



Me and My Learning

End of Year Report 2014-15



Me and My Learning – End of Year Report 2014-15

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Me and My Learning – End of Year Report 2014-15

Executive Summary

A successful bid for European Social Fund support enabled Melton Borough Council to set up Me and My Learning from April 2014, with the programme becoming fully operational from June 2014.

Me and My Learning represents a significant transformation of the way in which services are provided, particularly to people who face multiple barriers. Using a detailed assessment of needs and an agreed individual journey it provides holistic and co-ordinated support to enable individuals to become digitally, financially and socially independent and, wherever possible, move into sustainable employment. Me and My Learning brings partner organisations together under a single “umbrella” so that they can provide joined-up support which greatly increases the chances of a successful outcome.

2014-15 has seen 533 people referred to Me and My Learning. Of these 362 have gone on to access services with 157 people accessing two or more services, ten accessing 5 or more services and three people each accessing seven services.

We have seen 53 people move into employment and many more move significantly nearer to taking up employment.

Support has been provided by a growing number of partner organisations with more than 20 services now being offered through Me and My Learning. That support has taken place via in excess of 1400 individual appointments and more than 400 attendances at group sessions.

A Cost Benefit Analysis using the 2014-15 data and using the New Economy model (approved by HM Treasury) this has shown that for every £1.00 spent delivering Me and My Learning returns of between £2.38 and £10.02 have been made.

A successful bid for Transformation Challenge Award funding means that Me and My Learning will continue to expand in 2015-16 with Blaby District Council adopting the approach from April 2015.

Me and My Learning – End of Year Report 2014/15

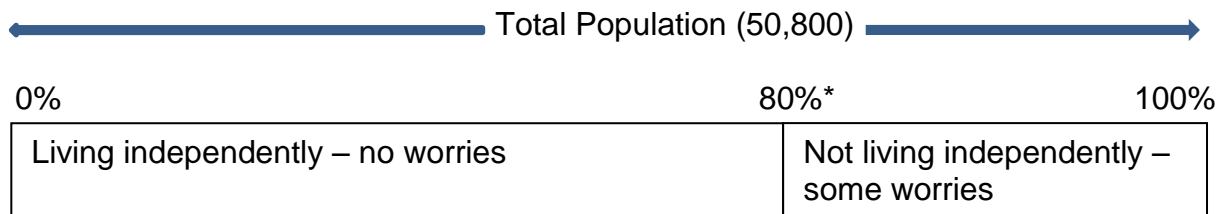
Context

Melton is one of the smallest Borough Councils in the country with a population of 50,800. It is a predominantly rural area based around the market town of Melton Mowbray. It covers 186 square miles and the area is typified by small communities (there are, for example, 26 Parish Councils).

Although Melton has low levels of unemployment at around 1.0% of the working age population along with lower than the national average numbers of Employment and Support Allowance recipients there are still pockets of significant deprivation.

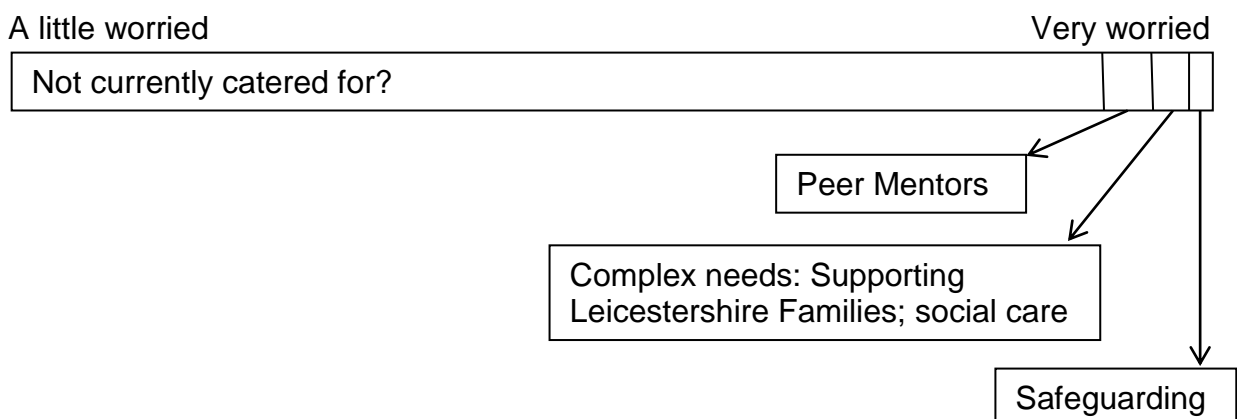
The 2011 Census showed 8.4% of households are socially rented; 48.3% of the population reported very good health; 10.5% of the population provides unpaid care; and 41.9% of those employed are in full time employment .

Whilst the majority of Melton’s population manage their lives well, with little call on public services, there is a proportion that, to varying levels, are unable to do this – the people we worry about.



(*assumption based on local knowledge)

The people we worry about cover a broad spectrum from those we are a bit worried about to those that we’re seriously worried about. Those with the most severe issues are generally catered for by the statutory services (safeguarding, social care etc). However, this leaves a large number of people (around 9,700 in Melton) who have issues that would benefit from some support. Me and My Learning provides this support which prevents people slipping to the right in the diagram below and increasingly moves people into the living independently group above.



Background

Melton is transforming the way it delivers its services. Me and My Learning represents the latest, and perhaps most significant, step on a journey that began a number of years ago with a move from silo, discipline based, services to a people focused approach.

These changes have been underpinned by an increasing number of services that are co-located within the main council offices. These include (amongst others) Jobcentre Plus, Citizen's Advice Bureau, Probation Services, Adult Social Services and Supporting Leicestershire Families (the local Troubled Families programme).

In 2012 Melton was selected as a Universal Credit pilot site which prompted a greater focus on working age customers. At the same time Melton began running a small-scale Employment and Skills programme supporting people furthest from the labour market.

In late 2013 Melton had the chance to bid for European Social Fund support. This provided the ideal opportunity to bring together all of the work to date into a single co-ordinated programme. A successful bid enabled this to happen and led to the introduction of Me and My Learning from April 2014.

Me and My Learning

Me and My Learning (M&ML) represents a significant cultural change. It represents an ethos, an approach. M&ML:

- supports people to become digitally, financially and socially independent
- will, wherever possible, help people to move into sustainable employment
- uses a triage/assessment process to identify the barriers individuals face in becoming digitally, financially and socially independent
- provides an individual, agreed, holistic and co-ordinated journey to independence
- brings partner organisations together under a single co-ordinated “umbrella”
- features local community involvement and ownership

The M&ML approach aims to transform the way in which support services are provided, particularly to people who face multiple barriers. By doing this M&ML will increase people’s ability to live independently (and so reduce their demands on public services) including, where possible, securing and maintaining sustainable employment.

Previously the barriers to independent living that people, often those furthest from the labour market, faced were addressed in a piecemeal and uncoordinated manner. Dealing with barriers in this way runs the very real risk that some are not addressed, which in turn reduces the chance of achieving an overall positive outcome (e.g. a move into sustainable work). Such an approach will inevitably end up costing more, for example through ineffective service delivery and the need to repeat interventions.

The M&ML approach sees an end to inefficient and ineffective silo-based service provision. It enables people facing multiple barriers to work with a range of service providers in a managed and co-ordinated way. This ensures that service providers complement one another and achieve maximum impact from their intervention. This results in people being more able to live independently, with less demand on public services, and, importantly, where possible move into sustainable employment.

M&ML provides a coordinated approach to the delivery of support services. It begins with an initial triage which is carried out when an individual presents, for any reason, at the Council or with one of the partner organisations – for example Jobcentre Plus. If, during that initial conversation, it is identified that there may be additional needs this is followed by a detailed needs assessment during which an individual personalised programme is agreed.

This identifies the barriers the individual faces, the interventions needed to address those barriers and the service providers who will help to do this. The approach focuses on employment being a key enabler in achieving and supporting independent living. Peer Mentors work with individuals on a 1:1 basis helping them to progress through their agreed programme.

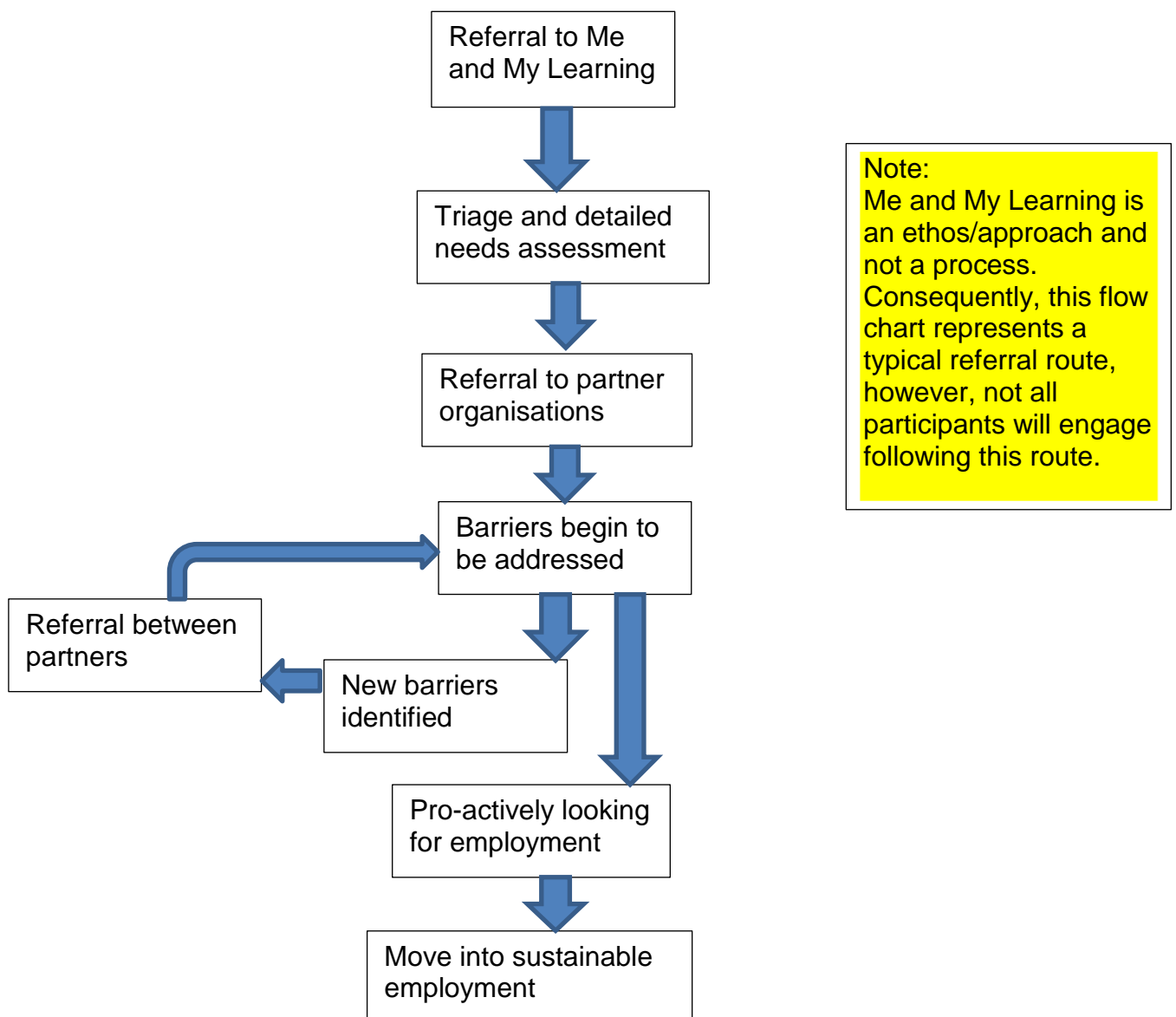
Referrals are made to a wide range of partner organisations (for example, Clockwise credit union, CAN drug and alcohol support, Voluntary Action Leicestershire,

Loughborough College – see p.18 et seq. for a full list of partner organisations) that operate within the M&ML umbrella.

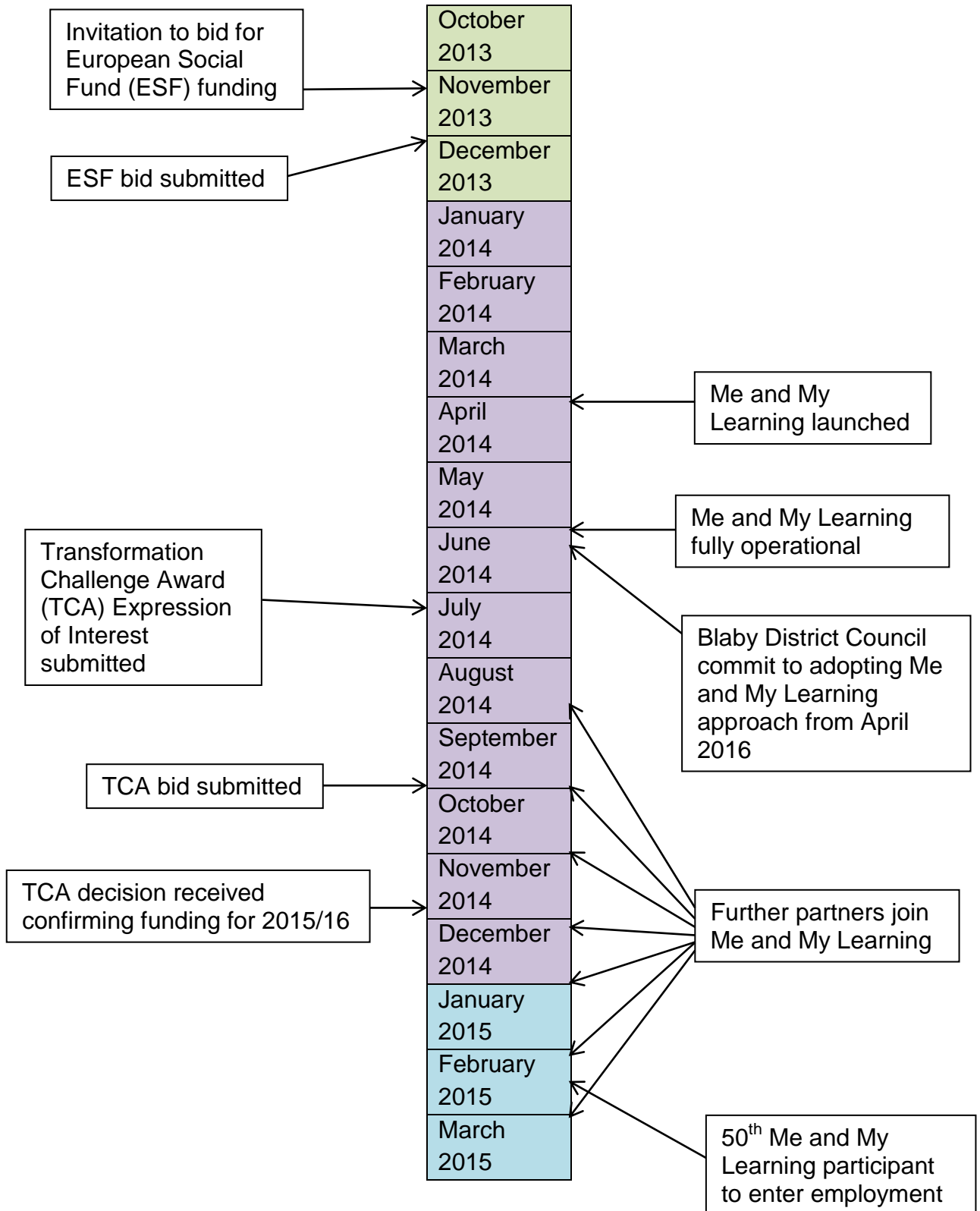
A key element of M&ML is that partner organisations are able to refer participants to other providers if, in the course of their intervention they identify additional issues that need addressing. For example, Remploy whilst working with a disabled client identified that the individual may have had an alcohol problem. Remploy were able to directly refer the person to a worker from CAN Drug and Alcohol support.

M&ML operates through a hub location which brings partners together. This encourages the sharing of knowledge and learning between partners and develops close links that allow partners to cross-refer clients ensuring that all their needs are met.

From the outset M&ML has adopted a pro-active approach to information sharing between partners – not allowing what can often appear to be constraints around data sharing to hinder the delivery of services.



Me and My Learning timeline



European Social Fund

Bidding for European Social Fund (ESF) funding for 2014-15 required the setting of targets that were to be achieved during the year.

The bid identified that there were a total of 1950 people within the target groups – those in receipt of Jobseekers Allowance, Employment and Support Allowance and lone parents in receipt of Income Support. This was the figure at the time of the bid.

By the time Me and My Learning began in April 2014 this figure had reduced to 1686 - a 14% reduction (figures from NOMIS)

We were aiming for 500 people to be referred in to Me and My Learning during the year. In total we had 790 referrals which related to 533 individuals (some individuals were referred by more than one provider).

We had a target of 50 employment outcomes for the year. As at 31 March 2015 we had successfully moved 53 people into employment.

We aimed to achieve 500 people who were engaged and motivated into undertaking training/learning. Of the 533 people who were referred to Me and My Learning 362 actively engaged with the services being offered and receiving learning and training. Whilst this is less than the 500 people we had aimed to engage it should be borne in mind that Me and My Learning was not fully up-and-running until June 2014. This means the 362 people were engaged over a nine month period (this equates, pro-rata, to 483 over a year).

We aimed to achieve 1770 targeted outcomes (i.e. individuals accessing services reflecting that many people would face more than one barrier). Of the 362 people who engaged with Me and My Learning 157 accessed two or more services, 59 accessed 3 or more services and 10 accessed 5 or more services. Three people each accessed seven services.

ESF Managing Authority auditors acknowledged that Me and My Learning was a pilot programme and did not raise any concerns regarding the overall performance of the programme during their audits

Me and My Learning – breakdown of funding 2014/15

MBC Match funding	£395,199
ESF support	£386,377
Total project cost	£781,577

MBC contribution

Com'ities+ Children's Centre Budget	£200,000	(£20k in 13/14)
Community safety budget	£ 15,000	
Voluntary sector	£ 10,000	
Health budget	£ 50,000	
Housing budget	£ 56,600	
Customer service advisors	£ 56,600	
Communities and Neighbourhoods	£ 6,999	
Total		£395,199

Project Expenditure

Business Partner	£ 64,050	
Triage advisors	£ 56,600	
Peers mentors	£ 56,600	
Housing Advisors	£ 58,000	
Multi agency sharing hub worker	£ 31,700	
Apprentice	£ 7,150	
Total		£274,100
Homeless prevention	£ 26,875	
Volunteering Service	£ 42,000	
Digital support	£ 77,905	
Mental Health services	£ 66,750	
Drug and Alcohol Services	£ 35,000	
Transport costs	£ 7,500	
Childcare costs	£ 7,500	
Healthy Families	£ 63,000	
Parenting classes	£ 47,000	
DMU Evaluation	£ 20,000	
Total		£393,530
Phoenix House building costs	£ 80,900	
Depreciation – Phoenix House	£ 7,172	
Other costs (mileage, phones)	£ 5,875	
Consumables – etc	£ 19,999	
Total		£113,946
TOTAL	£274,100	
	£393,530	
	£113,946	
		£781,576

Me and My Learning 2014-15 Data

The 2014-15 year has seen M&ML established and begin to grow. During this time data collection has evolved and as we move into 2015-16 we will be moving to a new IT-based case-management system that will provide more detailed information and analysis. The following data has been drawn from the central M&ML Excel based records, supplemented by returns received from partners. Given the range of referral sources and the gradual evolution of M&ML there are, perhaps inevitably, some gaps in the detailed data. However, using the data available provides the following insights into M&ML and the people who have been referred and have engaged with the services available.

Headline data:

- 790 referrals (533 individuals as some people have been referred more than once)
- 362 people accessing services
- 157 people accessing more than one service with 22 accessing four or more services
- 53 people moved into work
- 6 people have taken up a full time college course
- 1 accepted for University and will be starting in October 2015
- 20 people have obtained BTEC level 1 workskills
- 20 people have secured a Construction Skills Card

Referrals to Me and My Learning

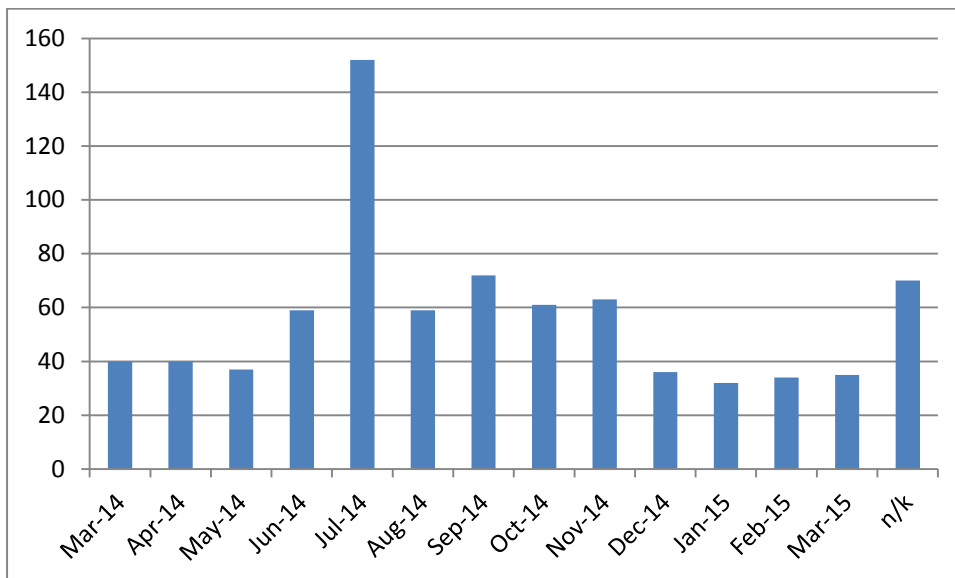
Total number referred

There have been a total of 790 referrals to M&ML.

The 790 referrals related to 533 individuals. The difference between the two figures is because some individuals were referred by more than one partner organisation/agency.

Figure 1 (below) provides a breakdown by month of referrals. The peak in July 2014 is directly attributable to the open day held that month to publicise M&ML.

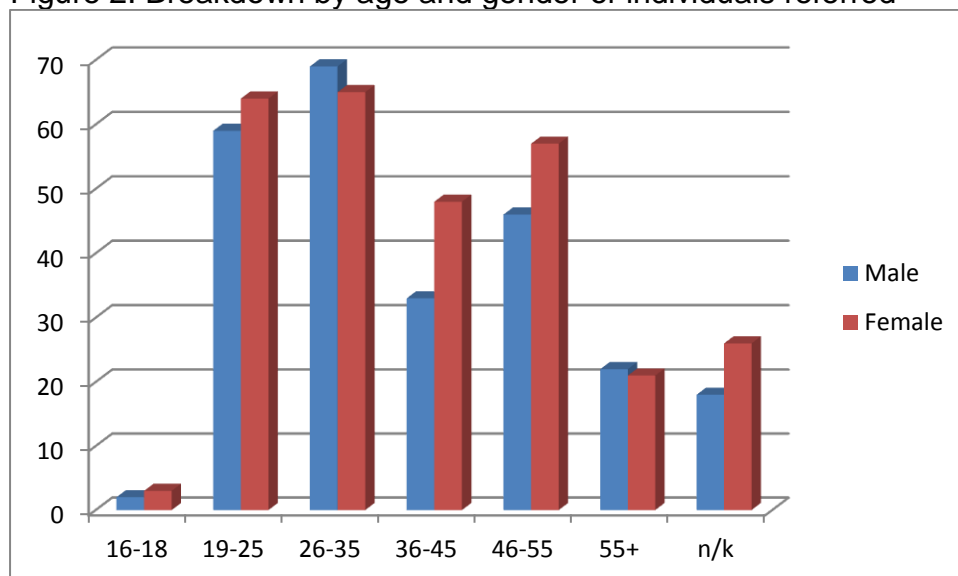
Figure 1. Referrals by month



Age and Gender of referrals

Figure 2 (overleaf) provides a breakdown by age and gender of the 533 individuals referred to M&ML. Excluding the individuals for whom this information was not recorded (44 in total) 47% of referrals were male and 53% female. The majority were in the 19-25 years (23%) and 26-35 years (25%) age groups.

Figure 2: Breakdown by age and gender of individuals referred



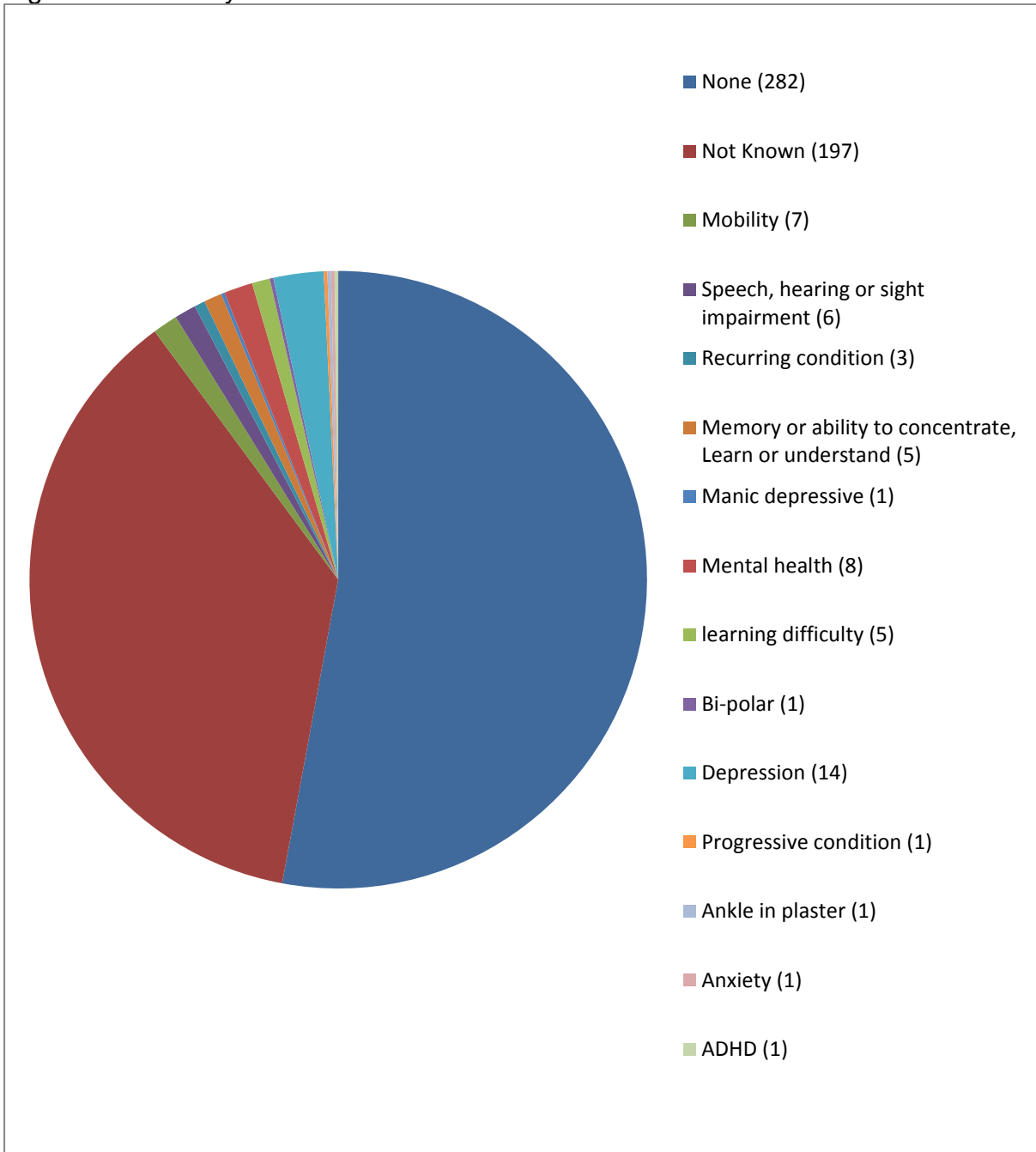
Ethnicity of referrals

Ethnicity details were recorded for 365 of the 533 referrals. Of the 365 who provided a response 347 (95%) declared themselves as White British. Three people (1% declared themselves as Chinese or other ethnic group. Two people declared themselves as Mixed other, Polish and White (6 people in all) and one person declared in each of the following groups: Asian or Asian British other; Black or Black British Caribbean; British; Kenyan; Mixed Black Caribbean; Mixed White and Black Caribbean; Other – white; Turkish; and White European (9 people in all). NB: Groups defined by European Social Fund monitoring.

Disability

We do not hold a record relating to disability for 197 of the 533 people referred to M&ML. Of those we do hold a record for (336), 282 declared no disability. 54 people (16% of those we hold records for) declared a disability. Figure 3 (overleaf) provides details.

Figure 3: Disability



Benefit receipt at time of referral

We hold details of the benefits clients were in receipt of at the time they were referred to M&ML for 343 of the 533 referrals. The greater majority of referrals were in receipt of Jobseekers Allowance (155 or 45% of those we hold records for). A further 57 (17% of those we hold records for) were in receipt of Employment and Support Allowance. Figure 4 (below) provides more details.

Figure 4: Benefit receipt at time of referral

Jobseekers Allowance	155
Employment and Support Allowance	57
None	53
Income Support	30
Incapacity Benefit	9
Earned Income	8
Disability Living Allowance	4
Carers Allowance	3
Child Tax Credits	3
Housing	1
Maternity Leave	2
Other	10
Pension	1
Personal Independence Payment	1
Severe Disability Allowance	1
Statutory Sick Pay	1
Student Loan	1
Universal Credit	1
Working	1
Working Tax Credits	1
Not known	190
TOTAL	533

Source of referrals to Me and My Learning

The highest proportion of referrals (138) came from within Melton Borough Council (primarily Customer Services).

Referrals came from a total of 44 sources. See below for details:

Adult Learning	31	Melton Learning Hub	6
Adult Social Services	1	Online referral	6
ASB Officer	1	Onward referral	1
Benefits Officer	3	Open day	16
Bridge	2	Outreach	3
CAN	84	Prince's Trust	20
Children's Centre	1	Probation	2
Clockwise	2	Prospects	20
CRM referral	1	Q-dos	1
CSCS	13	Remploy	31
C Tax Recovery	26	Ronan Browne	1
DHP form	14	Self-referral	28
Employment and Skills	17	Sure Start	4
Health Visitor	3	T/call	1
Housing Options	18	Tenants Training	2
Internet	1	Unknown	64
Jobcentre Plus	3	VAL	30
Loughborough College	41	Victoria Lickman	1
Learn Direct	4	Vulnerable adults	22
Let's Talk Wellbeing	27	Welfare Provision	8
M&ML Triage	2	Working Links	73
MBC	138		
MBC outreach	8		
Total	790		

Referral issues

At the point of referral we try to identify the issues a person may be facing. We have detailed records for 191 people. Figure 5 (below) provides details:

Figure 5: Referral issues

	Number	% (of 191 records)
Recent or long term unemployment within the Family	145	76%
Children under 5 within the Household	49	26%
Lone Parent Family	51	27%
Teenage Parents	7	4%
Family with a disabled parent	14	7%
Rent	72	38%
Council Tax	64	33%
Housing/Homelessness	62	32%
Housing Enabling (ASB)	18	9%
Benefits	96	50%
Debts	101	53%
Employment	135	71%
Drug & Alcohol	14	7%
Digital Skills	18	9%

The majority of referrals reflected more than one issue at the point of referral with the highest proportion of referrals facing 3 (22% of the 191 records), 4 (21% of the 191 records) and 5 (19% of the 191 records) issues. Figure 6 (below) provides more details

Figure 6: Number of issues per referral:

Issues	1	2	3	4	5	6	7	8	9	10	Total
Number of referrals	7	14	43	40	37	25	16	7	1	1	191

Urban –v- rural referrals

Using the LE13 postcode as an indicator of residence in Melton Mowbray showed 100 people had non-LE13 postcodes (19% of 533) and lived in a rural location

Number of services accessed

Many of the people accessing M&ML are accessing more than one service. 157 (43%) are accessing 2 or more services, 59 people (16%) are accessing 3 or more services, 22 people (6%) are accessing 4 or more services, 10 people (3%) are accessing 5 or more services, 6 people (2%) are accessing 6 or more services and 3 people (1%) are accessing 7 services.

Me and My Learning Partner Data

Partner organisations were asked to keep records of the age and gender mix of the clients they worked with. Figure 7 (below) provides a breakdown.

Figure 7: Partner client demographic by age and gender

	16-24		25-35		36-45		46-55		56-65		Total
	M	F	M	F	M	F	M	F	M	F	
Working Links	29	6	11	15	5	10	4	1	1	0	82
Housing Options	4	5	9	6	4	4	2	1	1	0	36
Loughborough College	10	3	4	13	6	8	5	5	2	0	56
Melton Learning Hub	4	2	0	2	2	0	0	3	0	0	13
Let's Talk Wellbeing	1	6	4	9	1	4	1	7	0	1	34
Voluntary Action Leicestershire	1	2	6	3	3	3	4	5	1	1	29
Prospects Careers Service	25	10	2	0	2	3	0	0	0	0	42
Remploy	21	11	11	4	4	4	5	4	1	0	65
CAN	19	11	19	6	15	3	16	11	1	2	103
Prince's Trust	9	11	1	0	0	0	0	0	0	0	21
Learn Direct	8	10	7	9	10	9	13	7	6	1	80

Figure 8 (below) provides an indication of the number of individual appointments partners undertook. This is not a complete record but does provide an indication with in excess of 1400 individual appointments attended.

Figure 8: Individual appointments

	M	F
Working Links	290	201
Housing Options	0	0
Loughborough College	10	28
Melton Learning Hub	0	0
Let's Talk Wellbeing	7	27
Voluntary Action Leicestershire	14	15
Clockwise Credit Union	3	12
Prospects Careers Service	0	0
Remploy	224	105
CAN	309	87
Prince's Trust	0	0
Learn Direct	44	36
	901	511

Group sessions:

There were in excess of 400 attendances at group sessions, with, for example Remploy having 65 attendances at Group sessions, CAN 192 along with Loughborough College running 16 digital inclusion sessions and Housing Options running 8 tenant Training Awareness Sessions.

Partner data:

Partner	Started	No of clients		Interventions (include)	Achievements
		Male	Female		
Working Links	April 2014	50	32	491 individual appointments	<ul style="list-style-type: none"> • Securing employment for 27 clients • Building and maintaining strong relationships with DWP • Building strong relationships with employers in Melton
Housing Options	July 2014	20	16	8 monthly tenancy training awareness sessions	<ul style="list-style-type: none"> • Helping single people through homelessness and into a tenancy • Maintaining tenancies
Loughborough College	30 June 2014	27	29	16 group sessions and 38 individual appointments	<ul style="list-style-type: none"> • Securing employment or further training for clients • Forging groups with associate providers • Raising the profile of the centre and brand
Melton Learning Hub					
Let's Talk Wellbeing		7	27	Individual appointments	<ul style="list-style-type: none"> • Completed treatment with psychometric scores that represent remission of the clients' presenting mental health problem
Voluntary Action Leicestershire	June 2014	15	14	Individual appointments	<ul style="list-style-type: none"> • 15 clients took up a volunteering opportunity
Prospects Careers Service	October 2014	29	13		
Clockwise Credit Union	May 2014			Individual appointments	Footfall 8 people per week visiting Clockwise at Phoenix House.
Remploy	11 August 2014	42	23	329 individual appointments	<ul style="list-style-type: none"> • Engaging 60+ clients into the service • Securing employment or training for 25% of the client group
CAN (Drug and Alcohol support)	July 2014	70 referred and 66 engaged	33 referred 33 engaged	485 individual appointments offered and 396 attended	<ul style="list-style-type: none"> • Engaged 80+ clients • Collaborative working to deliver bespoke awareness raising sessions • Development of a user-led peer support group

Partner	Started	No of clients		Interventions (include)	Achievements
		Male	Female		
Prince's Trust		10	11	Group sessions	<ul style="list-style-type: none"> • 100% pass rate • Maintaining 80% positive progression post-Team programme
Learndirect	August 2014	44	36	Group sessions and individual appointments	<ul style="list-style-type: none"> • Assisting 47 clients into a positive progression

Partner feedback

2014-15 has been the first year of operating the Me and My Learning approach. It represents a significant cultural change to the way in which services are often delivered. During the year we have seen the approach embedded and developed.

Partners were asked to provide feedback on the good practice that happened during the year. Many of the comments were similar and consequently they have been summarised below:

Good practice:

- Excellent partnership working and cross referrals between services
- Excellent cross network client support/multidisciplinary approach
- Excellent employer engagement including in work support
- Positive feedback from external services and clients
- Excellent employment figures
- Feels like a family of projects with no rivalries getting in the way
- Working with diversity – e.g. offering different venues

Partner	Partner offer
CAN	CAN is a drug and alcohol charity supporting people to gain recovery from drug and alcohol issues. The CAN team member acts as the point of referral and expertise for all people affected by drug and alcohol issues to access Me and My Learning Services.
Clockwise	Clockwise is a not-for-profit community bank, providing a broad range of affordable, sustainable and ethical financial services for its members. This includes savings, current accounts, Jam Jar budget accounts and loans.
Enterprise Hub/Work club	Enterprise Hubs/Work clubs offer the following: <ul style="list-style-type: none"> ✓ Friendly atmosphere ✓ 1:1 Business support ✓ Business Opportunity Profiles ✓ Market Analysis ✓ Information on business plans ✓ Local business information ✓ Networking opportunities ✓ Support with CVs and cover letters ✓ Course and training information ✓ Support with job applications ✓ Volunteering opportunities ✓ And much more.....
EYS	EYS offer various pre-employment training courses on construction, care, warehouse and FLT sector.
Family Voices	Family Voices is a group for parents and carers of children who use any of the Children’s centres in Melton. They are a constituted group with a serving committee
Housing Options	The housing options team work closely with residents facing potential homelessness in negotiating with landlords to prevent homelessness and provide support. They also offer a Tenant awareness course which covers <ul style="list-style-type: none"> • What a home means to you? • What is a Home/ environment • Different tenures and what they mean • Rights and responsibilities • Budgeting and arrears • Benefits • ASB • Waste/ pets/repairs • Me and My Learning support and other services • Housing support and advice
Learndirect	Learndirect is the UK’s largest provider of skills, training and employment services. We’ve helped millions of people gain the skills required for work. We can help you kick-start your career with vocational and everyday skills and qualifications including IT and Preparation for Employment.

Partner	Partner offer
Leicestershire Adult Learning Service	LALS offer help with upgrading ICT skills, English and Maths skills and also help with C.V writing.
Let's Talk Wellbeing	The Let's Talk- Wellbeing Service provides psychological assessment and treatment for mild to moderate common mental health problems, such as Anxiety, low mood/depression, stress, OCD, trauma and Phobia's. Our aim is to support people to stay in and/or return to work and improve the management of long term conditions.
Loughborough College	Bespoke Digital Skills courses designed around the requirements of our customers. Requests can be made for bespoke sessions through the Me and My Learning team. Also provide demand-led Apprenticeship support
Melton Learning Hub	Melton Learning Hub work with challenging young people aged up to the age of 25yrs living in the Melton Borough to improve their life chances and help them to lead productive lives, contributing to their local community. This includes young people who have special educational needs, behaviour problems, family problems, a lack of confidence and self – esteem or those who find themselves not in employment, education or training. Courses on offer include mechanics, construction, beauty therapy, animal care, fishing, exercise, cookery, child care and more. We also have many additional services that help to raise self – esteem, confidence and improve the quality of life for each individual.
Money Advice Service	Money Advice Service will be starting sessions at Me and My Learning on a half day every 4 weeks on a Tuesday Afternoon. The next diarised visit is Tuesday the 20 Th January, starting at 1:15pm and will run for a maximum of 45mins.
Peer Mentors	Support with getting back to work, sign posting appropriate services and helping with rent/ council tax arrears, housing and any other benefit queries for Me and My Learning service users.
Prince's Trust	The Prince's Trust Team Programme is a full time 12 week personal development programme delivered by Leicestershire Fire and Rescue Service. The programme is free to anyone aged 16-25 and unemployed. Each team is usually made up of between 12-15 young people with different skills and backgrounds, allowing participants to mix with new people and make new friends. The programme includes team-building residential, projects in the local community, team challenges and support with applying for further education or employment.

Partner	Partner offer
Prospects	Prospects is at Phoenix House every Thursday afternoon to offer information, advice and guidance on careers for 16+yrs.
QDOS	Qdos will be delivering Maths and English functional skills from Me and My Learning. This is a flexible short course usually delivered over 2 weeks.
Remploy	Remploy's mission is to transform the lives of those people who are experiencing complex barriers, such as Mental Health and Disabilities into work by providing sustainable employment opportunities.
Triage Advisors	A triage service delivered by Me and My Learning advisers to engage with and identify the needs of customers referred into Me and My Learning. They will then move them on to the appropriate service or caseload worker (including external signposting).
V.A.L	VOLUNTARY ACTION LEICESTER Gets people into volunteering and helps community groups thrive. Benefits of volunteering are gaining valuable new skills and experience, making new friends and building confidence.
Women's Aid	Woman's Aid The Recovery Toolkit has been written to assist any individual or agency working with women who have experienced domestic abuse/violence and are in a position to take part in a group (not living with the perpetrator or perpetrator on a recognised perpetrator programme) designed to assist each of them in looking at ways to develop positive lifestyle coping strategies
Work Pays	Workpays offer 'My Skills Plan which is a short 10 hr. programme over 2 days at Me and My Learning. Customers will update their C.V, learn how to sell their skills in covering letters and make a positive impression at interviews.

Cost Benefit Analysis

A Cost Benefit Analysis of the Me and My Learning approach in Melton during 2014-15 has been carried out using the New Economy model. This model is approved by HM Treasury and used by Government Departments.

We have modelled the 2014-15 year as a single year cohort. However, we have modelled the impact over a five year period. This means that we can see the impact of the first years activity over a five year period. As we move into the second year of operating Me and My Learning there will be additional benefits from this second (and subsequent year's) cohort.

The modelling has been done adopting conservative assumptions where appropriate. For example, the costs have been audited by the European Social Fund Managing Authority and as such the modelled costs could attract a 0% optimism bias. However, we have chosen to apply a 5% optimism bias. This partly reflects that there will have been some "in kind" contributions to the delivery of Me and My Learning that it would be disproportionately time consuming to cost.

On the benefits side we have used a limited number of elements in order to focus on the major benefits. There are additional benefits that have not been included (primarily because the numbers for each are, on their own, small) but nonetheless represent benefits. For example, speaking to delivery partners suggests Me and My Learning intervention prevented at least 4 evictions. Similarly it prevented at least 10 occurrences of homelessness. We also know from conversations with Fire Service colleagues that many of the people helped by Me and My Learning fall into the high risk categories for causing fires (for example drug and alcohol misusers, smokers, unemployed). Whilst we can't say with any certainty that fires have been prevented, it is likely that risk levels have been reduced for a number of people.

A more detailed knowledge of the client load for Me and My Learning – i.e. those furthest from the labour market suggests that the vast majority who have gained employment would not have done so without the intervention of Me and My Learning. Consequently we have applied a lower (10%) deadweight figure for those entering employment.

Using a single cohort with the benefits modelled over a 5 year period produced a financial benefit of £2.38 for every pound spent and an economic return of £4.87.

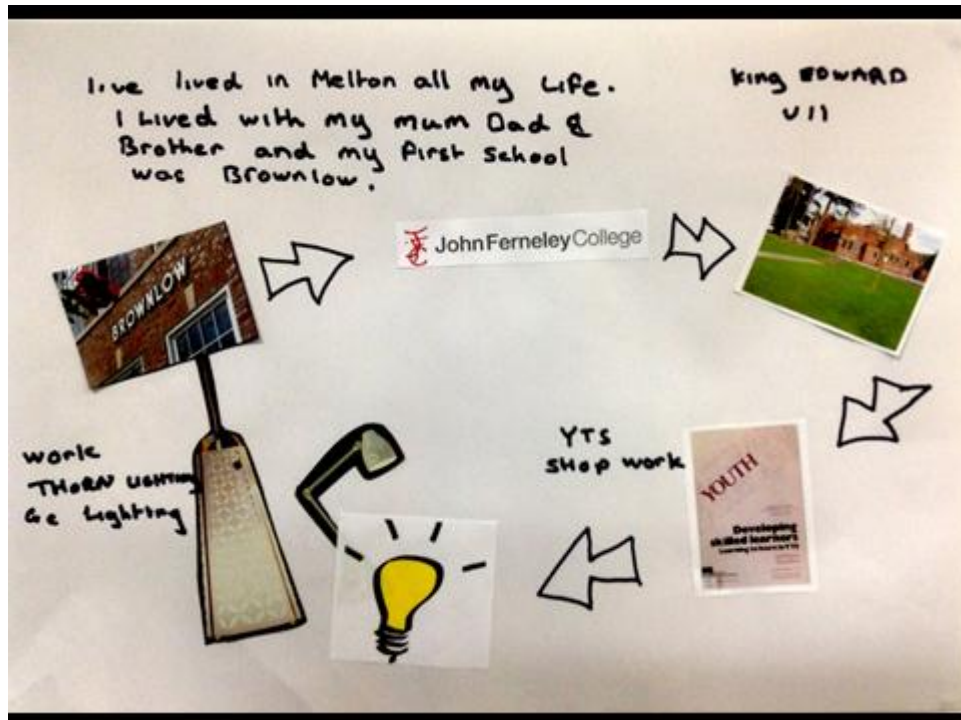
Conversations with provider partners pointed to the identifiable increases in participants confidence and self esteem along and their emotional wellbeing. These improvements were also reflected in improved family relationships. Each of these elements can be costed. However, to avoid the risks of double counting we chose to apply only the benefits associated with increases in the confidence and self esteem of participants. Applying this resulted in the fiscal benefit remaining unchanged at £2.38 whilst the economic return increased to £10.02 for every pound spent.

This is Dale.

Dale is 47 years old

He is single, does not have children and lives alone in a council rented flat.

Dale has been out of work for 22 years



Dale has lived in Melton all his life, originally with his Mum, Dad & Brother. He went to school in Melton and attended the governments YTS Scheme and then moved in to his first full time employment. He loved this job, he made new friends, he felt valued, he felt like he had a future. 9.5 years later, at the age of 25, Dale was made redundant.....



Dale had a few (in his words) failed relationships, this along with the redundancy from a job he enjoyed made him feel useless and alone. He was in a situation which he felt like he couldn't control.

He started to drink heavily to cope with the way he was feeling.

He went to the Job centre to make a claim for benefits, but he was struggling emotionally.

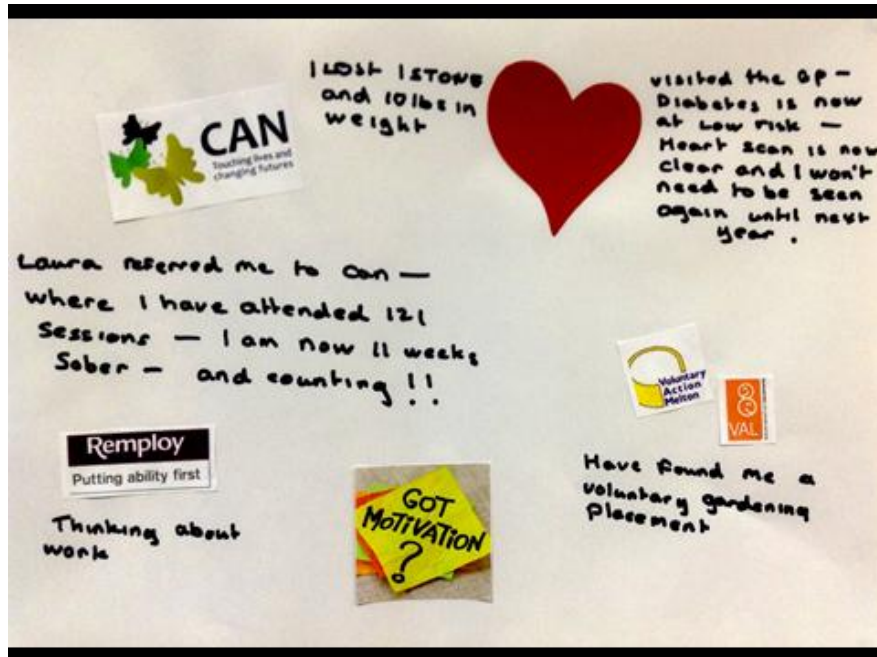
He was referred to the New Deal programme, which he attended but didn't find work, he was referred to Flexible New Deal, which he attended but didn't find work.

He started to feel unwell during this period, he was out of breath, sweating and felt like he was having heart palpitations. He went to the GP who told him that there was a problem with a valve in his heart, his drinking had affected this and stress was also a factor. He was also told that due to his drinking he was at high risk of diabetes.

He was then referred to The Work Programme which he attended but didn't find work; he went back to JCP as a work programme returner, changed his benefit to ESA and was referred by the Jobcentre to me.

The first time I met Dale I could tell he was nervous, he was withdrawn, he wasn't very confident. He was sweating and looked unwell. I explained about Me & My Learning Hub, the services that he would have access to and we booked our next appointment to be at the Hub.

During our next appointment I assessed Dale, we talked about family, health, hopes for the future and Dale disclosed to me that he had been drinking heavily since he was 25 years old, that he felt guilty, ashamed, and very low and he wanted someone to help him.



I referred Dale to CAN Partnership for support with his alcohol dependence. My-self and CAN agreed that making a referral to Voluntary Action Melton would be beneficial not only to get him in to a routine and give him some confidence but also so he could make new friends who were not alcohol dependant. We also made a referral to Remploy for Mental Health support.

What are the results? Well Dale continues to be sober. He has lost nearly two stone in weight, at his last appointment at the GP his heart scan was clear, no issues and this is due to the fact he is sober, he is now low risk for diabetes. Dale feels happier; he looks well and has a lot more confidence. He took part in voluntary work, gardening for people who aren't able to look after their own gardens and began to actively seeking employment with our help.



After nearly six months working with Me and My Learning at the end of April 2015 Dale started work.

Sarah:

Sarah was referred to Me and My Learning via Jobcentre Plus as she was in receipt of Jobseekers Allowance, her job search was good, and she had had a couple of job interviews but hadn't received any job offers yet.

Sarah's Jobcentre Work Coach contacted me directly to explain that Sarah presented as having low confidence and self-esteem and they felt that this may be impacting her job search.

The first thing that I noticed about Sarah was that she was very nervous. Struggled to make eye contact with me and she looked very emotional.

Sarah had a back problem which she was still in recovery for. This resulted in her being managed out of her last role, on health grounds, by her previous employer. As a result Sarah felt let down by her employer and colleagues; she felt worthless and thought that if her previous employer didn't want her then why would anyone else? This mind-set was having a negative effect on Sarah's health, on job applications and job interviews.

I knew that Sarah had very low confidence and self-esteem; she had trust issues from her previous experience and she needed support to build her confidence and regain her self-worth.

I advised Sarah that I would be her Advisor through the process. I discussed Remploy's community mental health contract with Me and My Learning, we met with the Advisor who discussed how they could support her to become more confident generally, but also for interviews.

I referred Sarah to Remploy and she had an appointment a week later with her Advisor. She attended 1-2-1 support sessions, support sessions with both the Remploy Advisor and myself and group confidence and self-esteem sessions. Sarah attended 3 group sessions, 2 sessions with the Remploy Advisor and myself present, three 1-2-1 sessions and received continued support from myself.

Sarah has gained so much more confidence since her first appointment and she now has a job. She came to visit us just before she was due to start work to thank us for all our help and support. She explained that before she came to see us at Me and My Learning she thought her situation was hopeless, her confidence had taken a real knock and she wasn't sure how to get it back. We advised we will continue to support her whilst she's in work, and wish her every success in the future.

Paul:

Paul began using cannabis age 14. He was hanging around with older lads and wanted to fit in. By age 15 he was using cannabis and amphetamine; by 16 ecstasy use had begun and Paul was also committing petty crime in the form of theft from vehicles and shoplifting. Mental health issues had started to present and he was first prescribed anti-depressants at this time.

Age 17 or so Paul began to drink alcohol regularly and by his 18th birthday he has drinking heavily and had added cocaine to his regular drug cocktail.

By 21 it is said he was a notorious drug dealer and criminal suspected of burglaries, industrial theft and a number of violent offences. He was 'a face' in his old town: people would go out of their way to be seen with him and nightclub owner would rope off areas for him and his friends. He was also by this time in a relationship and a young father responsible for 5 children. At this age, the age of 21 Paul described hitting his first 'rock bottom' and he made an attempt on his life that medics stated he was lucky to have survived.

Somehow he dusted himself off from this, was sent to an alcohol worker, filled in a drinks diary for a session or 2 and then carried on with his substance misusing and criminal lifestyle with a new addition to the party in the form of crack cocaine.

Age 22, Paul's relationships became untenable. He and his then partner had a chaotic lifestyle and the children regularly witnessed Police raids and 'daddy' running in and out of the house with a crow bar. He moved out but the 2 adults kept trying to rekindle their relationship for about 3 years until in 2005, age 25 through what he describes as 'massive drug and alcohol use' Paul fell out with a number of people and moved to Melton Mowbray to change his life.

Paul's criminal lifestyle certainly changed and he held down regular employment from 2005 until 2013. His substance misusing lifestyle continued.

For 2 years after moving here Paul describes 'keeping a lid on it' in terms of his drug use and alcohol use. By his own admission however the alcohol use increased and the drug use followed. By 2012 whilst he was living with a new partner and her child he was 100% back to old drinking and drug using ways.

July 2013 Paul hit another 'rock bottom' and to use his own words he 'broke down, smashed up his whole house and then began to cry'. Paul was signed off by his doctor and has not worked since. He was referred in to drug and alcohol treatment and has been abstinent from alcohol and class A drugs since August 2013.

When I (his drug and alcohol worker) met Paul almost exactly 1 year later practically his first words to me were "I just want to say f**k it to my recovery and have a drink'. He didn't do that and was subsequently able to be interviewed about his Me and My Learning journey.

In summary, Paul began using Me and My Learning when he visited the Council July 2014 to discuss a discretionary housing benefit issue. He met with a peer mentor who triaged him and referred him on to CAN

CAN is a service to support those with drug and alcohol issues. Paul accesses CAN for 1:1 support and also attends the Recovery group every Thursday. The focus of the work has been on reducing cannabis use and remaining abstinent from class A drugs and alcohol. This has included work on self-esteem/ high risk situations, mood management and challenging unhelpful thinking. He has also been involved with drug and alcohol awareness sessions run at Me and My Learning and recently told his story at a Princes' Trust group.

Paul was referred by CAN to VAL to consider voluntary work to fill his time and act as a distraction. Initially he was unsure that anything suitable could be found for him. There was! He did a few sessions volunteering for a local youth group and is now a regular volunteer for The Hub, a project that works with young people outside of mainstream education and has just started delivering a drug awareness qualification on a one to one basis with young offenders.

Paul was also referred to Remploy, a service that provides support for his mental health issues and employability. He has attended two different group work sessions, updated his CV to include his recent achievements and been supported to apply for and then attend 2 job interviews for part time work, one with the Prince's trust. This is looking hopeful.

He is currently alcohol and drug free, engaging in voluntary work and actively seeking employment. He continues to access all the services as described above. He describes the service he has received as 'outstanding'. Paul says "I can't praise Me and My Learning enough. It's having all the services under one roof but it isn't just about that, it's about the people. I know I can come here to see my CAN worker and if she isn't available then there is always someone else to talk too. I feel at home here". When asked how his view of the future has changed since engaging with the project, Paul responds "it's changed massively. I finally believe that I can do something and achieve something in the field I now want to work in".

We wish Paul all the very best for his future.

L's story:

L is a 24 year old man with a 12 year history of drug and alcohol use.

L was first introduced to the service at a meeting at the job centre for people on ESA. L later responded to a follow up telephone call after the job centre advised he had disclosed problematic substance misuse following the service presentation. An assessment appointment was made.

L failed to attend his assessment appointment and when contacted by phone was very distressed. L stated he was suicidal and had no reason to carry on living. L would not give any information over the phone but when advised action would have to be taken to ensure his safety, agreed to come in to the centre to meet the CAN worker.

During assessment L presented as very distressed. He talked of 'always f***** things up'. He stated he did not want to live any more. He described a history of self-harm and suicidal ideation with the last episode approximately 1 year previously when he tried to hang himself. His childhood he talked of as being very chaotic with difficult relationships with his parents and time in and out of foster care.

He described a history of substance misuse from age 12, reporting cannabis use, cocaine use and magic mushroom use. L at that time felt only the cocaine use was problematic.

At the time of assessment L had been unemployed for over 6 months and felt he was unable to hold down employment due to 'bursting in to tears all the time'. His previous employment had ended due to difficulties at work which were compounded by his substance misuse.

L has engaged with CAN and meandmylearning for a period of 5 months. In this time he has completed one to one work via drop-in sessions and his CAN worker has liaised regularly with his Swanswell worker to ensure continuity of care. He has also attended the weekly Recovery Support Group that he describes as his 'group therapy'!

L has liaised with other staff at meandmylearning and received support from Working Links to help with benefit issues. He has also been allocated a peer mentor who has helped him with council tax and housing debts and the threatened loss of his council property and accessing a gym pass.

L states the service has 'saved his life'. He is now in the early days of being cocaine free and is visibly calmer and in control. In his first appointment of 2015, for the first time since his engagement with the service L remained tear free. He was then confident that 'in only a few more months' he would be fit and well enough to begin looking for work. Last week 14th April 2015, L was offered a full time job at Lidl.

Client A:

Client A - long term unemployed male approached the centre with mental health conditions. These conditions were compounded by drug and alcohol dependency; in turn, this has caused a number of life complications including problems with the police and financial issues.

By working with the MML partners, Client A received support with addiction recovery, lifestyle support and careers information advice and guidance.

Through a process of development interventions the client has made dramatic changes in lifestyle. With the support of the partners at MML they have reconsidered their life options, and are developing a career plan.

Since August 2014 - Client A has explored a range of options and has made a successful application to university. In addition, Client A has secured full time employment until he begins his degree programme in September.

Teresa:

Teresa – long term unemployed completed the digital life skills course and then continued with one-to-one sessions to further increase her digital skills.

Teresa was disenfranchised from society and had a history of domestic abuse and depression coupled with a lack of self-esteem and low self-confidence. Teresa attended the pre-screening assessment for the Lidl employability training course (provided by Loughborough College) and successfully gained a place on the course. This was huge step forward for her as working with others had previously presented a problem in terms of her attitude towards working with others.

On completion of the course and subsequent interview process with Lidl, Teresa has gained employment with Lidl.