

Ballymun Job Centre Co-operative Limited Business Plan



2015

INTRODUCTION

The improving economic and labour market position means that increasingly long term unemployed people now form nearly the majority of job seekers, with the number of new entrants to the Live Register much smaller. While there are still flows on and off the Live Register there are increasing proportion remaining on the Live Register for long periods.

The experience of the 1980's and 1990's show that the long-term unemployment problem is not easily resolved, even when the economy returns to a more robust pattern of growth.

This is a particular challenge in Ballymun as it is one of the most disadvantaged areas in the city and the country. Ballymun has above average early school leaving; it has low levels of education and skills in the population, there are high welfare dependency rates. The area also is affected by high levels of drug use, anti social behaviour. The area also has households with high levels of unemployment and generational unemployment. The area also houses high numbers of lone parent households.

The emerging challenge for Labour Market policy is thus the large number of long term unemployed that are an increasing proportion of the overall unemployed. Addressing long term unemployment requires a more intensive and supportive activation approach than is currently provided. The reducing numbers of unemployed and the improving economic conditions provide an opportunity to implement a more intensive engagement of long term unemployed individuals.

The BJC was established to meet the needs of the chronic problem of unemployment which was a legacy of the crisis of the 1980s. Since then it has built up over 25 year's experience of working with disadvantaged job seekers.

The BJC is now an established and experienced provider of labour market services in Ballymun since 1986. The Centre has demonstrated a capacity to develop and implement various services in an innovative manner. Reflecting the ethos of the Centre the services have and continue to be developed with the interest of the local job seeker central to the design of its programmes. The Centre is rooted in the local community and commands its respect, confidence and support. The Centre also has extensive experience and relationships with employers and has a proven track record of working successfully with employers.

Outlined in this Plan is the business activity of the Ballymun Job Centre Co-operative Society Limited (BJC) for 2015. The Plan will continue to put into operational the 2012 to 2016 strategic Plan. The Plan reflects the actions agreed with the main funders including the Department of Social Protection Local Employment Service Network, Jobs Club and Job Initiative as well as the actions supported by the Ballymun Local Drugs Tasks Force. The Plan includes the EU funded Projects activity, and a summary of other activity including the JI, the development of networks and partnerships and the management of resources to support the implementation of the Plan.

LESN ACTIVITY

More Intensive Support

The OECD and others set out the relationship between caseload size, distance from the labour market, and probability of exit particularly in respect of those most distanced from the Labour Market. In order to provide a more intensive engagement and supportive activation approach with the same level of resources it will be necessary to reduce the quantity of clients seen by the guidance staff. This is required in order to increase the number of hours available for more intensive one to one interviews and follow up. However the availability of more one to one interviews and follow up will in turn lead to increase progressions.

Calculating Capacity of the Guidance Service

How many clients can be activated and progressed onto the workplace depends on the number of hours the service is required by the client, and the number of hours of service is available to the client.

Caseload levels must be set at a level that promotes progression.

High client numbers = less service time per client = less service engagement per client = less probability of exit.

The ability of the service to engage and guarantee outcomes emanates from the available staff numbers (case officers/ guidance officers) to provide a service.

On a base line for establishing time availability a 46 week working year per worker (excluding bank holidays and staff holidays) and a 35 hours available time per week per FTE guidance staff. This is the available time for one to one guidance and support time including CSS work, research on behalf of the client, follow-up with client (phone calls, texts, e-mails), administration (sending letters, setting new appointment, etc.).

On a 46 week worked year this generates 1,610 available hours for an FTE staff to actively work with clients. Assuming a FTE caseload (caseload consisting of carryover and new referrals).

Time available per guidance staff employee: 46 weeks

Annual hours available per guidance staff: 1,610 (based on 35 hour working week)

Total Hours Available: 11 guidance staff X 1,610 hours = 17,710 Hours

Target Groups

Pathways to Work (PtW) Referrals

Long Term Unemployed (1 year Plus)

Intreo Office Referrals

Persons in receipt of OPFP

Early School Leavers

Persons with a Disability

Qualified Adults

Women Returners

Refugees

BYG Pilot Participants (PtW)

Over 800 young people will have engaged with the pilot. Many have received an offer and have access education, training, work experience, CE, TUS, employment. Given their starting point for many the offer is a first step on a journey towards sustainable employment. It is important to ensure that the positive benefits gain from participation in the pilot are built on and that further pathways are established for the individuals who have participated in the pilot.

It is important to build on the learning, confidence, motivation, experience the participants have gained because of the opportunities generated by the pilot. Without an effort to provide the next step for the participants the good work and the positive benefits of their participation in the pilot could be undone.

The BJC/LESN service will work with individuals who have participated in the pilot in order to provide ongoing supports and progression options.

Number to be followed up by guidance staff: (number in education/training CE/TUS) 316
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Pathway to Work Clients (PtW)

The DSP/INTERO service will refer PtoW clients to the BJC from a group information session. Following the Group Information session individuals will be given an appointment to see a career guidance officer.

The BJC/LESN will continue to implement its guidance model. There are four main stages in the guidance approach as follows:

- Stage 1: Welcome and information provision
- Stage 2: Assessment and decision making
- Stage 3: Implementation of Career Plan
- Stage 4: Follow up

The purpose of the career guidance session is to agree an appropriate personal progression plan with the jobseeker. The process will include elements of assessment and guidance to facilitate agreement on an appropriate career development plan, tailored in, as far as is practicable, to the needs of the individual, and may comprise:

- An initial assessment of the individual's needs (education, training, skills, personal situation, etc.),
- A tailored career guidance process – identifying the person's latent skills, abilities and aptitudes,
- Development of a career plan which includes a career objective and a number of shorter-term career goals, and
- Implementation of the career plan in a supported and positive way.

Depending on the profile of the person, the career development plan may include elements of education, training and/or development, but will have a particular focus on providing a work placement opportunity for job-ready clients as a route to permanent employment. The aim would be to make an offer within four months of the referral.

Number of PtoW referrals: 2,600
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Provide a guidance service to lone parents moving to JST payments referred by the DSP

Ballymun has a particular high number of lone parents. The DSP have changed the rules for Lone parent payments. Individuals now move from LP payment to a JST payment when their child reaches a specific age. The INTERO service is in the process of interviewing lone parents. In terms of returning to the labour market many of the individuals would benefit from career guidance assessment and from the support of the BJC/LESN guidance service. The BJC/LESN guidance would support the INTERO service and the activation team by taking referrals of lone parents in order to undertake assessment and to develop employment, education or training options.

Drop In Service

The BJC/LESN will continue to provide a drop in service to individuals in the local community. The BJC is well know and trusted organisation in the local area and individuals drop in to find out information on job opportunities or education and training. For many it is the first step to labour market integration. In providing the drop in service the policy of the BJC is that appointment slots are not used to see clients who drop in but are additional. None of the one to one capacity will be specifically reserved for on-the-spot provision of service to walk-ins. This is in line with the DSP policy.

Number of JST referrals	320
Number of Other Clients	180
Total	500

Distribution of Hours Available: Total Hours Available: 17,710

	Capacity Number	Hours	% of Total Hours
PEX Three (PtW) 40% of Total:	1,040	7,280	
PEX Two (PtW) 50% of Total:	1,300	7,150	
PEX Three (PtW) 10% of Total:	260	390	
Sub Total	2,600	14,790	83.5
Support to JST and Other Groups Ave. 2 hours:	500	1,000	
TOTAL	3,100	15,790	89.1

Other Activity

	Hours	% of Total Hours
Follow up to BYG Pilot clients in training, CE, TUS, Education	1,920	10.9

Services to be provided

Placement service: registration, career guidance, vacancy matching and placement into employment.
Progression planning: registration, referral onto education and/or training programmes within the context of a Career Action Plan.
Labour market information: Provision of information and advice on areas that relate to the labour market situation, such as welfare-to-work issues; education, employment and training opportunities, including referral of the client to related services. This includes outreach work.
Mediation and guidance: Registration and orientation; provision of intensive personalised guidance leading to development of a career path plan; career counselling; assistance with securing active labour market programmes and employment and post-placement support.
Group guidance: Provision of tailored options to meet the needs of a specific client group.

Client-employer liaison: Contact with employers, identification of vacancies suited to clients and potential training needs; advocating on behalf of clients; information and referral to job vacancies.

Post-employment programme assistance: Provision of the full range of LESN supports to persons experiencing difficulty in accessing employment from labour market programmes.

Post-training/education programme assistance: Provision of the full range of LESN supports to persons experiencing difficulty in accessing employment from employment-related training or education.

Guidance staff will undertake the following tasks as per DSP operational guidelines

Provide clients with a confidential, individual career path planning, guidance and first-line counselling service; Undertake needs analysis and assessments, develop a career plan for each client

Provide ongoing follow up support

Interview clients at regular intervention points

Report and follow up on all activation activity, including any re-instatement interviews that may arise.

Refer clients to counselling as appropriate

Refer clients to employment

Support/direct the pro-active progression into education, training and employment,

Update all administration and CSS as necessary

Participate in Events and Fairs as may be organised

Innovative Approaches

The BJC/LESN will develop and implement in co-operation with DSP and other local partners innovative actions such as a Ballyrunners type programme for long term unemployed over 25, with the agreement of DSP and CE Schemes in the local area meet participants three months prior to leaving the scheme to support progress to employment, further supports.

Proposals for both these innovative approaches will be developed in co-operation with DSP. Discussions will also take place with DSP and other partners on the development of new actions.

The BJC/LESN will continue to support actions of other partners. These will include BRYR proposed new CE and the proposed IKEA Traineeship funded by CDET.B.

Inter Agency Approach

The Service will continue to be involved in Equal Youth Network and the Strive inter agency initiative. The Service will continue to support the post BYG pilot inter agency approach.

Targets

The LESN service is set a target by DSP of 50 % progressions.

Staff Number Allocated: Fifteen FTE

JOBS CLUB ACTIVITY

Introduction

The provision of a Jobs Club is an important element of the services provided by the BJC. The BJC has provided Jobs Club services since 1998. Over this period the Jobs Club has assisted many individuals access employment. The Jobs Club is a service for individuals who are “job ready” in order to assist them to overcome the last hurdle in their job search. This section outlines the activities of the Jobs Club in the BJC for the coming period from January to December 2015.

What will the Jobs Club do?

The Jobs Club enhances the range of services/options open to the individual job seeker. The Jobs Club service will primarily fit into the end of a progression process. The service is primarily for individuals who have undertaken a series of actions (such as, career assessment, mediation, training, education etc) and are considered “employment ready”. “Employment ready” is defined as clients who are motivated in their job search and have levels of personal and specific skills that enable them to take-up employment opportunities within a short period of time. The Jobs Club will provide a source of on-going support, motivation and training to “employment ready” job seekers in order to assist them in their job search.

The service will focus both on groups and individuals. The Jobs Club will be an on-going and evolving service responding to the needs of both job seekers and employers. The Jobs Club will provide the following supports/benefits:

- Enable the individual to develop more effective job search skills and to prepare for job interviews
- Maintain and develop an individual's level of confidence and motivation to look for a job
- Increase the individual's chances of obtaining a job interview
- Increase the individual's levels of skills to perform effectively at an interview, for example in terms of their presentation, confidence and appearance

Links with Local Employment Services Network

LESN Guidance staff and Job Club staff work closely with one another. The Jobs Club is a progression option for clients of the LESN guidance service. The Job Club services are in the same premises as the LESN guidance service. Clients are referred directly to the Job Club.

Structured Job Seeking Modules

The Jobs Club will provide a series of structured modules to small groups of clients who will progress from activities, such as guidance, training or who drop into the Jobs Club and are identified as benefiting from a formal session to enhance their job search.

The modules will be available to individuals who have been job seeking without success that the Jobs Club leader or assistant assesses would benefit from a formal job seeking module.

The following is the anticipated learning outcomes:

- Distinguish between different ways of working.
- Have a greater understanding of different types of work and working.
- Identify some ideal qualities of employers and employees.
- Determine personal strengths and weaknesses, which are relevant to working life.
- Make a real or stimulated job application.
- Have a greater understanding of what happens at interviews and how to perform well at interview.

The formal sessions will contain the elements outlined below.

Skills Analysis and C.V. Preparation

To assist participants to focus on what skills they have and what type of job would suit them, to assist the participants compile a CV and to explain the importance of a CV.

Speculative Letters and Phone Calls

To encourage participants to widen their job search options, build confidence to apply for jobs on a speculative basis where possible business people will be used to assist in this workshop.

Presentation and Grooming/Interview Techniques

To improve participants interview performance, highlight bad interview habits and to increase their confidence and demonstrate the importance of good preparation.

Individual Support

Along with the modules the Jobs Club offers individual support and guidance. This service is available to the following:

- Workshop participants
- Participants who prefer to work on a one-to-one
- Casual job related enquires

This support includes, C.V. preparation, letters of application, advice for a specific interview opportunity, post interview analysis, assistance with job application forms.

Who Will Participate in the Jobs Club?

The Jobs Club will be open to any individual assessed as "employment ready". Referrals will come from drop-ins, LESN guidance services, and from training programmes. The Jobs Club will also be a key referral resource for PtoW clients referred to the BJC by Department of Social Protection (DSP). Jobs Club's participants will be registered clients of the BJC/LESN.

Access to Logistical Job Search Support

The Job Club drop-in and registration is located in Unit 36 in the Ballymun Town Centre. Here clients can call in and use the facilities to search and apply for jobs. While using the facilities the clients are supported by the Job Club leader and assistant. If the client requires particular individual assistance he/she is provided with one to one support. The formal group sessions are held in a fully equipped training room in the LEC building in the shopping centre. This has overhead project, flipcharts, computers, desks, chairs, etc. Jobs Club participants have access to equipment such as phones, Internet, computers, printers, fax, and job search aids such as newspapers, job lists, and video equipment to improve their interview skills techniques. There is also access for persons with disabilities. There is stair lift access in the LEC and the other building is ground level. The LEC also has a separate toilet facility for individuals with a disability. At the beginning of each formal session a safety tour is given to participants. There are 4 PC's in the Job Club and 12 PC's in the training room where the formal sessions are held. When the formal sessions are not running this room will also be used for Job Club clients re: job searching.

Job Club Targets

Details of the proposed 2015 workshop plan						
Formal Workshops	4 Week Programme	3 Week Programme	2 Week Programme	1 Week Programme	Other(if any e.g. one,two days*)	Total
Number of Workshops			21			21
Participant Capacity in Formal Workshops			12			252

Target number of One to Ones¹ per week: _____3_____

Target number of One to Ones per year (x 48 weeks): _____144_____

Target number of Clients for CV Preparation² at commencement of activation process per year (x 48 weeks): _____36_____

Staff Number Allocated: Two FTE

¹ Definition of One to Ones: Outside of the formal workshops Job Club leaders will provide a practical and personal support for Job Club clients on an individual basis. This constitutes a one to one engagement and must be recorded on the appropriate form (A3JCRegistration Form) which captures date of the intervention; duration and intervention type e.g. structuring CV's/Job Application forms, coaching and support pre interviews. This is separate from the general drop in facility. Where a client attends a formal workshop and subsequently avails of the one-to-one service the client should only be recorded on the workshop statistics, both interventions (workshop and one-to-one) should be recorded on the Registration Form as above and any subsequent placement is recorded against the attendance on the workshop.

² A person who attends for CV preparation at the beginning of the activation process may subsequently attend a workshop/one-to-one when they are approaching/at the end of the process. There is no placement target from the CV preparation service.

DRUG SUPPORT SERVICE ACTIVITY

The main objective of the services is to assist individuals with a history of drug misuse to access education, training and guidance supports and working with the client to develop new directions, priorities and networks around labour market re-integration strategies. The service also works with clients to support, motivate and encourage individuals to overcome the specific barriers that limit their capacity to access employment. The service assists individuals in progressing career action plans and accessing appropriate interventions (Basic skills training, preparatory training, Literacy support etc.). The main aim of this service is to prepare individuals to access labour market opportunities. The service includes the following supports

Training and Employment Links/Career Assessment
Structured group programme – vocational preparation
One to one career guidance
Individual and Group Training
Vocational counselling

Target Group

The main target group for the service included recovering/stabilised drug users, drug users, homeless drug users, and the family of drug users.

The Main Objectives of the Service

Assist individuals with a history of drug misuse to access education, training and guidance supports. The service will work with the client to develop new directions, priorities and networks around labour market re-integration strategies.

The service works with clients to support, motivate and encourage individuals to overcome the specific barriers that limit their capacity to access employment.

The service assists individuals in progressing career action plans and accessing the appropriate interventions. The service also links with employers to achieve placements and work experience.

The service will work collaboratively with other agencies on an on-going basis to support clients in their needs and aspirations. Developing, and facilitating onsite programmes with relevant external agencies

As well as the provision of individual supports the service develops training activities specifically designed for the client group onsite encouraging the development of career aspirations and confidence and skills relevant to further education and training

Who Will Participate in the Service?

Referrals will come from drop-ins, LESN guidance services and external drug support agencies. The clients of the service will be registered clients of the BJC/LESN.

Activity to be provided

Provide clients with a confidential, individual career path planning, guidance and first-line counselling service; undertake needs analysis and assessments
Provide ongoing follow up support
Refer clients to counselling and other supports as appropriate
Support the pro-active progression into education, training and employment,
Refer clients to other internal and external services/projects/activities

Mick Creedon: Manager BJC

The service will link with drug support agencies and attend case meeting with staff in other agencies in order to provide a wrap around service to the client.

The service will represent the BJC at meetings/seminars related to substance misuse

The service will build links with drug services within the Ballymun area and develop links with those outside the area.

Targets

Total Number of clients to be supported: a minimum of 250

Total Placements into employment: a minimum of 8

Total progressions into education, training or other supports/services utilise the individual fund/ (DTF) Education Bursary to progress clients into training/education: a minimum of 112

Staff Number Allocated: Three and half FTE

EU FUNDED PROJECT ACTIVITY

The BJC has a long history of developing and participating in EU funded Projects. This will continue in 2015. Outlined below is a short summary of each of the Projects that are ongoing at the start of 2015 and the activities that the BJC is required to achieve in 2015 as a partner in the Project.

2013 – 2015: Way To Learn To Work, Lifelong Learning Programme, Partnership, Coordinated By Dutch Foundation Of Innovation Welfare 2 Work, The Netherlands

Short term (VET-) training is essential in matching young people to the regular labour market. Of course, culture and systems differ. This partnership will explore the use and possibilities of short term educational (VET-) programs to increase the competences of young adults to make the connection with the labour market. In this way we intend to create new ideas for labour market policies and instruments in the participating partner countries; The Netherlands, U.K. (Scotland), Ireland, Germany, Belgium, Romania, Croatia, Spain and Italy. Youth unemployment is an enormous challenge that needs to be tackled in a concerted and realistic way. We need initiatives that have the potential to go to scale.



The partnership 'Way to Learn to work' is such an initiative. We will do this by exploration and comparing the used local & national educational VET- programs (used by the core partners & silent partners) focused on (long term) unemployed young adults and the possibilities to adapt them to a Work first (e.g. Werkcenter Model but also programs which access to school-based New Apprenticeships) approach in the country of the partners. It's a fact that young people excluded from the labour force for long periods are deprived of on-the-job learning leaving them with a skills deficit that they will never be able to catch up. Main item is therefore how unemployed young adults are able to undertake and complete VET courses (gaining work experience) in one form or the other and this can be formalized with certificates. Finally: the critical finding here is that successful outcomes other than those related to further education or employment can emerge from involvement in Work First and/or VET training.

Tasks to be completed by the BJC in 2015

- Hosting the Way to Learn to Work visit to Dublin
- Compiling the a Way to Learn to Work National Guideline
- Participating in the Way to Learn to Work visit to Belgium
- Finalising the Way to Learn to Work National Context and Best Practices Report
- Participating in the Way to Learn to Work visit to the Netherlands
- Facilitating a review and evaluation session of the best practices (focusing on potential transferability) visited throughout the project during the visit to the Netherlands
- Collaboration with partner to complete the final report for the project
- Ongoing dissemination of the results of the project

2014 – 2016: Netnotneet: Networking For No More Neets, Lifelong Learning Programme, Ka1, Coordinated By Ciofs-Formazione Professionale, Italy

NETnotNEET is a European project aimed at NEET people, "Not (engaged) in Education, Employment or Training", considered one of the most problematic groups in the context of youth unemployment. VET system, employment services and appointed public authorities are the key actors in preventing the NEET phenomenon. The project aims to improve the performance of VET systems, employment services and appointed public



authorities, by enabling them to better respond to the different and specific needs of NEET people at local and European level. This will be achieved by supporting and strengthening their services, methodologies and tools, and offering them new strategies to prevent and contrast the NEET phenomenon.

The project is based on a double level of complementary strategies:

- Bottom-up: involving NEETs in **Forums** and **Laboratories of Dialogue** to discuss and propose new methodologies and tools for the VET system, employment services and appointed public authorities, according to their needs and expectations.
- Top-down: involving public and private stakeholders of the VET system, employment services and appointed public authorities in **Peer Reviews** to analyse the impact of their good practices.

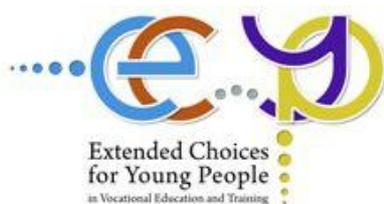
Experts and NEETs will match in Dueling Moderator Focus Groups, where there will be a synthesis of the two points of view (bottom-up and top-down) which will flow into National Strategy papers. A Transnational Laboratory will also be held with European experts, representatives of the NEET target group, the VET systems, employment services and appointed public authorities. The results of this transnational lab will feed into a Transnational Strategy paper. 3 study visits involving partner organisations and external participants, selected through an EU Call for study visits, are planned in order to learn and share knowledge and experiences about social welfare systems oriented to NEETs.

Tasks to be completed by the BJC in 2015

- Leading the Monitoring & Evaluation work packing; overseeing the quality of the project, compiling evaluation questionnaires for all NNN activities and writing corresponding evaluation reports for the following activities in 2015:
 - Biannual Monitoring & Evaluation: Jan 15, Jun 15 & Dec 15
 - Study visits in Dublin
 - Peer Review in Dublin
 - Management meetings in Dublin, Romania & Brussels
 - Dueling Focus Groups
 - Transnational Laboratory
 - Final conference
- Hosting the Dueling Focus Group in Dublin
- Hosting the NNN study visit and peer review in Dublin and writing related reports
- Compiling a National Strategy Paper
- Participating at the management meeting in Romania
- Participating in the Transnational Laboratory in Romania
- Contributing to the Transnational Strategy Paper
- Hosting training and information sessions for NNN
- Participating in the management meeting in Brussels
- Participating in the final conference in Brussels
- Ongoing dissemination of the project including managing the NNN Ireland Facebook page

2014 – 2017: Ec-Yp: Extended Choices For Young People In Vet, Erasmus+, Ka2, Coordinated By Gems Ni, Uk

Funded by Erasmus+ under Key Action 2, Cooperation and Innovation for Good Practices, the Extended Choice for Young People in Vocational Education and Training (EC-YP) programme is lead by GEMS Northern Ireland alongside five partner organisations Ballymun job Centre (Ireland), Antares (Italy) Edumark (Netherlands), Die Querdenker(Austria) and TIME Associates(Northern Ireland).



The EC-YP project, which started in September 2014, aims to develop, transfer and implement a flexible model of customised support to improve VET outcomes and lifelong learning pathways for disadvantaged and vulnerable young people who experience difficulty coping in traditional vocational education and training environments and helps them build confidence, self-esteem and encourage self-belief and motivation which supports their personal choices and

commitment for learning and work.

EC-YP is about providing customised mentoring assistance that

Starts where a young person is at

Provides a joined up approach to addressing a young person's complex and changing needs and the things that are important to them

Develops a flexible personal action plan and customised timetabled schedule that "wraps around" each young person based on the 4 'Zones' of Life, Leisure, Learning and Work

Offers bespoke support through a personal innovation training fund and tailored work placements

Enables a young person to maximise their potential through developing their confidence and motivation for learning and work

EC-YP will be delivered by the partnership through a series of integrated work packages across a three year period to August 2017. The model developed will be driven by both country specific research and pilot testing with 20 mentors and 60 young people not in education, training or employment drawn from the partners' home countries. The partnership will optimise the value of the project through local, regional and European dissemination including the hosting of four conferences at key stages of the project. EC-YP Advisory Groups and Young People forums will be established in all partner countries to oversee the development of EC-YP and its recognition as a European quality learning package.

Tasks to be completed by the BJC in 2015

- Compiling a BANA report for Ireland
- Organising a local expert group for the project and meet them regular for feedback on the project
- Organising a local young people's forum and meet them regular for feedback on the project
- Participating in the launch of the EC-YP BANA report in Rome
- Participating in the management meeting in Rome
- Hosting the Dublin management meeting
- Adapting the EC-YP documents to our local context
- Contributing to the development of the EC-YP model
- Participating in the Launch of the EC-YP model in the Netherlands
- Participating in the management meeting in the Netherlands
- Ongoing dissemination of the project
- Providing feedback on the progress and evaluation of the project

2014–2016: Guide+, Good Guidance Stories+, Erasmus+, Ka2, Coordinated By Gsub Mbh

This project, GOOD GUIDANCE STORIES+, represents a thematic continuation of the GUIDE project which ran from 2011 to 2013. The focus of this project is to develop case study training modules for guidance practitioners that are based on the case studies derived in both the GUIDE and GOOD GUIDANCE STORIES+ projects. These training modules will be integrated into the training systems of the participating countries in order to prepare local guidance practitioners for the specific challenges associated with guiding low-skilled people. Guidance specifically geared at low-skilled people, here defined as youths or adults that lack basic educational attainment, have no or low vocational qualifications, and possibly are lacking in/have poor basic skills, can improve their participation in society and the labour market, for example through the attainment of better qualification. The case study method allows the distillation of real-world experiences into training modules for the further practical training of guidance practitioners. The main objectives of this project are:



- The development of case study training modules for guidance practitioners who work with low-skilled people. These will be based on six already existing case studies and teaching notes from the GUIDE project, as well as two further case studies in France and the UK, which will be developed in the course of the GOOD GUIDANCE STORIES+ project.
- Regular and sustainable use of the developed case study training modules and the associated learning and teaching materials in the training systems for guidance practitioners of the participating countries (DE, IE, FR, IT, AT, UK).
- Inter-European knowledge transfer regarding the effective and real-world guidance of low-skilled people.

Tasks to be completed by the BJC in 2015

- Participating in the kick off meeting in Berlin
- Hosting a local kick-off event in Dublin
- Compiling Local Action Plan
- Hosting the knowledge exchange seminar
- Hosting the management meeting in Dublin
- Participating in the train the trainer workshop in Marseille
- Participating in the management meeting in Marseille
- Development of the Guide+ training modules for Ireland
- Quality control of the UK case study and teaching note
- Participating in the management meeting in Rome
- Participating in the transnational testing workshop in Rome
- Testing the case study modules in Ireland
- Assisting in the development of the practical recommendation handbook
- Assisting in the development of the methodological guideline
- Ongoing dissemination of the project
- Participating in the evaluation of the project

2014-2016: Our Social Europe Through Local Civic Participation 2014-3457/001-001

Our Social Europe Through Local Civic Participation is a Europe For Citizens Civil Society Project coordinated By Ballymun Job Centre. The project aims to: 1 systematically increase civic engagement of citizens in urban disadvantaged areas with local level decision making to deepen the EU agenda for “Community Led Local Development”, and 2: have an active input on EU level decision making from this local citizen engagement.

Mick Creedon: Manager BJC

The project will mobilise community groups at the local level in each partner city to develop “Public Participation Networks” in structured dialogue with local authorities to empower a process of active participative democracy, including through innovative ‘virtual town hall’ tools. It will target disadvantage groups of citizens who are less likely to engage in participative processes. This process of empowerment will also provide a structured voice in shaping local participative structures. The policy impact of the local level engagement processes on actual local authority planning will be achieved in each partner city will be compared through peer review.

Outputs include:

A methodology for engaging the civic participation of citizens from disadvantaged areas of cities in influencing the city development plans of their local authorities through a structured methodology of civic participation based on European strategies.

Public Participation Networks in each country and a Citizens Portal- a ‘Virtual Town Hall’.

Recommendations to the EU level on strengthening mechanisms for civic participation, particularly of citizens from disadvantaged communities, on both local level and EU level policy processes.

Tasks to be completed by the BJC in 2015

- Coordinating in the kick off meeting in Turin
- Compiling preparatory desk research report
- Hosting local seminar 1 in Dublin
- Coordinating in the partner meeting in Romania
- Hosting local seminar 2 in Dublin
- Coordinating in the partner meeting in Belgium
- Ongoing evaluation of the project and activities
- Ongoing dissemination of the project

Staff Number Allocated: Two FTE
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JI PROGRAMME

The BJC will continue to manage the DSP Jobs Initiative Programme.

The JI is a valuable programme for the integration of job seekers unemployed for a long period.

As Managing Agent the BJC is in a position to provide central supervision, administration, personnel and training services to individuals who are working in a wide range of community services under the Jobs Initiative Programme.

The activities will include the following:

Prepare an application and a plan including the development of training plans for all participants for the JI Programme and submit to DSP.

Effectively plan and manage the JI programme on a day to day basis, including liaison with Supervisors within the various Community Groups

Plan and organise accredited training and development for JI participants

Ensure all JI Participants are linked to guidance service in the BJC

Assist participants to set individual goals in consultation with the supervisors in the community groups, ensure training is relevant to work within the organisations and to the participants' job prospects when they finish.

Effectively carry out all administrative and financial duties for the JI, ensuring all records are kept up to date for DSP, signing of wage sheets, etc., produce at regular intervals forecasts and budgets, and ensure that all budgets are accounted for at the end of the Programme.

Report on the progress of the JI to DSP

Staff Number Allocated: One FTE Supervisor, half administration and Fourteen Participants
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FINANCIAL MANAGEMENT

The BJC is a “not for profit” organisation with charitable status. The aim of the BJC is to assist individuals to improve the quality of their lives by improving their employability and their labour market opportunities. The funding for the various services and actions comes from a variety of different sources, private, National and EU. The BJC has a duty to the funders, community and clients to ensure that the funding it receives is managed in an effective manner. The maintenance of an effective financial management system and procedures is central for the successful development and delivery of the various services provided by the BJC

Main Activities

Funding is secured for all the actions and services via discussions with the relevant agencies and Departments. Identify opportunities to submit funding applications at local, national and EU level.

All actions and services have a budget and operate within budget the assigned resources.

Work has taken place to continue the development of the accounts system to monitor monthly and quarterly budgets, income and expenditure

Review with Board book of rules and membership and Work on meeting requirements of new Charities Regulator

Budget, income and expenditure reports are produced and financial reports are produced when required for funding agencies and the Board of Management

Annual audit is produced, Capital Assets Register is maintained and updated

Undertake actions to secure new premises for the BJC

A review of two expenditure areas is undertaken and a report with recommendation is submitted to the Board. Staff are made aware of financial procedures

Staff Number Allocated: Two and half FTE

QUALITY SYSTEMS

The BJC will continue to develop and implement quality assurance systems for all services.

Main Activities

All BJC procedures are reviewed and up-to-date and staff are informed of any changes

Implement and maintain the independent Q Mark standard. Review the recommendation from the Q-mark audit with a view to implementation where appropriate.

Clarify the position of the Excellence Through People standard that the BJC achieved

Build on the work of the NQA Project and work with other community groups to explore the establishment of local quality network and participate in the group established by QQI to work with the community sector in the roll out of the education and training quality systems.

Review the BJC FETEC quality standards taking into account the changes taking place following the establishment of QQI.

HUMAN RESOURCES

The capacity of the BJC to provide quality service is directly related to the quality of the staff, staff are our key resource. The involvement of staff is central to the successful implementation of the business plan and BJC Mission. The BJC seeks to implement HR policies and practices that are person centred based on values of fairness and equality and can balance the needs of the organisation with the need to provide all staff with a positive employment experience and an opportunity to progress. The BJC will ensure the continuous development and involvement of BJC staff in the development of the services

Main Activities

Provide a safe environment and good working conditions for the staff.

Review staff training needs and maintain and review the staff training plan.

Staff are consulted in the development of day-to-day improvements in the quality of the service provided and on the new premises.

Following the ending of the BYG pilot re-establish one Guidance LESN team.

Review the role of the team leaders.

Staff handbook is reviewed and updated when necessary.

All staff have annual performance reviews and one-to-ones with the team leaders.

All staff are provided with individual agreed performance objectives.

Continue to support the Irish Research Council Part time PhD programme

DEVELOPMENT/PARTICIPATION IN PARTNERSHIPS AND NETWORKS

The BJC recognises that in order to achieve its aims and objectives it is necessary to develop and maintain partnerships with a range of organisations and agencies in the private, community and public sector. The BJC will place a priority on inter-agency co-operation within the organisation and ensure that this priority is understood and supported across all levels of the organisation.

Main Activities

Relationships are developed and maintained with a range of organisations and agencies.

Staff are supported to participate on a range of boards, committees, groups and sub-groups that are appropriate to the aims and objectives of the BJC such as BWAP, BLDTF, CTC, BCOM, LESN Co-ordinators' Network, BYG LIT or successor, Social Regeneration Committee and Economic Development Committee.

Continue to support the development of the Equal Youth process and Strive Programme

Develop and implement joint actions with other agencies and organisations such as BP, DSP, BLDTF, CDETB, Just, other Partnerships/LESN

Develop and maintain links with EU partners and National Agencies, develop partnerships with employers, participate on the NDCC

MARKETING

The BJC provides a range of services and activities. Many are innovative and have a positive impact on the clients that use the BJC. It is important for the future development of the BJC that the good news and the positive impact that the BJC has on the lives of individuals in the community is told. Many individual, employers and others are not aware of the work and services of the BJC. It is important that information on the services available reaches the individuals and organisation not aware of our work and the services that are provided.

Main Activities

Develop and circulate appropriate promotional materials e.g. brochures, employer pack etc

Maintain and develop the Web site and other social media tools

Progress report covering the period will be produced

BUSINESS PLAN SCORE CARD

BALLYMUN JOB CENTRE: OVERALL OUTPUTS TARGETS – 1ST JANUARY TO 31ST DECEMBER 2015

Activity	Annual Target 2015	Target YTD 2015	Actual Results YTD 2015	
	Jan – Dec		Jan – Mar	Code
New Registrations				
New Registrations	480			
DSP PtW Referrals				
GIS Referrals	2600			
Guidance & Mediation Sessions (Individual Clients)				
Individual clients receiving supports	3100			
Placements				
From Direct Job Orders	62			
From Client Services (progressive)	188			
Total Placements	250			
All Training/Education Starts - Individuals				
Job Club Formal Sessions	252			
Other Internal Programmes	48			
External Training	300			
Total Training - Successful Starts	600			

The Outputs will be assessed every quarter and targets measured as follows: Green: Outputs on or above target; Orange: Outputs are up to 15 % below target; Red Outputs are over 15% below target.

TARGETS FOR OTHER BUSINESS AREAS

EU Projects: Tasks and Progress 2015

Project Name	Tasks/Targets	Progress Code
Way To Learn To Work	Tasks to be completed by the BJC in 2015	
Netnotneet: Networking For No More NEETS	Tasks to be completed by the BJC in 2015	
EC-YP: Extended Choices For Young People In Vet,	Tasks to be completed by the BJC in 2015	
Guide+: Good Guidance Stories+	Tasks to be completed by the BJC in 2015	
Our Social Europe Through Local Civic Participation	Tasks to be completed by the BJC in 2015	

JI Programme

Targets	Progress Code
JI Plan is produced, submitted and approved by DSP. The JI Programme is implemented in line with DSP Guidelines	

Financial Management

Targets	Progress Code
<p>Audit is complete by May, AGM takes place in July, All accounts are prepared for monitoring visits and all have positive outcome, Where appropriate recommendation from monitoring visits are implemented; Agreement on new premises are in place by the end of 2015 Review with Board of book of rules and membership is completed by end of year Work on meeting requirements of new Charities Regulator is finished by end of year</p>	

Human Resources

Targets	Progress Code
<p>Draw-up, agree and implement staff training plan on going</p> <p>All health and safety procedures are up-to-date and in line with legal requirements fire drill to be carried out in first half of the year</p> <p>Implement a team building session for the guidance team to be completed by June</p> <p>Examine and establish new form of staff meetings new form to be introduced by June</p> <p>All Staff have reviews and PO by end of March</p> <p>A service review day is undertaken with all staff by the end of the year</p>	

Quality Systems

Targets	Progress Code
<p>The Q-Mark is retained</p> <p>Two Q-Mark Audits are undertaken</p> <p>The position of the BJC FETAC Quality Assurance is clarified given the changes taking place in quality assurance system at national level</p> <p>Build on the work of the NQA Project</p> <p>Clarify the position of the Excellence Through People standard that the BJC achieved</p>	

Development/Participation in Partnerships and Networks

Targets	Progress Code
<p>Staff participate on the agreed committees, Boards, working groups, actions are developed with various agencies, positive feedback (no negative feedback) is received from organisation that the BJC is working with</p>	

Marketing

Targets	Progress Code
<p>Promotional materials e.g. brochures, employer pack etc are circulated every week</p> <p>Examine outsourcing of the maintenance of the web site and other social media</p> <p>By end of May</p> <p>Progress report covering the period will be produced by end of June</p> <p>Four presentation are made on aspects of the service to seminars, conferences, etc., Promotional material is up-to-date</p>	

PROGRESS CODE

The targets for the business areas will be subject to ongoing assessment and review by the Management Team.

The targets will be formally assessed after six months and measured as follows:

Green: Targets for the business area is on track;

Orange: Targets for the business area requires additional resources or adjustment in order to be completed;

Red Target for the business area will not be achieved, is no longer relevant and requires a adjustment or change.