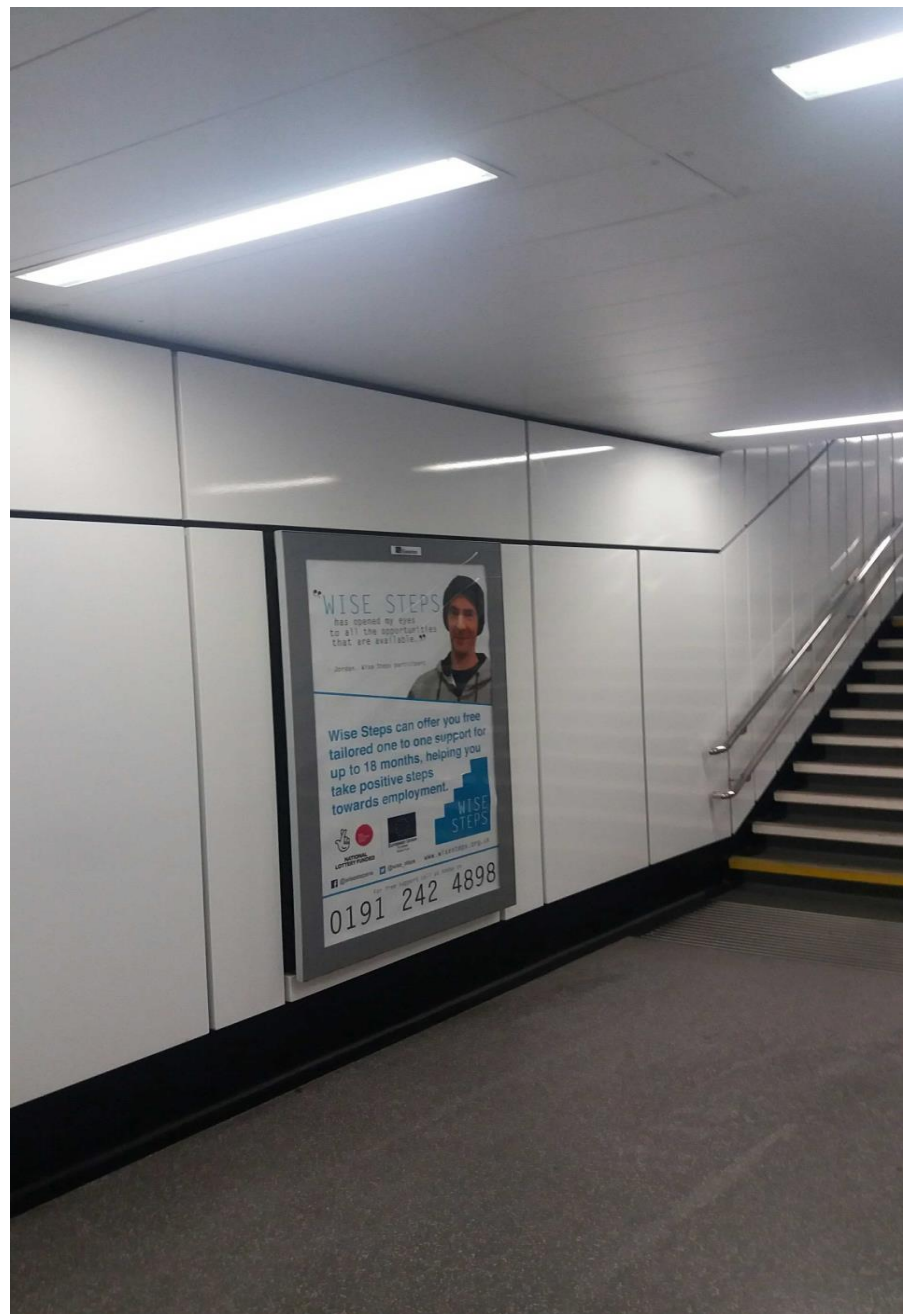
TARGET			ACTUAL
293	●	NUMBER WHO ARE AGED 50 OR OVER	● 505
390	●	NUMBER WITH DISABILITIES	● 1040
176	●	NUMBER OF ETHNIC MINORITIES	● 384
99	●	NUMBER OF EX-OFFENDERS	● 305
488	●	NUMBER FROM NEIGHBOURHOODS IDENTIFIED AS BEING THE 20% MOST DEPRIVED IN ENGLAND	● 1180
78	●	NUMBER OF REFUGEES	● 150
234	●	NUMBER OF LONE PARENTS	● 243

So what went well (1)?

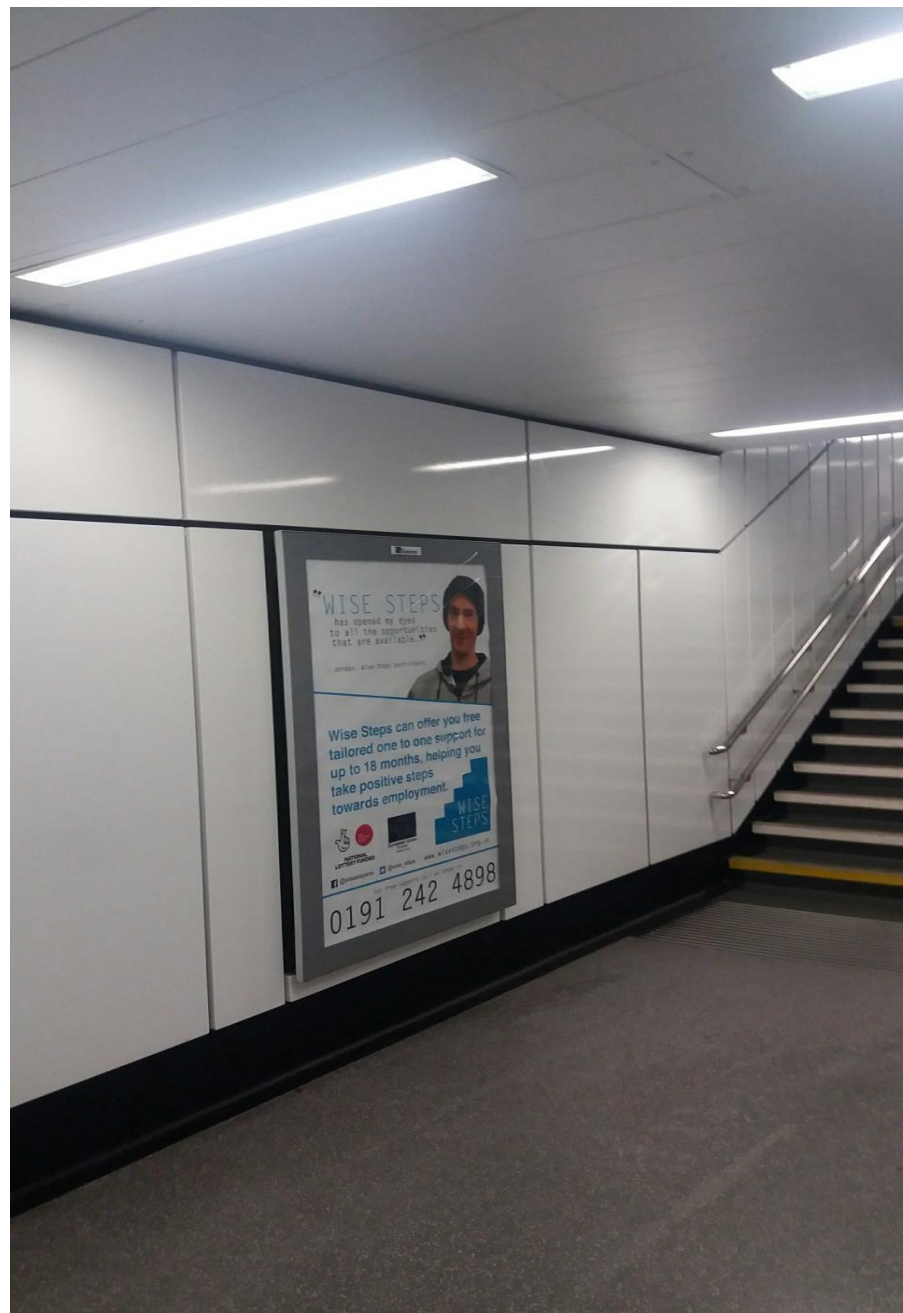
- Preparation! Extended sign up time, but time well spent
- Setting up referral sources, including DWP and the partners themselves. Targeting for output groups
- Partner management and engagement, including their referral targets
- Range of specialist partners –over 2100 referrals to specialists to date
- Relationship with funding officer
- Strategic placement of programme in local area, including relationships with other North East BBO's

So what went well (2)?

- Delivery quality – very, very bespoke
- Marketing and comms – inc. a very successful transport campaign
- User Voice – ‘Ambassadors’ adding value
- Employer engagement – both from coaches and EE team and well ahead now of jobs target
- Service map
- Digital and financial inclusion elements







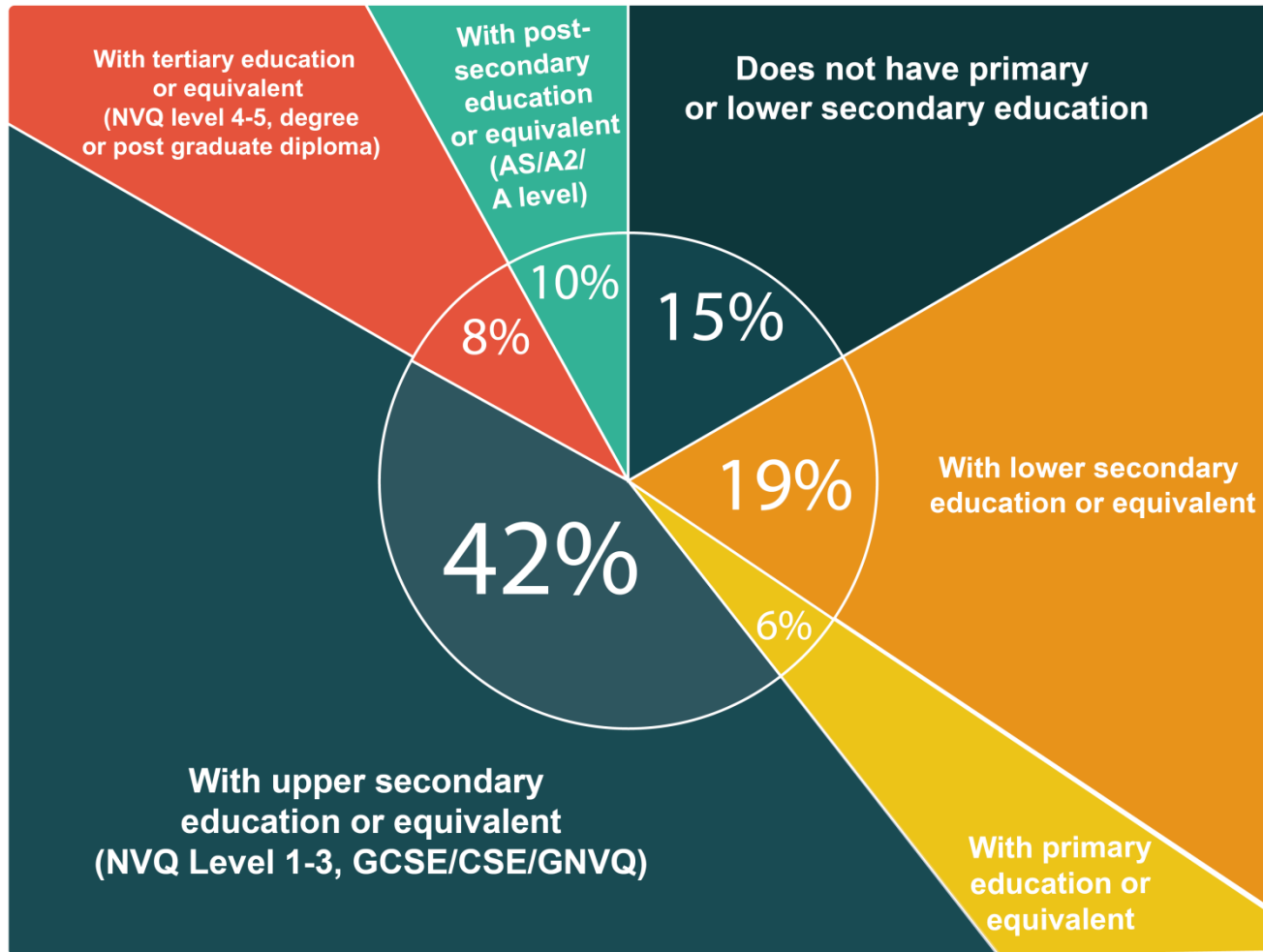
What did we learn as we delivered?



- 100% compliance monitoring pays off!
- Participant and financial audit findings – often changing perceptions and even guidance
- Results targets – particularly moving into Education or Training – guidance is a moving feast
- Identification of service gaps
- Participant output demographics – showing opportunities and gaps leading to employed tutors
- Don't change horses (MI) in the middle of a stream!



Education



What were (are?) the greatest challenges?



- Participant and financial audit findings – often changing perceptions of eligibility and not consistent when speaking with other programmes
- Petty rules eg logos to the millimetre, annotations, job offer letters...
- Results targets – job search in particular
- Interpreting guidance – eg petty cash, wording of job offer letters...
- Partners – document completion, financials and forecasting. We are now fully qualified cat-herders...
- Cross-cutting what??
- No provision within programme for crisis intervention
- The ever-present threat of everything from self-declared adjustments to clawback



Where are we now?

- Participant and financial audit findings – often changing perceptions and even guidance – and we're now over 19 months in...
- Quality, quality, quality...
- Trying already to manage staff fears about programme end

Where are we now?

- Completed mid-point evaluation
- Enacting a partner underspend plan to balance back to full grant award
- This includes further coaches to meet demand as well as a 2-month delivery extension to end June 2019
- (Most) results targets looking healthy

Exits

WISE
STEPS



1

participant who
was economically
inactive has moved
into job search

21

have moved into
education or
training on leaving

157

have moved into
employment, including
self-employment, on
leaving. Of these,

116

were unemployed when
joining the project and

41

were economically inactive
when joining the project

9

participants have
moved into
self-employment

Where are we now?

- GDPR
- Risk
- Looking at programme legacy
- Wondering about BBO 1.5 and 2, and the landscape post-Brexit....and what will fund the BBO equivalent...

WISE
STEPS



Well, you never know....!



Thank you for this opportunity – I'm happy to answer any questions you may have, and feel free to keep in touch

Ian

