MAYOR OF LONDON

Skills for Londoners Community Outreach Programme 2024-25

Delivery Handbook

DRAFT

May 2024

This document sets out the delivery guidance that applies to organisations awarded a Grant to deliver projects funded by the Mayor's Skills for Londoners Community Outreach Programme 2024-25

Contents

The Skills for Londoners Community Outreach Programme

Background

Adult education provides an important opportunity to learn new skills, progress into new career opportunities or improve health and wellbeing by building up social connections with the wider community.

The Mayor is responsible for the majority of adult education in London through different programmes, however, many Londoners have a limited awareness of the adult education opportunities available. Evidence shows that community groups and local organisations are highly valued and trusted by the Londoners and neighbourhoods they work with, and, as such, can be more effective at reaching people and connecting them to opportunities.

It is often those who would stand to benefit most from learning opportunities that are least likely to engage with the skills system. This programme will have a key focus on engaging Londoners who may face barriers to engaging with adult education opportunities, delivering engagement activities within the community, and establishing relationships with local adult education providers.

The Skills for Londoners Community Outreach Programme 2024-25 directly funds community organisations to raise awareness of London's adult education opportunities, increase participation in adult learning skills provision, and help to build sustainable links between providers, community groups and the Londoners they work with.

The programme aims to engage groups of Londoners who are currently not enrolled in adult education by:

- ➢ Addressing barriers to education and reducing attitudinal barriers towards learning, including maths and numeracy.
- ➢ Delivering tailored outreach activities.
- ➢ Promoting, and increasing understanding of adult education opportunities in London including skills programmes funded by the Mayor.
- ➢ Increasing participation in adult education provision (particularly programmes funded by the Mayor) for those who need it most.
- ➢ Sharing best practice on how to engage with communities in relation to adult education opportunities.
- ➢ Building relationships with adult education providers to create referral pathways into adult learning.

The programme has a specific focus on raising awareness of numeracy skills and provision, such as the London Multiply programme.

Case Studies from previous programme

Case studies from previous successful organisations can be found on our website.

Measuring Success

Your success will be evaluated based on key report metrics, including:

- ➢ Participants starting on the project.
- ➢ Participants referred into adult education.
- ➢ Of the referrals into adult education, how many have been referred to a numeracy course (including the London Multiply programme)
- ➢ Participants starting on a course.

Conclusion

As your organisation is a dedicated grant recipient, your organisation plays a pivotal role in the Skills for Londoners Community Outreach Programme 2024-25. Together, we can make a profound impact on adult education and skills provision in London, aligning with the vision of a fairer and more prosperous city for all Londoners. We appreciate your commitment and look forward to our collaborative efforts.

For more information, please visit Skills for Londoners Community Outreach Programme | London City Hall.

Section 1: Introduction and Purpose of the Document

Understanding the terminology in this document

1. When referring to '*you*' or '*your*' as organisations awarded grant funding by the GLA, we (The GLA) may also say '*organisations*' through this document.

2. When referring to activities that you have been awarded grant funding to deliver, we will refer to this as '*projects*'.

3. The payments that will be made for delivery of the project will be referred to as either '*grant funding*' or '*milestone payments*'.

4. We use the term '*Participant*' to describe an individual who is a direct beneficiary of your Project delivered through the Skills for Londoners Community Outreach Programme 2024-25.

5. A '*GLA Provider Manager*' will be assigned to organisations to act as your main point of contact during the delivery period of the Project. The role of the GLA Provider Manager is to support and help organisations to understand the Programme requirements and help you to achieve the aims of your projects.

6. The '*Project Manager*' is a named person who will be responsible for the day-to-day management of your project delivery. They will act as the main point of contact for the project. You will need to nominate a second contact to cover periods of absence by the main contact.

7. Grant Funding will be awarded to support your project delivery to achieve the project '*Results*' and '*Outputs*' set out in your Grant Agreement.

8. When referring to 'you' as *organisations awarded grant funding by the GLA*, we should be able to gain an understanding of what each form is and why we (*the GLA*) collect the information we do.

9. Further definitions on terminology and references can be found on page 35 in Annex 1.

Purpose of the Delivery Handbook

10. This Skills for Londoners Community Outreach Programme 2024-25 Delivery Handbook is a guidance document designed to help organisations who have been awarded funding to understand different elements of the Programme once in delivery.

11. This Delivery Handbook contains samples of the paperwork and reporting arrangements for all organisations that are awarded funding.

12. Organisations should operate within the requirements of their Grant Agreement, including this Delivery Handbook, and any other supplementary GLA guidance which we may be issued throughout the delivery term.

13. This Delivery Handbook is to be used as guidance only and will be regularly reviewed and updated from time to time.

Section 2: Managing the delivery of your Project.

Project Onboarding

14. The intention of Onboarding is to ensure that you receive the support and guidance necessary for the effective execution of your project. Onboarding is carried out to ensure that organisations are able to adhere to the GLA delivery guidelines.

15. Your designated GLA Provider Manager will arrange an initial face-to-face onboarding meeting. The purpose of this meeting is to equip you with the necessary resources to deliver your project in accordance with Skills for Londoners Community Outreach Programme 2024-25 requirements.

16. Your GLA Provider Manager will also be able to assess, through observation and discussion, the systems you have in place to help you deliver your project. Where necessary, we may offer feedback and recommend adjustments to enable better alignment with the Programme requirements.

Your Project Staff

17. Any recruitment and selection of all staff involved with the Project should follow the statutory requirements of the Equality Act 2010, including (but not restricted only to), Equal Opportunities, Race Discrimination and Disability Discrimination.

Data Protection and Monitoring and Audit requirements

18. Organisations will be required to upload claim related information to us on a quarterly basis inclusive of *Participant Data Forms* and case studies. Organisations will not be asked to upload all participant enrolment forms as a standard approach.

19. The required quarterly reporting includes personal and/or sensitive data so must be transferred to the GLA securely using SharePoint. Further guidance on the process for registering to use the portal and for uploading this data will be provided during onboarding, but you should note that requirements may be subject to change during the lifetime of the Project. This may take place from changes in legislation, changes in the systems, or operational processes that the GLA employs.

20. Occasionally, you may need to provide the GLA with scanned copies of your participant enrolment forms for quality and assurance checks to be carried out.

21. As provided in Section 4, both the *Participant Enrolment Form* and *Case Study Guidance* require a Privacy Notice to be signed by the participants to ensure that they have consented for you to share their personal data with us and that they know where and how we use this.

Your Project Control Systems

22. The GLA regulations require that all payments of milestones are 'regular and legal'. This means both the GLA and the organisations are obliged to maintain an audit trail for the Grant Funding you receive, in addition to the Project activities and outcomes you deliver. You must maintain the evidence for all project related activities and outcomes and make that available for audit at the request of the GLA or other audit authority.

23. The GLA will work with you to ensure you meet the Programme requirements and to prevent you being in breach of your Grant Agreement as this could result in recovery of funds. This includes complying with the guidance in this Delivery Handbook.

24. You must put in place adequate control systems to ensure that your claims to the GLA for Grant Funding are accurate and complete. Your control systems must allow you to recover evidence for audit quickly and accurately.

25. You must keep auditable records of evidence that supports your Project delivery all Grant Funding claimed from the GLA and all information provided to the GLA to aid with the management of the Project.

26. A GLA Provider Manager will visit you on a regular basis to review the Project information and check that evidence of delivery is stored in an appropriate and accessible manner.

Project Management

27. The GLA will assign each Project a GLA Provider Manager who will maintain regular contact with you via telephone, email, Teams meetings and face to face on-site visits. This will enable us to view and understand the progress of your Project and allow you to raise and address any issues or concerns relating to the Project at any stage.

28. Each organisation must allocate a named person to be the main contact with the GLA. As outlined in Section 1, this would usually be the '*Project Manager*' responsible for the day-to-day management of the delivery of the Project.

29. The *GLA Provider Manager* and *Project Manager* will become points of contact for each other to communicate on anything related to the project.

30. We are committed to providing continuous support to all our organisations, throughout the duration of the Programme. To facilitate your ongoing success, we will coordinate regular one-on-one meetings, written instructions and prompt or guide sheets, recorded demos, supplementary workshops and training, drop-in sessions or informational briefings. These collaborative sessions are designed to assist you with ongoing support, disseminate best practices, and encourage interaction and knowledge sharing among the different projects delivering the Programme.

31. Your dedicated GLA Provider Manager will keep you informed about Programme related events. These events may enable organisations to access valuable resources and opportunities for networking.

Managing Project related Risks and Issues

32. You will need to have a process for identifying and managing risks and issues that may arise in relation to your Project. This will include maintenance of a '*Risks and Issues Block'* on the GLA's Open Project System (OPS). We would expect risks and issues to be updated as part of the quarterly reporting requirements to claim your milestone payments as a minimum.

Key Stakeholder Engagement

33. All organisations will be required to establish links with key partners associated with the Programme, to gain an understanding of their services, and develop strong connections with them.

34. These connections will play a key part in assisting organisations to identify, access and strengthen referral pathways to adult education provisions for their chosen target group(s). In addition to the target groups, it will benefit organisations to build strong local partnerships across sub-regional areas of London for networking.

35. A list of some of the key partners identified by the GLA include (but are not limited to):

The GLA

36. In addition to Programme reporting, organisations will need to participate in events and forums created by the GLA as these provide opportunities for networking, sharing best practices and addressing provider concerns collectively.

37. Organisations will be required to remain engaged with their GLA Provider Manager to ensure that key deliverables and deadlines are achieved. The GLA Provider Manager will agree the frequency of these meetings at the onboarding visit. The frequency of these meetings will be agreed mutually.

Integration Hubs

38. The GLA requires that you collaborate with your local [No Wrong Door Integration Hubs.](#)

39. The Hubs can facilitate partnerships and provide platforms and information which can significantly extend your reach and impact within your community.

40. Where possible, The GLA will facilitate opportunities for you to connect with the Hubs however this should not be relied upon.

Mayor of London Funded Skills Providers
Adult Skills Fund (previously known as Adult Education Budget)

41. The [Adult Skills Fund](#), previously the Adult Education Budget is focussed at delivering basic skills and learning at Level 2 (equivalent to GCSE) and below, and funds the majority of ESOL provision in London.

London Multiply Programme

42. The [London Multiply Programme](#) offers free training to support Londoners to get the numeracy, confidence and skills they need to manage everyday living at work and home.

43. Please note that London Multiply will finish in March 2025 but numeracy related monitoring will continue after this date.

Skills Bootcamps

44. [Skills Bootcamps](#) aim to help Londoners aged 19 and above to enter employment, upskill or change career. Bootcamps last up to 16 weeks and focus on higher level training (Level 3 – 5) in key sectors.

Mayor's Skills Academies Programme

45. The [Mayor's Skills Academies Programme](#) aims to support Londoners hardest hit by the pandemic into good work in sectors key to London's recovery and long-term economic growth.

The UK Shared Prosperity Fund (UKSPF)

46. The [UK Shared Prosperity Fund (UKSPF)](#) aims to reduce the barriers some people face to employment and focuses on two target groups: supporting young people and

economically inactive and unemployed Londoners. Referrals to this provision also count as Mayor of London funded skills provision referrals. Further Provider information will be found in the referral guide, issued at onboarding.

Referral Guide

47. The GLA has designed an interactive map/guide that will help you to locate colleges and leaning provisions nearest to you. Through the tool you can filter adult education providers based on location, the Institution types, essential skills offerings and courses offered including London multiply provisions. Organisations will need to make effective use of the *Referral Guide* to enhance better collaboration and locate relevant courses that address the needs of their participants.

48. The GLA will provide this *Referral Guide* at onboarding which will provide further information on the Mayor of London skills offer.

Programme Level Evaluation

49. The GLA intends to appoint an external evaluator to review and evaluate the Programme. This evaluation will look at the overall Programme objectives and activities, spend, results achieved, and return on investment in social and economic terms.

50. In order to capture the necessary information and learning to produce a robust Programme Level evaluation, all organisations will be required to:

    50.1.   Engage directly with the GLA appointed external evaluators when asked to

    50.2.   Provide the GLA-appointed Programme evaluator with access to individuals and organisations involved in the Project, including but not limited to the organisation's staff, participants and any other Project stakeholders relevant to the project,

    50.3.   Provide the evaluators access to Project files and data (where necessary)

    50.4.   Assist the evaluators in any way that is required to ensure that they are able to produce a robust Programme evaluation.

51. Participants may be contacted to discuss their involvement in the project by undertaking research and evaluation on behalf of the GLA.

52. Participation in research is voluntary for Participants and they will be asked to consent before taking part in any research or evaluation activity.

Feedback

53. The GLA encourages feedback from both organisations and Participants as this plays a crucial part in us understanding what is going well and what can be improved.

54. You are encouraged to provide feedback to us using the following methods:
    54.1. via your GLA Provider Manager; and,
    54.2. via the dedicated Skills for Londoners Community Outreach Programme inbox on sflcommunityoutreachprogramme@london.gov.uk and,
    54.3. via external evaluators commissioned to work on the Programme

55. Participant feedback may be gathered in many formats, examples include:

    55.1. Via individual project participant feedback forms. Please note that the GLA is not planning to issue a standardized form to collect this feedback and therefore projects are encouraged to capture this using their own forms.
    55.2. Gathering of case studies on participants.
    55.3. a participant survey issued by the external evaluators.

56. You will need to keep evidence in your project management files of any feedback received and any actions that were undertaken because of this feedback.

57. Note that if complaints or whistleblowing relate to fraud, or suspected fraud, you must not only manage these in accordance with your internal anti-fraud policies but you must also ensure that the GLA is notified immediately in writing in accordance with your Grant Agreement.

Publicity and Marketing

58. Organsiations are required to submit a minimum of two to three case studies every quarter for their Projects as part of their claims for milestone payments.

59. We are interested in hearing about anything positive that is happening on the Project or that has happened because of the Project. Project case studies can be used to highlight the key successes of an individual participant, event, specific engagement activity, including groups, or a combination of all. See the Case Study Guidance Template included on page 25 of Section 4 for more information.

60. As detailed in the consent form of the Case Study Guidance on page 27 of Section 4, we will use the case studies you provide in our own press releases and publicity materials and where appropriate will share these with the Department for Education. We can only do this where we have explicit consent from participants.

61. You may wish to promote your projects using a range of publicity and marketing

platforms. The GLA requires all publicity and marketing to be in line with the branding and comms guidelines issued to organisations at the beginning of delivery.

62.	Please note that organisations are unable to formally publicise their projects until a fully signed grant agreement is in place.

Section 3: Payments, Performance and Monitoring

System Requirements

63. Your GLA Provider Manager will work with you to ensure that you have the capacity and capability for data and evidence collection, management and reporting and be able to comply with the Programme requirements.

64. This will include, but not limited to, the evidence requirements (in the form of Participant Enrolment Form, Case Study requirements and Participant Data Form templates) and the submission of performance management data for claims via SharePoint and the GLA's Open Project System (OPS).

65. You must have processes and controls in place to ensure the eligibility of Participants, compliance with audit requirements and progress monitoring are effectively in place.

66. SharePoint is the GLA's preferred secure online portal to be used to upload evidence to support your claims for milestone payments. SharePoint is used to securely transfer sensitive or confidential data, such as Participant case studies and the data contained in the *Participant Data Form* for your project.

67. Separate guidance and training on access to, and use of SharePoint will be provided to organisations during onboarding.

68. Your GLA Provider Manager will support you to request a maximum of two logins per organisation.

69. The GLA's Open Project System (OPS) is a secure online project management system, to be used for project reporting and for the submission of claims for milestone payments.

70. OPS is accessible to both Organisations and GLA Provider Managers.

71. Separate guidance and training on using OPS is provided to Organisations during onboarding.

Reporting Tools

The Participant Data Collection Template (PDC)

72. The '*Participant Data Collection*' (PDC) is an Excel tool which will be used by you to record and report participant data and referral information to the GLA. This includes confirmation that Participants have provided consent for you to share their information with us. The GLA will use this PDC to monitor Programme Level statistical information and be able to help individual organisations monitor their performance against the key aims and objectives of the Programme.

73. The PDC allows us to capture this information without using multiple forms on the Programme. The template can be found on pages 32 – 34 of Section 4.

74. Capturing this information allows the GLA to review the data and information across all projects delivering the Programme. We are able to review, analyse and interpret the information to ensure that the Programme is reaching the Londoners it intends to, and in turn provide updates on the Programme's impact to funders.

75. The PDC allows us to capture the performance on a project-by-project case at various intervals throughout the delivery term.

76. Each organisation is responsible for the accuracy of data supplied on the PDC.

77. Submission of the PDC, allows GLA Provider Managers to monitor project performance, see trends in how the project is delivering and respond to the support required for each project.

78. The PDC must be fully complete to claim a milestone payment. Inaccuracies or partial completion will cause delays to payments being issued by the GLA.

79. The PDC captures participant information in three main categories as outlined below:

    79.1. Participant Information; and,
    79.2. Barriers and Engagement Activities; and,
    79.3. Referral and Destination information.

80. The information required in the Participant Information section of the PDC, will relate to the information captured with the Participant Enrolment Form.

81. The information required in the 'Barriers and Engagement Activities' section of the PDC will relate to the information captured through the Participant Enrolment Form plus the activities that you will use to engage with them on the project.

82. The information required in the Referral and Destination section of the Participant Data Collection Template will relate to the courses of where you have referred the participant.

This will include course title, code (if known), adult education provider name, whether the provision is funded by the Mayor and if you know if the participant has started.

83.   You are responsible for the accuracy of all information submitted on the PDC and only you can submit information to support your claims for Milestone payments.

84.   Data submitted to the GLA in the PDC forms must correspond with:

84.1.   The information held on Participant Enrolment Forms

84.2.   The information held by Projects in relation to all the key metrics required by the Programme.

84.3.   The consent forms signed by Participants to allow organisations to share their data with us.

84.4.   Please note we may decide to stop or clawback funding where there is evidence of little to no performance or lack of performance relative to your agreed targets.

Milestone Payments

85.   You will be required to submit claims to us through OPS and SharePoint.

86.   Claim windows are outlined below:

Milestone Payment	Window opens	% of overall grant award
1st Milestone Payment (Initial)	01 September 2024	30%
2nd Milestone Payment (Interim)	01 January 2025	30%
3rd Milestone Payment (Interim)	01 April 2025	20%
4th Milestone Payment (Final)	By August 2025	20%

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87.   To claim the **1st Milestone Payment (Initial**) organisations will need to have the following;

87.1.   a grant agreement signed by all parties, and;

87.2.   a SAP ID, and;

87.3.   have an approved Project on OPS inclusive of the key metrics breakdown per month for the full delivery term, and;

87.4.   completion of all OPS blocks in line with application form.

88.   The GLA will provide ongoing support to organistions between grant awarding and onboarding to understand the requirements set out above.

89.   To claim the **2nd (Interim), 3rd (Interim),** and **4th (Final)** milestone payments, organisations will need to complete the following:

89.1. Upload a fully complete and accurate version of the Participant Data Collection Template (PDC) to SharePoint, and;

89.2. Upload a minimum of 2 x case studies with signed privacy notices to SharePoint, and;

89.3. Review and update the *Risks and Issues* block in OPS, and;

89.4. Update the *Delivery Report* block on OPS, and;

89.5. Ensure that the Outputs block is updated for all months in the delivery period on OPS,

90. When submitting a claim for milestone payment, Organisations will need to update the following in OPS;

90.1. the delivered Outputs for the claim quarter in the Outputs block; and,

90.2. the Risks and Issues block; and,

90.3. the Delivery Report block.

91. The Delivery report block requires an update on the project in that quarter. The update should cover the general engagement activities including but not limited to those outlined below:

91.1. key events that have taken place in the reporting period; and,

91.2. key project successes seen in the reporting period; and

91.3. how the project is delivering including reasons for any variances to performance that has been seen in the reporting period, and why; and,

91.4. highlighting any challenges that the project has faced in the reporting period.

92. Projects should note that milestone payments are unable to be paid until all requirements have been completed and agreed by the GLA.

Performance Management

93. Performance will be regularly reviewed by your GLA Provider Manager during the Delivery Period. Performance will be reviewed through regular monitoring of the claims you submit for milestone payment, in-person or online meetings and on-site visits.

94. When reviewing performance, we will look to:

94.1. Discuss project performance of outputs against the targets set out in your application form; and,

94.2. Review the projects engagement with the target group(s); and,

94.3. Review the engagement activities the project is undertaking with Participants; and,

94.4. Review how projects are engaging with the key partners of the Programme, outlined in this Delivery Handbook and the Programme Prospectus; and,

94.5. Review the support available from the GLA to help organisations to either continue to deliver their targets or if necessary improve.

95.   For ongoing support, the frequency of meetings will be agreed at onboarding with your GLA Provider Manager. Organisations may wish to book more meetings with their GLA Provider Manager at the beginning of delivery to maximise understanding of the Programme requirements.

96.   At a minimum, Organisations will be required to meet with their GLA Provider Manager on a quarterly basis following the submission of their claims. Each quarterly meeting will vary in the topics discussed so GLA Provider Managers will provide notice with an agenda for discussion. All organisations will have the opportunity to input topics for discussions at these meetings.

97.   Where underperformance or concerns about your delivery arise, the GLA may increase the frequency of meetings to explore additional support. This will be discussed with projects at the time to ensure that the approach is supportive as intended.

98.   From time to time, your GLA Provider Manager will ask to observe engagement activities taking place and/or to meet some of the Participants on your Project. This allows the GLA to see the project in live delivery. The GLA Provider Manager will work with you to facilitate this where mutual convenience is found.

99.   To help organisations understand the journey of a participant accessing the Community Outreach Programme please see table below, highlighting the stages of engagement a participant might go through.

Stage	Activity
Engaging Londoners	Community groups should identify the key groups they will work with and Support through their project.
Assess barriers to education	Community groups should assess what barriers to education the person they are working with may have. Barriers should be recorded in the Participant Data Collection Template (PDC) and organisations should work with their participants to plan an effective engagement plan to address those barriers to education.
Deliver tailored engagement activities	Community groups should plan and deliver relevant and tailored engagement activities to address the barriers identified. It is expected that different participants will need different levels of support depending on their needs and educational barriers. Community groups should then work to signpost and refer participants to relevant adult education courses which meet their goals. Organisations may wish to provide participants with information about different types of adult education courses, eligibility and timings to ensure the selected course meets needs.

Stage	Activity
Establish relationships with local adult education providers and regional partners	Community groups will need to establish and maintain relationships with local adult education providers and other key partners including the London No Wrong Door Integration Hubs as a part of programme delivery. These relationships will help to build up successful referral pathways and align the Community Outreach Programme with other local community work happening such as the London Multiply Roadshow. The GLA will provide support to successful organisations to build relationships with adult education providers.
Wrap around support	It is expected that some participants may need a higher level of support throughout and at the end of the project to encourage participation in learning.

Section 4: Template Forms

Purpose of the Template Forms

100. Templates within this handbook are designed to help ensure you have good quality data for your projects. They are also designed to help ensure that you have collected sufficient and appropriate data to confirm the eligibility of your Participant target group(s), project engagement activities and outputs.

101. Template Forms are included and will be provided by the GLA in electronic (Word) format. They may be supplemented by other guidance documents to further assist organisations to understand how to complete them.

102. A summary of the two forms required by the Programme is provided below, but if you require further support or explanation, please contact your GLA Provider Manager.

Participant Enrolment Form

103. The '*Participant Enrolment Form'* is a document that should be completed with each participant you are looking to count as a start on your project. This Participant Enrolment Form contains a Privacy Notice that should be signed by the participant before you share their details with us on the PDC. The Privacy Notice sets out further information on data protection, consent to share and third-party data sharing.

104. This form enables you to collect background data on a Participant when they start on your Project. The information contained in the Participant Enrolment Form is mandatory to be collected. The Template for the Participant Enrolment Form inclusive of the Privacy Notice can be found on page 22.

105. As the Skills for Londoners Community Outreach Programme 2024-25 is funded by both the Adult Skills Fund (formally known as Adult Education Budget) and London Multiply, the GLA are required to capture data from participants accessing the Programme as determined by these two funding streams.

106. The GLA also have to report data to Department for Education as set out in the GLA terms for using the funding to deliver this Programme.

107. For this reason, the Participant Enrolment Form also includes a Privacy Notice which must be provided to and signed by all Participants. This Privacy Notice explains how the data they provide to you, and you subsequently provide to us, is used. This also outlines the purposes of an evaluation.

108. The requirement for some personal data to be collected from Participants is governed by how the Programme is funded. The GLA are required to report information on Participants by using their name, postcode, date of birth and other data sets. This is a requirement our funders.

109. The GLA will issue a guidance note that will help to summarise the key points of the Privacy Notice. This summary can then be used by Organisations with their Participants when explaining what the Privacy Notice is. This is subject to approval from the GLA's Data Protection Officer.

110. **To be counted as a start on the project, Participants must have completed Participant Enrolment Form and signed privacy notice. If the privacy notice has not been signed by a Participant, that Participant will not be eligible to be counted as a start on the project.**

Case Study Guidance

111. The '*Case Study Guidance'* is a guidance document that should be used when creating case studies to showcase participant impact on your project. The case study guidance contains a Consent form that should be signed and completed by the Participant for whom the case study is about. The Consent form has a section whereby the Participant is able to indicate where they are happy for their case study to be published.

112. A case study may cover anything positive that is happening on the Project or that has happened as a result of the Project. The Case Study Guidance provides advice to help you produce a good Case Study. The Case Study Guidance Template can be found on page 28.

113. Personal experience will make any case study more tangible to the reader and the GLA would therefore expect that the majority of case studies should reference the experience of a named Participant.

114. The Case Study Guidance includes the declaration of consent that must be completed by Participants who are named or identified in the Case Study. Any publicity including information or images of individuals on the Project must be approved for use by the individuals themselves, and declarations of consent/'releases' must be signed and held on the Project records as evidence that consent has been provided.

Participant Enrolment Form

As far as is possible please ensure that individuals are encouraged to self-identify through the enrolment form.

Unique Participant Identification Number (UPIN)	
Participant Start Date:	

Participant Details	
Full Name	
Postcode	
Borough	
Contact Number	
Email	
DOB	

Project-Specific Eligibility:	
As outlined in your project application, please tell us which target groups the participant falls into.	

Specific Target Groups:	
More specifically, does the participant fall into any of the following target groups: Care Leavers Adult Caring Responsibilities Ex-offenders or experience of the criminal justice system. Please indicate yes or no and state which one(s).	

Gender			
Male	Female	Other	Prefer not to say

Employment Status on Joining (Labour Market Status) *Please tick and provide details where necessary:*	
Out of Work	
Employed	
Studying	

Highest Educational attainment upon joining	
Below Primary education	
Primary education or equivalent	
Lower secondary education or equivalent	
Upper secondary education or equivalent	
Post-secondary education or equivalent	
Higher education or equivalent	
Not Known	
None	

Does the Participant have at least a level 2 or equivalent of GCSE A-C/level 4 in Math and English?
Yes
No
If no, please provide more detail:

Where appropriate, highest level of qualification completed in English (if known)
Pre-entry
Entry 1
Entry 2
Entry 3
Level 1
Level 2

Disability and Health Conditions	Yes	No	Prefer not to say
The Equality Act 2010 defines a disabled person as a person with a disability. A person has a disability for the purposes of the Act if he or she has a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. This means that, in general: • the person must have an impairment that is either physical or mental • the impairment must have adverse effects which are substantial • the substantial adverse effects must be long-term • the long-term substantial adverse effects must be effects on normal day-to-day activities **Under the definition of the 2010 Equality Act, do you consider yourself to be disabled?**			

Participant Equalities Characteristics
Ethnic Origin

White – English/Welsh/Scottish/Northern Irish/British	
White – Irish	
White - Gypsy or Irish Traveller or Roma	

White - Other	
Asian or Asian British – Indian	
Asian or Asian British - Pakistani	
Asian or Asian British – Bangladeshi	
Asian or Asian British –Chinese	
Asian or Asian British - Other	
Black or Black British – African	
Black or Black British – Caribbean	
Black or Black British – Other	
Mixed/Multiple Other	
Mixed /Multiple White and Asian	
Mixed /Multiple– White and Black African	
Mixed / Multiple– White and Black Caribbean	
Other Ethnic Group - Arab	
Other Ethnic Group - Other	
Prefer not to say	

Barriers
Please give a summary of barriers that have prevented the participant from accessing adult education, including if these barriers specifically relate to math or numeracy learning.

These might include but not limited to:
Childcare, low income, disability or health conditions, confidence (especially for math/numeracy learning), negative experience of learning (especially for math/numeracy learning), awareness of opportunities, homeless, ex-offenders.

Do any of the barriers identified relate to Numeracy? *Please state yes or no*

Engagement Activities
Please give a summary of how the project is going to help the Participant to access adult education opportunities and what engagement activities they will undertake whilst engaging on the project.

These might include but not limited to:
Description of activities, one to one sessions, sign posting, group sessions or workshops.

Privacy Notice

1. Who we are
The Greater London Authority (GLA) is London's regional government. The Mayor of London provides citywide leadership, and the London Assembly is a watchdog for London responsible for holding the Mayor and his advisors to public account.

2. Purpose
The Skills for Londoners Community Outreach Programme is a vital initiative led by the Mayor of London, dedicated to enhancing adult education and skills provision throughout the city. This Programme is aiming to make adult education more accessible, relevant, and community oriented. The aim of the Programme is to increase participation in education, raise awareness, overcome barriers and to promote opportunities for adult education.

We are collecting data on individuals involved within the Skills for Londoners Community Outreach Programme to help the GLA understand how well the Programme activities are working and if they are achieving their outcomes.

3. The nature of your personal data we will be using
The categories of your personal data that we will be using for this project are:
- your full name
- your postcode
- your email address
- your telephone number
- your date of birth
- your gender
- your employment status
- your prior educational attainment
- your disability and health conditions information
- your ethnic origin
- your destination information (where you go when you leave the project)

You should note that our use of your personal data is limited to processing for the purposes listed above.

4. Why we ask providers to collect your personal information on our behalf

a. Quality checking
b. Market Research, engagement and programme tracking to understand which organisations are involved, how we can improve the programme etc.
c. Research and evaluation purposes including surveys and interviews as part of the process and impact evaluation and User Centred Design interviews and processes.

5. Our legal basis for collecting your personal information.
We collect personal information only where we need to and law permits. In order for our use of your personal data to be lawful, we need to meet conditions in the data protection legislation. For the purpose of this programme, the relevant condition(s) that we are meeting are:

1. Article 6 (1)(e): It is necessary to collect data from users in order to effectively access the service and to evaluate outcomes of the service. The legal basis is public task and the legal gateway is Section 87 of the Education and Skills Act 2008.

2. Article 6 (1)(f): It is necessary to collect data from users as the processing is necessary for the organisation's legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's individual data that overrides those legitimate interests.

6. How we use your personal information
Personal information collected from organisations is treated as confidential and collected only for the purposes set out in point 5. Any information shared publicly will be anonymised so you cannot be identified.

7. Who we will make your personal data available to
We sometimes need to make personal data available to other organisations. These include the Department for Education (DfE) who are Joint Controllers for the purposes of Data Protection Legislation with respect to Learner and Provider participation data and Provider performance data, contracted partners whom we may employ to process your personal data on our behalf and/or other organisations (with whom we need to share your personal data for specific purposes, including research and evaluation).

For the purposes of this project, we need to share your personal data with external evaluators working for the GLA under contract who may:

- Contact you directly to invite you to take part in research (e.g., qualitative interviews and/or surveys) to understand your experience with the programme. Participation in the research is voluntary. If you do not want to participate in these interviews/surveys, you can request this from our 3rd party contractor if you are contacted.

8. How long we will keep your personal data
We will keep your personal data in its original format for a maximum of 7 years, after which point it will be securely destroyed. However the GLA will conduct reviews every 2 years to test if it is necessary to still retain this data.

9. Request to access, rectify or erase your information
This service is optional for individuals to use. If you decide you do not want your data to be used, you can notify the GLA and withdraw from further involvement.

Under the Data Protection Act 2018, you are entitled to ask if we hold information relating to you and ask for a copy, by making a 'subject access request'. Please visit https://www.gov.uk/data-protection for more information.

More information about use of and access to our personal data held by the GLA, details of organisations with whom the GLA regularly shares data, information about how long the GLA retain your data and how to exercise your rights is set out in the GLA Privacy Policy published here: https://www.london.gov.uk/about-us/governance-and-spending/privacy-policies/gla-privacy-policy

If you have a concern about the accuracy of personal information about you, if you want to erase or restrict use of your personal information, if you object to use of your personal data, if you wish to exercise rights in relation to automated decision-making or if you are unhappy with how we have used your personal information, please email: Data.Protection@london.gov.uk

You can also find more information from the Information Commissioner's Office at https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/

If you have any questions about how your personal information will be used, please contact us at: SFLCommunityOutreachProgramme@london.gov.uk and enter Community Outreach Programme as a reference.

I confirm that:

☐   I have read and agree to the conditions indicated in the above Data Protection Enrolment Declaration.

☐   The information provided in this Enrolment Form is correct to the best of my knowledge.

☐   I will inform you of any changes in my circumstances which may affect my eligibility between now and the day I start on the project.

Print Name: ………………………………………………

Signature: ……………………………………………   Date ……………….

Case Study Guidance & Consent Form

Background

Case studies play an important part in showcasing the experience of a participant and how the activities of a project can impact their lives. Case studies give an opportunity to highlight how a Programme is helping people in real ways by giving an indication into the everyday struggles people face and how support of programmes such as, the Skills for Life Community Outreach Programme 2024-25 makes a real difference.

Sharing these personal stories helps others understand the work we do and why it matters.

They provide an opportunity for individual projects to promote activities and communicate the successes to key stakeholders and funders. Personal experience will always make the case study more real to the reader.

It's not just about individual success stories. Case studies also show how individual projects and the whole programme is impacting on the community. Whether it's through community activities or other efforts, they can show wider social and economic improvements to individuals.

As part of the SfL Community Outreach Programme, the GLA would welcome case studies help us demonstrate how effective the Mayor's Skills provision is, especially in demonstrating the barriers that different target groups have when accessing adult education opportunities. To help highlight the good work of projects, the barriers of participants accessing the Programme and the types of engagement activities available by projects delivering the Programme, there is a requirement for case studies to be submitted as part of the reporting requirements of the programme.

Requirement

The following guidance sets out the minimum information required for a case study:

Providers may use their own case study templates and may include additional information, provided the minimum information is collected.

How you present the case study is entirely your choice and may be in a variety of formats including short videos. Whatever format you use, you must obtain the appropriate consents as described below.

The GLA is asking for case studies to have a focus on participants who have accessed learning across the Mayor's Skills offer as outlined in the Prospectus, along with a keen interest to see success stories relating specifically to individuals who have numeracy and maths related barriers.

The GLA are also encouraging case studies specifically showcasing the different engagement activities with projects.

A minimum of 2 – 3 case studies per quarter is expected, with a preference for videos. Other platforms are welcomed as outlined below.

Case Study Guidance

You must include the following information or data:
- The appropriate Mayor of London logo
- The date that the Participant joined the Project.
- The date of the Case Study was completed.
- The name of the Project member of staff completing the Case Study and their role and/or relationship to the person or persons who are the subject of the case study (e.g., Mentor, Tutor, Adviser, Project Support Officer etc.)

To maximise the impact of your case study, remember to keep it short and concise, but informative. Focus on highlighting the most compelling accomplishment(s) or success(es).

Your case study should include:

- Background:
    - A description of the background of the Participant, for example which borough does the Participant live in, how old is the Participant, what barriers or issues did they face to participation or progression, specifically noting attitudes towards learning and reasons? Have they engaged in adult education previously?

- Aims and Objectives:
    - What were the aims of the Participant on approaching the Project for support, what did they hope to achieve?

- How You Helped:
    - How did you support the Participant to identify their needs and support requirements and how you helped to overcome their barriers/issues and achieve their aims?
    - What engagement activities or actions did the Project provide?

- Outcomes and Results:
    - What outcome(s) did the Participant achieve as a direct result of the support provided by the Project? What education provision was the participant referred to? Did they engage? Start? Complete?
    - What soft outcomes did the participant achieve? Improved confidence?
    - If known, what is the Participant doing now?
    - What difference has the Project made to a Participant's life?
    - Try to include as much information on any social and economic improvements realised because of the project.

- Participant Feedback:
    - Please try to include a quote from the Participant and, wherever possible, include visual information (a photograph or video) to support the story you are telling.

Consent

Sharing your story: Skills for Londoners Community Outreach Programme – case study collection
Thank you for helping us communicate about learning as part of our Skills for Londoners Community Outreach Programme. By sharing your story and supporting us to develop content such as quotes, photos, and videos, we can raise awareness of adult learning opportunities and encourage more people to gain new skills and progress in work.

About Skills for Londoners Community Outreach Programme
The Skills for Londoners Community Outreach Programme is a vital initiative led by the Mayor of London, dedicated to enhancing adult education and skills provision throughout the city. This programme is aiming to make adult education more accessible, relevant, and community oriented. The aim of the programme is to increase participation in adult learning, raise awareness, overcome barriers and to promote opportunities for adult learning.

How we might use your data and content
The GLA might use your first name, age, where you live, and the content we create with you such as your

story, comments, photo and/or video in/with:

- Internal communications (e.g., intranet, presentations)
- Digital and printed communications (e.g., website, social media, email, leaflet)
- Marketing campaigns, advertising, or media (e.g., events, paid for social media, outdoor advertisements, audio adverts, posters, national/local press)

We may share your information with other government departments and/or third-party organisations such as the Department for Education. There may also be opportunity to include content in PR and media opportunities, locally, regionally, and nationally.
Occasionally we may need to make changes to the content (e.g., use a quote from a transcript, make a video shorter), but we will make sure this does not change the intended meaning.

By signing this form, you are declaring that you understand and are consenting to changes being made.

We may contact you directly to ask for more information or to discuss individual requests from journalists, such as face-to-face or telephone interviews. You are not obliged to take part in any additional activity with the media. If you are directly approached by a member of the media to discuss adult learning initiatives, but you have not been advised by the GLA about a member of the media contacting you, please let us know and we will appreciate it if you do not discuss the offer with them.

We will store your content and contact details in a secure GLA system with access restricted to key project contacts. We will hold your data 7-years after the project has been completed.
After this period, we will delete your personal data from our system. Please take a look at our privacy policy, which explains how and why we use and store your data.

You can withdraw your consent at any time. If you withdraw consent, we will permanently delete your data relating to this scheme from our system and will not use them in future materials. If your content has been used in the past, we will take practical steps to remove it where possible (e.g., on our website) within a reasonable time period. However, we cannot guarantee that your content can be entirely removed from circulation due to the nature of digital / printed materials and advertisements. If you have any questions or you would like to withdraw consent / change your contact details, please email us.

Sharing your story: Skills for Londoners Community Outreach Programme – case study collection – consent form

Please complete and return the form below.
Details:
Full name: (IN BLOCK CAPITALS) _____
Address: _____

Telephone number: _____
Email address: _____
Date of birth: _____
Consent:

I give permission for my content to be used by the GLA for:
(Tick all that apply)
 ☐ Marketing campaigns, advertising, or media
 ☐ Partner/affiliate communications
 ☐ Internal communications
 ☐ Digital and printed communications

☐ Please tick to confirm that you are happy to be contacted by GLA and the Department for Education

(DfE), as the funder of the Skills for Londoners Community Outreach Programme.

I have read this consent form carefully and fully understand its meaning and implications.
Signature:

_____

Date: _____

Data protection: The information that you provide here will only be used to contact you about sharing your story in our communications work. We will not pass the details recorded on this form to any organisations that are not mentioned in our privacy notice without your permission.

Participant Data Collection (PDC) Template

Participant Data Collection (PDC) Headings

					Participant Information																			

L	A1	A2	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A13	A14	A15	A16	A17	A18	A19	A20	A21	A22	A23	A24
Line	Participant ID Number	Organisation Name *(Please add your organisation name in full in the blue box above)*	Project Name *(Please add your project title into the blue box above and this will populate this column)*	Participant Start date (dd/mm/yyyy) *(This date should be the same as the enrolment form)*	First name	Last name	Post Code	Borough *(Please select from drop down menu)*	Contact Number	Email address	Gender *(Please select from drop down menu)*	Date of Birth (dd/mm/yy yy)	Age on joining	Employment Status (Labour Market Status) on joining *(Please select from drop down menu)*	Highest Education Attainment on Joining *(Please select from drop down menu)*	Does the Participant have at least a level 2 in Maths and English (Equivalent to a GCSE level4/C) *(Please select from drop down menu)*	Highest Level of qualification completed in English? *(Please select from drop down menu)*	Ethnicity *(Please select from drop down menu)*	Disability or Health condition *(Please select from drop down menu)*	Project Target Group *(Please state what project target group the participant falls into)*	If other, please state:	London Multiply Specific Target Group *(Please select from drop down menu)*	If you have selected yes, please tell us which one(s):	Have you obtained a signed declaration from the participant to share their information with us? *(The participant **must** have signed the Privacy Notice to allow their details to be shared. **If they haven't signed, details should not be added to the sheet**)*

Barriers and Engagement Activities					
A25	A26	A27	A28	A29	A30
Summary of barriers that have prevent the participant from accessing adult learning. Barrier 1 - *Please select from the drop down options* These might include but not limited to, Childcare, low income, disability or health conditions, confidence (especially for maths/numeracy learning), negative experience of learning (especially for maths/numeracy learning), awareness of	Summary of barriers that have prevent the participant from accessing adult learning. Barrier 2 - *Please select from the drop down options* **If relevant, p**lease select from the options below, if no further barriers apply please select N/A If a barrier does not appear in the drop down selection, click 'other' and tell usin the next column.	If 'other', please tell us more:	Did the participant have any barriers related to numeracy learning, such as low confidence or negative perception of numeracy? *(This could include the idea they don't use it/it is not important in everyday life and/or they are not able to learn maths or they are bad with numbers)*	Engagement Activity *(Please chose the engagement activity the participant attended)*	If other has been selected, please specify *(If you selected other in the previous tab , please specify the activity the participant attended)*

Participant Data Collection (PDC) Headings

Referral and Destination												
A31	A32	A33	A34	A35	A36	A37	A38	A39	A40	A41	A42	A43
Referred to Mayor of London funded Skills provision? Please select Yes or No from the drop down.	Mayor of London Skills Provision Providers Name If yes, please tell us the Provider's Name	Mayor of London Skills Provision Course Title If yes, please tell us the course title	Mayor of London Skills Provision Course Code If yes, please tell us the course code (if known)	Was the referral London Multiply specific? To note: this should be also counted as a Mayor of London funded provision	London Multiply Specific Course Providers Name *If yes, please tell us the name of the Provider.*	Referred to a non-Mayor of London funded course? *Yes or No*	Non-Mayor of London Funded provision Training Provider *Please tell us the name of the Training Provider that the Participant was*	Non-Mayor of London Funded provision Course Title *If yes, please tell us the course title*	Date of referral *Please let us know that date that you referred the Participant to the course.*	Course start date *Please tell us the date that the participant is due to start the course. (if known)*	Do know if the Participant started? **Yes** -Participant started the course **No** - Participant did not start the course **Unknown**	Additional notes or comments

Annex 1 – Definitions

Term	Definition
Case Study Guidance	The '*Case Study Guidance*' is a guidance document that should be used when creating case studies to showcase the impact that your project is having on the chosen target group(s) and wider community.
Funding	The Skills for Londoners Community Outreach Programme 2024-25 is funded by both the Adult Skills Fund (formally known as Adult Education Budget) and London Multiply. Due to how the project is funded, the GLA have to report data and information to the Department for Education.
GLA Provider Manager	The *GLA Provider Manager* is a GLA Officer designated as the main point of contact between the organisation and the GLA during the grant awarding. They will support provide support to organisations from onboarding through to when the project finishes.
Grant Agreement	This is a formal agreement between organisations who have been awarded grant funding to deliver the Skills for Londoners Community Outreach Programme 2024 -25 and the GLA. The agreement acts as a formal binding agreement of what each party will receive on the Programme.
Highest Education Attainment Upon Joining	This refers to the most advanced level of formal education a participant had completed before enrolment to The Skills for Londoners Community Outreach Programme 2024-25. This could range from No formal education to higher education or its equivalent. This data is required to measure the participants progress from its starting point and helps the Programme to tailor provisions that meets the very diverse needs of Londoners more effectively.
Monitoring Visit	The Monitoring Visits are meetings that will occur on a quarterly basis between the GLA and organisations delivering on the Programme. The meetings will usually take place following milestone payments. The Monitoring Visits will cover topics such as verify/assess processes, procedures, evidence, quality, or other matters as deemed appropriate by the GLA.

Open Project System (OPS)	The GLA's Open Project System (OPS) is a secure online portal for project management, submission of claims for Grant Funding and the reporting of Project data and delivery and risks and issues reporting.
Organisation	The term 'organisation' is used in relation to organisations who have been awarded grant funding by the GLA to deliver on the Skills for Londoners Community Outreach Programme 2024-25.
Output	Outputs are measurable deliverables as defined in the Grant Agreement. Outputs are mainly a measurement of a Participant successfully completing a stage of their journey through the Project. The Output targets for a Programme will be confirmed in the Grant Agreement schedules.
Participant	An individual who is a direct beneficiary of the Project delivered through the Skills for Londoners Community Outreach Programme 2024-25.
Participant Data Collection Template (PDC)	The excel tool which Organisations must use to record and report to the GLA data and management information about the Participants supported by their Projects on a quarterly basis.
Participant Enrolment Form	The 'Participant Enrolment Form' is a document that should be completed with each participant you are looking to count as a start on your project.
Privacy Notice	The Privacy Notice is contained within the Participant Enrolment Form. The Privacy Notice is a 'declaration' to be signed by a Participant joining a Project. The declaration details the purposes of data processing, retention of personal data and GDPR implications which relate to their involvement in the Project.
Project	The support and activities delivered by an organisation in accordance with the Grant Agreement awarded to them through the Mayor's Skills for Londoners Community Outreach Programme 2024-25.
Project Delivery Period	The period from the date that a Grant Agreement commences to the date that the final claim for the Project must be submitted.
Project Manager	An individual, appointed by, and accountable to, the COP Provider to manage the Project on their behalf (including ensuring compliance with GLA and COP requirements.
Referral guide	An interactive map that allows you locate your nearest learning provider and the details of their course and training offerings.

SAP ID	A unique identifier that will allow the GLA to process payments to the organisation once in delivery. The GLA will request information from organisations and set this up.
Sharepoint	Sharepoint (also referred to as Sharefile) is the GLA's preferred secure online file sharing platform to be used for the transfer of sensitive data between the GLA and external parties and to upload evidence to support the claims made to the GLA.
Unique Participant Identification Number (UPIN)	This is a unique alphanumeric code assigned to each participant by the COP provider for tracking and reporting purposes. The Mayor's COP prioritizes the security of participants personal data and the UPIN is used (where possible) rather than names or other direct identifiers.

Background Documents and Links

Please note – these links were up to date as of 07 May 2024

The Mayor's Skills Roadmap for London	Skills Roadmap for London
Community Outreach Programme 2024- 25 Prospectus	Skills for Londoners Community Outreach Programme | London City Hall
Community Outreach Programme Mailing List	Skills for Londoners community outreach mailing list | London City Hall
Skills for Londoners Newsletter	Skills for Londoners newsletter
SfL Community Outreach Programme Inbox	sflcommunityoutreachprogramme@london.gov.uk

Other formats and languages

For a large print, Braille, disc, sign language video or audio-tape version of this document, please contact us at the address below:

Greater London Authority
City Hall
Kamal Chunchie Way
London
E16 1ZE

Telephone **020 7983 4000 www.london.gov.uk**

You will need to supply your name, your postal address and state the format and title of the publication you require.

If you would like a summary of this document in your language,

please phone the number or contact us at the address above.