

Ballymun Job Centre Co-operative Limited Business Plan



2016

INTRODUCTION

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

The BJC is now an established and experienced provider of labour market services in Ballymun. 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. It has built a relationship with many agencies and organisation at local, national and EU level. It has a proven track record of developing and managing many innovative programmes.

Outlined in this Plan is the business activity of the Ballymun Job Centre Co-operative Society Limited (BJC) for 2016. 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.

BJC/LESN ACTIVITY 2016

Summary: The activities are in divided into three areas as follows:

Action Area One: Client and Employer Support

- Provide a guidance service to Pathways to Work clients referred by the DSP. Provide a guidance service to lone parents moving to JST payments referred by the DSP and to other groups. Provide a drop in employment information service for the community in Ballymun. Continue to build relationship with employers and will work with DSP to implement the employer engagement strategy

Action Area Two: Development of innovative approaches

- Develop and implement in co-operation with DSP and other local partners innovative actions and to continue to support actions of other partners.

Action Area Three: E Guide Assessment Service (if required)

- If appropriate the activation team will refer clients to the BJC to undertake the E Guide assessment and to provide a report and feedback to the client and the referring staff member.

Action Area Four: Change of Premises

- The LESN Plan includes activity to ensure a successful move by the BJC from its current location in the Ballymun Shopping Centre to the Civic Centre.

ACTION AREAS ONE: CLIENT AND EMPLOYER SUPPORT

GUIDANCE SERVICE

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. This is acknowledged in Pathways to Work 2015 which states “.....*the ratio of clients to case officers at 500:1 remains far too high by international standards where figures of 100 – 150:1 are the norm (as recognised by the OECD, EU and IMF).* Pathways to Work 2015, Page 20.

John McKeon Assistant Secretary in the DSP during a recent discussion at the Joint Oireachtas Committee on Education and Social Protection saw the challenge facing the DSP as to both broaden and deepen the PES. He states “*On the one hand, we have to deepen the service by improving the quality. There is a sense that during recent years, we have been through a period in which we have been responding to process inefficiencies, changing processes, focusing on throughput and dealing with the big volume. We now need to consider embedding and deepening the quality of the service. At the same time, we must recognise that there is a need to broaden the service to the kinds of cohorts discussed here today.*” (John McKeon Assistant Secretary DSP, quoted from record of the Joint Oireachtas Committee on Education and Social Protection, “Discussion- Activation Services and Support for the Unemployed”, Wednesday 14th October 2015).

Both the Government’s policy document Pathways to Work and the DSP have identified the need to move to a more intensive, quality engagement and supportive activation approach. In order to move to achieve this 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 should in turn lead to an increase in more appropriate progressions. In line with the above it is proposed to work on a ratio of 225 to one. While this is still higher than the ratio suggested by international standards as good practice it is a step towards this standard. Last year the capacity ratio was 281 to one.

Using the “Youth Guarantee” type approach for all clients

In order to facilitate achieve a ratio that is nearer the international norm and to deepen the quality of the supports provided to clients the guidance model used as part of the Ballymun Youth Guarantee pilot will be used as the core activation method for all clients referred to the BJC/LESN. The BYG pilot established and tested an activation approach to young people in a disadvantage area. The pilot established many good practices that should be continued and offered to all clients in the area. This method can benefit individuals particularly those with medium to low PEX scores. The BJC/LESN will use the BYG guidance method to cover all clients who access the service. It is interesting to note that during the pilot period when the pilot facilitated a more intensive engagement with unemployed individuals there was a 29% drop in the figures for under 25s signing on in Ballymun. Since the end of the pilot the percentage of under 25s signing on in Ballymun went up by 7% between January and September 2015.

Calculating Capacity of the Guidance Service

The number of clients the service can manage and progress is primarily influenced by two factors. First, the number of hours the service has available to work with clients. Second, the number of hours the client requires from the service.

Number of hours available to the client

The base line for establishing time availability is a 46 week working year per guidance staff (this takes into account bank holidays and staff holidays) and a 35 hours available time per week per FTE guidance staff. This time has to cover the following activity: One to one appointment, research on behalf of the client in between appointments, follow-up with client (phone calls, texts, e-mails), administration (sending letters, setting new appointment, updating information on BOMi, etc.). Based on the above there is a maximum of 1,610 available hours for every FTE guidance staff to actively work with clients. Total Hours Available: 11 guidance staff X 1,610 hours = 17,710 Hours.

Calculating number of clients for the service

In 2016 the LESN service will operate a caseload of 120 PtW client per mediator (+ or – 10%). The LESN will also provide guidance service to other groups both those referred by DSP and walk in clients. This would give a service case load of 1,320 (11 X 120) plus 330 other groups based on 30 X 11. This is outlined in contract activity sheet of the bid clients to be provided with monthly follow-up meeting. While clients will receive a monthly follow up meeting clients requiring more support will receive more than one monthly meeting.

Estimating meetings per client based on assessment

It is difficult to determine the amount of meetings a client will require from the service. The amount of meetings will be based on their specific needs in that some clients are employment ready may only require a relatively short intervention while others have more complex barriers may require more ongoing support. Based on an assessment of need the meetings allocated is as follows:

PtW Clients

HIGH SUPPORT: Individuals requiring regular and ongoing support, individuals in this group have personal or family barriers that are of a scale that they are preventing the individual accessing education, training or employment. The service will support such individuals to

overcome or reduce the barriers to enable them to undertake their first step towards employment via education and training. An average of 15 hours per client per year

MEDIUM SUPPORT: Individuals who require assistance to clarify their aptitudes, interests and support in finding out the type of employment options available to them and the steps required to access this employment. Individuals in this group may have skills that are no longer required in the labour market and have to reskill in order to access employment, individuals who went to access employment but are not clear of the type of job they would like or would be good at doing. These individuals may have personal and family barriers but are not preventing them taking up education and training. An average of 9 hours per client per year

LOW SUPPORT: this group comprise individuals who are interested or are ready for employment. The service will provide one half hour initial meeting plus five half-hour follow up meetings over one year. An average of 4.5 hours per client per year

Other Groups: An average of 6 hours per client per year

All Target Groups

Pathways to Work (PtW) Referrals

Other Clients including:

Individuals moving to JST payments

Persons in receipt of OPFP

Early School Leavers (16-18)

Persons with a Disability (PwD)

Qualified Adults

Non Live Register Employment Returners

Travellers

Refugees

Outline of the engagement approach: PtW, Live Register and JST

The approach outlined below will apply to all clients who engage with the service.

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. The same level of follow-up and engagement with the client by the BJC/LESN as the BYG will be implemented.

Provide a guidance service to lone parents moving to JST payments referred by the DSP

Ballymun has a particular high number of 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 known 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. This is in line with the DSP policy.

Developing links with Employers

The BJC/LESN will continue to build relationship with employers and will work with DSP to implement the employer engagement strategy. The specific tasks will include the following:

- Ensure that strong links are developed and maintained with employers
- Inform and update employers about the DSP supports available to employers
- Link with employers to obtain an understanding of their needs and requirements,
- Where necessary provide post placement or work experience support to participants and the employers.
- Participate in employer events and fairs that may be organised by DSP

Distribution of Hours Available:

The distribution is based on an average of 45 minutes per meeting including direct meeting time, admin and pre and post meeting support time.

Total Hours Available: 17,710

	Capacity Number	Hours	% of Total Hours
PtW Live Register			
High Support 35% of Total:	462	6,930	
Medium Support 45% of Total:	594	5,346	
Low Support 20% of Total:	264	1,188	
Sub Total	1,320	13,464	76%
Other Groups	330	1,980	11%
TOTAL	1,650	15,444	87%

Services to be provided

<p>Placement service: registration, career guidance, vacancy matching and placement into employment.</p> <p>Progression planning: registration, referral onto education and/or training programmes within the context of a Career Action Plan.</p>
<p>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.</p>
<p>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.</p>
<p>Group guidance: Provision of tailored options to meet the needs of a specific client group.</p>
<p>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.</p>
<p>Post-employment programme assistance: Provision of the full range of LESN supports to persons experiencing difficulty in accessing employment from labour market programmes.</p>
<p>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.</p>

GUIDANCE STAFF WILL UNDERTAKE THE FOLLOWING TASKS AS PER LESN 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. Specific actions will include:

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 BOMi as necessary

Participate in Events and Fairs as may be organised

Outside of the one to one interviews the staff will spend time working on behalf of the client, carrying out administration tasks required for the reporting of activities, see drop in clients, attending any meeting as requested, linking with staff from other agencies involved in the pilot, etc.

ACTION AREA TWO: DEVELOPMENT AND SUPPORT OF INNOVATIVE APPROACHES

The BJC/LESN will develop and implement in co-operation with DSP and other local partners innovative actions. Proposals for 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 follow up training programme to the IKEA Programme run in 2015 and funded by CDETB.

The BJC/LESN will work with DSP as a partner in the EU Project LABS that was approved and is due to start in January 2016. The BJC/LESN will also contribute to other EU Projects as appropriate and relevant to their work.

The BJC/LESN will continue to support one of the guidance staff to work on her PhD in Maynooth University with the support of the Irish Research Council.

ACTION AREA THREE: E GUIDE ASSESSMENT SERVICE (IF REQUIRED)

The BJC has a unique set of guidance tools specifically designed to support disadvantaged unemployed individuals. The guidance tools are unique in that they have Irish norms. The tools are very user friendly. The BJC/LESN staff are trained to administer the tools and to provide feedback on the reports generated by the tool. Not all clients would require the assessment. Accessing the tools can reduce the assessment time and identify the most appropriate step for the client quicker. The BJC/LESN would be interested in making the tools available to DSP staff across the DSP division either as a referral to the BJC/LESN or to train appropriate staff to use the tools.

Action Area Two and Three

	Hours	% of Total Hours
Development of and support for innovative approaches and programmes and the E guide assessment (if required)	2,266	13%

ACTION AREA FOUR: CHANGE OF PREMISES IN 2016

In 2016 the BJC will have to move from the current premises where the LESN services are located. This is because Dublin City Council have decided to vacate all of the Ballymun Shopping Centre in preparation for redevelopment as part of the regeneration of Ballymun. The Board of the BJC is currently in discussions with DCC about a move to the Civic Centre in Ballymun. Discussions on this and activity to ensure a successful move to new premises will form part of the LESN plan. The objective is to ensure the move does not disrupt service delivery.

AN INTER AGENCY APPROACH

The BJC/LESN will continue to develop and work with a range of agencies and organisations as part of the process of working with the client to identify solutions to barriers they face and to generate pathways to employment. Clients often face multiple barriers impacting on their capacity to take up employment, training or education. It is important that the BJC/LESN staff build and maintain relationships with health, justice, education, training, community youth and drug organisations in order to use their expertise to address barriers faced by the client. An example of this is the involvement of the BJC/LESN in leading out the Equal Youth Inter Agency group. This method of working continues to prove beneficial to many clients.

FINANCIAL MANAGEMENT, ADMINISTRATION, QUALITY MANAGEMENT

- Three FTE Staff: data base administrative, clerical support and internal quality management and financial management
- The roles will include the organisation and update of all administrative data for the LESN and other administrative and clerical duties, taking of minutes, etc.
- The roles will involve the dissemination of information/details of service to clients.
- The roles will also involve supporting the collection, and management of data to ensure that the information that is collected is of a standard necessary for the effective on going assessment of the LESN work.
- The roles will also support the implementation of quality and internal evaluation of the service in order to maintain standards.
- The roles will carry out the financial management of the LESN

MANAGEMENT

The BJC Manager/LESN Co-ordinator will take responsibility for the day to day management of the LESN services reporting to the Board of the BJC.

TARGET

30% of case closed throughput placed into employment of more than 30 hours.

Staff Number Allocated: Fifteen FTE
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JOBS CLUB ACTIVITY

Introduction

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 2016.

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

Mick Creedon: Manager BJC

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

<p>Please detail the schedule of proposed JC activity for formal workshops as per calendar below. It is recognised that the start dates may be subject to change depending on the agreement of the division. The Job Club must be operational for 48 weeks.</p> <p>A modular timetable of workshop content for each duration types (e.g. one week. two week programmes) being proposed must be attached. It is expected that there would be a mix of workshop durations.</p>						
Details of the proposed 2016 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			19			19
Participant Capacity in Formal Workshops			10			190

Proposed 2016

Target number of One to Ones¹ per week: ___4

Target number of One to Ones per year (x 48 weeks): ___156

Target number of Clients for CV Preparation² at commencement of activation process per year (x 48 weeks): ___36 (as per 2015 Contract Bid)_____

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

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

Mick Creedon: Manager BJC

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 FTE
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EU FUNDED PROJECT ACTIVITY

The BJC has a long history of developing and participating in EU funded Projects. This will continue in 2016. Outlined below is a short summary of each of the Projects that are ongoing at the start of 2016 and the activities that the BJC is required to achieve in 2016 as a partner in 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 2016

- Drafting the Guide+ curricula
- Testing the Guide+ curricula with guidance practitioners in Ireland
- Assisting in the development of the practical recommendation handbook
- Assisting in the development of the methodological guideline
- Ongoing dissemination of the project
- Proofreading documents relating to the project
- Participating in the evaluation of the project
- Attending the partner meeting in Brighton
- Hosting the final local multiplier event in Dublin
- Attending the final meeting in Berlin

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.

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 2016

Plan, organise

- Complete and publish preparatory desk research report
- Hosting local seminar 3 in Dublin
- Hosting local seminar 4 in Dublin
- Organise the final visit, management meeting and conference in Dublin
- Ongoing evaluation of the project and activities
- Ongoing dissemination of the project
- Submit final report

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

Mick Creedon: Manager BJC

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 2016

- Meeting local expert group for the project and meet them regular for feedback on the project
- Meeting local young people's forum and meet them regular for feedback on the project
- Participating in the master mentor training in Belfast
- Participating in the partner meeting and multiplier event in Belfast Participating in the management meeting in Rome
- Contributing to the development of the EC-YP model
- Testing the EC-YP Platform
- Delivering a mentor training in Dublin: train 4 mentors
- Pilot the EC-YP model/platform with 15 young people
- Attend partner meeting and multiplier event in Austria
- Ongoing dissemination of the project
- Providing feedback on the progress and evaluation of the project

2015 - 2017: Net-Working for Quality Culture and Assurance (NQCA), Erasmus+, Ka2, Coordinated by Ballymun Job Centre

Objectives

Net-Working for Quality Culture and Assurance aims to design, develop and implement a model of Interagency working which focuses on Quality Culture and Quality Assurance across the VET journey. Eight partners from across six programme countries will adapt and develop the Net-Working for Quality Assurance model (developed in a previous Leonardo da Vinci TOI project - LLP/LdV/TOI/2012/IRL-502) so as to ensure its relevance across a wider VET journey (defined as including some/all of the following stages: decision to access VET, through employment services, through a guidance process, initial referral into VET, VET provision, transition to employment/ higher education, up-skilling in the workplace).

Context/needs addressed

The previous NQA project identified that quality tends to exist within services/provision but can be significantly reduced during transition points in a client's VET journey. The Interagency approach aims to strengthen the links between stakeholders particularly in relation to shared goals and trust, and develop a culture of quality which will be aspired to by a range of stakeholders representing various stages of the VET journey.

Previously, NQA sought to influence the long term achievement of Bruges (2010) which advocates the progression of individual citizens through the creation and delivery of quality assured VET initiatives 'Given the role of VET in European Societies and economies, it is

crucial to ensure the sustainability and excellence of vocational education and training' (Bruges Communiqué, 2010). However, NQA found that quality VET journeys involve many stakeholders and many stages and that the quality of this journey particularly for those most disadvantaged required a continuum of quality assurance underpinned or enabled by quality cultures. Quality assurance within VET provision is not sufficient, but requires the VET sector to cooperate with a range of stakeholders from employment services, to employers and that 'a transparency and a common approach to quality assurance in VET' (Bruges, 2010) should be a longer term objective. NQCA seeks to do just this.

NQCA will research VET journeys, identify VET case studies, research QA/quality culture/interagency working and develop an NQCA model. It will further develop NQA as a quality label, design and test Master training and NQCA training, implement 91 interagency meetings, 6 transnational meetings and 7 multiplier events. It will take a serious approach to Policy-Practice gaps, create a space for this dialogue and design a Toolkit for Policy Makers to support sustainability and recognition. NQCA will demonstrate the value created through use of a Social Impact Evaluation and disseminate widely the learning achieved. The partners will utilise an Implementation science methodology (IO3).

Tasks to be completed by the BJC in 2016

- Adapting the NQA interagency model to the NQCA model
- Compiling a research report on VET journeys, quality culture and quality assurance in Ireland
- Developing the NQA quality label
- Establishing a local interagency, national and learner groups to implement the NQCA model
- Contributing to the NQCA toolkit
- Developing an NQCA training course
- Conducting a social impact evaluation of the project
- Overall project management including financial management, evaluation, risk management
- Coordinating all partner meetings: Finland and Rome

2015 – 2017: EP-DeM Labs Equity, Participation and Decision Making Laboratories, Erasmus+, Ka3, Coordinated by MetropolisNet EEIG

EP-DeM Labs seeks to engage and enable disadvantaged youth (16-24) in transition moments across 4 cities/regions in Europe to express their voices, co-develop and co-deliver projects and measures aimed at improving their education level and employability. The laboratories of dialogue and co-design experimented aim at having the ground-breaking role of permanent generators of knowledge and incubators of innovation in education, training and employment systems.

EP-DeM Labs tackles the issue of youth social disengagement, having consequences on their education, training and/or employability levels through an holistic approach, starting from the individual's empowerment and arriving to the systemic change in considering "the youth issue" by education and training structures, counselling and employment providers and policy makers.

Aims:

- Build evidence, experiment and scale up the intrinsic linkages between a holistic approach, not focussing on single measures to improve educational outcomes of the disadvantaged youth, but on their participation, empowerment and engagement and on the responsiveness and flexibility of the systems themselves;

- Develop and test a new approach to the professional figure of the “youth worker”, as a real agent of change that can influence and play an active role as model also in formal education, training and employment frameworks;
- Adopt, adapt and develop innovative dialogue and self-empowerment experiences and approaches targeting excluded youth, typically relegated to the informal and youth work contexts, to engage them in an open dialogue and co-design of education, social and employment measures targeting them;
- Prepare and engage education and employment service providers and the relevant policy makers in VET and employment to dialogue in a continuous manner and to structurally integrate the outcomes of the dialogue with youth in program and project design, delivery and implementation mechanisms;
- Develop a set of innovative, sustainable and cost-effective tools encouraging local, National and European policy makers to integrate direct voices and ideas of youth in planning and delivery of educational and employment services directed to the most disadvantaged, and to undertake a path toward a genuine and transparent evidence-based policy making.

Tasks to be completed by the BJC in 2016

- Attend kick off meeting in Berlin
- Undertake desk research into the equity, participation and decision making of young people in Ballymun
- Undertake focus groups with young people and policy makers regarding the equity, participation and decision making of young people in Ballymun
- Host information and sensitisation sessions locally
- Recruit facilitators for our laboratories
- Attend the facilitator training in Berlin
- Design and host laboratories with young people, policy makers and mixed labs
- Engage in ongoing dissemination
- Evaluate the project internally
- Attend partner meeting in December

2015 – 2018: Euro i-VET- Enhancing the quality of I-VET provision for young people in urban, multicultural settings, Erasmus+, Ka2, Coordinated by 15billion

Project Description

Euro-iVET (initial Vocational and Educational Training) is a transnational European Social Funded project working across the UK, France, Germany, Ireland and Sweden. The project will support Vocational and Educational Training (VET) professionals' who are working in European inner-city, multi-cultural settings supporting young people who often are at risk of not sustaining or under-achieving within initial VET.

Project Aims

The vision of the Euro-iVET project is to equip professional VET staff with the skills and competencies to bridge the 'culture clash' between disadvantaged young people, employers and vocational education. The project aims to achieve this by equipping the VET professional working in an inner-city, multi-cultural environment with: A new occupational profile, a competency framework, a training curriculum, peer support network and a new European Level assessment, certification and qualification framework.

Project Outcomes:

The project has a number of specific objectives, which are to:

1. Develop, test and publish new, practical and innovative professional development resources – methodologies, guidance material, curricula and competences – based on the theoretical framework of the Dutch academic El Hadioui 'Street Culture' thesis.
2. Enable Continuing Vocational Education and Training (C-VET – known in the UK as Continuing Professional Development, or CPD) for VET professionals to support iVET that is attractive, inclusive, easily accessible and career-orienting, in line with the objectives set out in the Global Vision for VET 2020 set out in the Bruges Communiqué.
3. Develop an accredited Euro-iVET qualification framework for VET professionals which will enable the transfer and accumulation of learning outcomes that facilitates transnational mobility and learning, enhance and improve VET practice and provision, incorporates the European Credit system for Vocational Education Training and Europass, and is in line with the Bruges Communiqué.
4. Increase partnership working between employers, VET providers, guidance and education staff from a range of sectors, through active peer learning and exchange of good practice, in line with Strategic Objective 3 of the EU Education and Training 2020 Strategy.

Above all, the ultimate outcome we believe will be that with a better trained and qualified iVET workforce it will be possible to engage with and improve the prospects of those young people who have been alienated by a traditional educational experience and who

Tasks to be completed by the BJC in 2016

- Multiplier Event: Stakeholder engagement launch event, and Focus group with 19 stakeholders
- Focus group with 16 Young People explaining the concept of the Culture Clash and receiving feedback for our comparative study and needs analysis
- Conducted eight interviews with relevant stakeholders for comparative study and needs analysis
- Submitted Comparative Study and needs analysis
- Attend Marseille Transnational
- Competency Framework completed and sent to Project Lead
- Write an occupational profile
- Attend 3rd transnational meeting

2015 – 2018: VOCIS Vocational Training of the Inner-Self, Erasmus+, Ka2, Coordinated by Fondation Caritas Luxembourg

Objectives

VOCIS will establish a set of educational instruments to reinforce skills for self-regulation and self-control to increase the ability of employees, students, trainers/trainers and coaches for flexible and sustainable self-regulation, self-organization, and self-guidance leading to higher motivation and volition and better coping with frustration.

More specifically, this set of educational instruments will be composed of following outputs:

a framework of methods and contents for individual coaching for self-regulation skills

a framework of methods and contents for peer coaching for self-regulation skills

a curricula including methods and contents for continuous vocational training of the inner-self

a curricula including methods and contents for initial vocational training of the inner-self.

Training/lecture guides and workbooks will be made available in English, German, French, Italian and Croatian for each one of these outputs.

A diagnostic toolkit will be developed for identifying strengths and weaknesses of inner-self related skills. It will allow a flexible and relevant use of the materials to address learning objectives on an individual level as well as on an organisational level in coaching and training contexts.

Mick Creedon: Manager BJC

All elements of good practice derived from the project will be compiled and presented in a final publication which will be made available in English.

A VOCIS website will be created and launched in order to sustainably promote and make available the project's results. The website will be mainly in English but it will also contain the results produced in German, French, Italian and Croatian.

Tasks to be completed by the BJC in 2016

19th to 22nd of April, Transnational Rome

October 2016 - Have Developed IO4 - Peer Counselling Tool Box

11th -13th of October - Host Transnational Visit

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 liaise 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 and Fourteen Participants

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.

Ensure BJC is meeting the 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

Work with the Board to undertake actions to secure new premises for the BJC

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.

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.

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 NWAP, BLDTF, CTC, BCOM, LESN Co-ordinators' Network, 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 NWAP, DSP, BLDTF, CDET, 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, examine the option of managing the web site in house

Progress report covering the period will be produced

Year to Date Targets & Results – 1st January to 31st May 2016

Activity	Annual Target 2016	Target YTD 2016	Actual Results YTD 2016	
	Jan – Dec	Jan – May	Jan – May	+/-
New Registrations				
New Registrations and Link in referrals	480			
Guidance & Mediation Sessions (Individual Clients)				
Individual clients receiving supports	1650			
Placements				
From Direct Job Orders	62			
From Client Services (progressive)	188			
Total Placements	250			
All Training/Education Starts - Individuals				
Job Club Formal Sessions	190			
Other Internal Programmes	48			
External Training	362			
Total Training - Successful Starts	600			