

EUROPEAN SOCIAL FUND CALL 3 VISIT

European Social Fund provision in Twenty One Training Limited (21 Training)

Community Family Support Programme

Report of a Call 3 Visit in October 2022



Providing Inspection services for:
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Context

Twenty One Training Limited (21 Training) is contracted by the Department for the Economy (DfE) to deliver the Community Family Support Programme (CFSP) European Social Fund (ESF) project, as part of a third Call for projects which will run from 1 April 2022 to 31 March 2023. It is the lead partner in the Causeway Coast and Glens Borough Council and Derry City and Strabane District Council areas. It works as a delivery partner with Network Personnel as the lead provider in the Fermanagh and Omagh District Council area.

The CFSP is an employability project designed to support families and individuals, many of whom present with multiple and often complex needs, to address the employment, educational, training, health, social and economic issues which are preventing them from progressing to employment, education and/or training.

This project is part funded through the Northern Ireland European Social Fund Programme (Programme) 2014-2020 and DfE. The strategic aim of the Programme is to: combat poverty and enhance social inclusion by reducing economic inactivity; and to increase the skills base of those currently in work and future potential participants in the workforce. It is aligned to the European Union 2020 Strategy for Jobs and Growth.

In October 2022, the Education and Training Inspectorate (ETI) carried out a Call 3 visit to 21 Training on behalf of DfE to evaluate the capacity of the project promoter to identify and bring about improvement in the quality of the provision.

Views of participants

At the time of the Call 3 visit, 48 participants¹ were registered on the project.

The ETI met and spoke with a sample of participants during their learning and development and one-to-one mentor sessions, and in focus groups. They spoke positively about their experiences on the project and the opportunities to participate in a range of training and learning, which has helped to improve their confidence, self-esteem and to overcome their barriers to progression. All of them highlighted the high levels of individualised practical and emotional support provided by the project staff, and particularly the work of their mentors.

Forty-six percent of the participants completed the online questionnaire. They reported that: the project is well managed; the project promoter has provided clear guidance and rules around acceptable and unacceptable behaviours; and they are making good progress and feel confident to contact their mentor when they have a query about something or have a problem or concern. They reported that the project is preparing them well for progression and overall, they are happy with their experiences on the project.

¹ All performance data in this report was provided by the ESF project promoter.

Focus of the Call 3 Visit

During the Call 3 visit, ETI evaluated the effectiveness of the quality improvement planning processes and focused on two of the key areas which the organisation had prioritised for improvement through its self-evaluation and quality improvement planning processes:

- to ensure that an appropriate exit strategy is in place for participants remaining on the project at the end of Call 3; and
- to identify progression routes to ensure the best outcome for those 'hardest to reach' participants at the end of Call 3.

The arrangements for safeguarding were also included.

Key Findings

The Call 3 visit identified the following key findings.

- The curriculum provision is matched well to the individual learning and personal and social development needs of the participants. It provides them with opportunities to undertake a range of accredited and non-accredited training, both face-to face or online, in areas such as children's mental health, counselling, employability, food safety, paediatric first aid, and personal health and wellbeing. A range of interventions are also in place which provide targeted support and guidance to enable the participants to: develop their confidence, self-esteem and motivation; support improvements in their mental-health and wellbeing; and, build personal relationships. Signposting to a wide range of external specialist support services is also available, if required.
- Overall, the learning and development sessions observed were effective. These were characterised by detailed planning, the use of realistic examples and scenarios and probing questioning to stimulate discussion, and good levels of engagement by most of the participants. The online platform, however, limited the development of an open group discussion and made it difficult to ascertain the levels of engagement by a small number of the participants who were passive throughout the session. The one-to-one mentoring session observed was also effective.
- Personal support plans are used to chart the progress and engagement with the participants, from their initial assessment through to their completion and exit from the project. Family and career action plans are put in place for the participants, based on the outcomes of their initial assessment, and these are reviewed and updated on a regular basis with detailed notes of the agreed actions taken to support the participants throughout their journey on the

project. The regularly updated plans allow the impact of the project on improving the participants' life chances to be measured well and also inform a detailed exit plan to further support the participants to progress at the end of Call 3, particularly to ensure the best outcome for those 'hardest to reach' participants.

- Staff are appropriately qualified and experienced in the delivery of family support and community-based programmes, and report that they have opportunities to undertake relevant continuous professional development. Very good collegial working relationships have been developed between staff on the project team and with staff working on other projects and programmes within the wider 21 Training organisation. They are modelling an effective working environment and ethos for the participants and offer them high levels of educational and emotional support.
- Extensive links and partnerships have been established with a wide range of external agencies, support services, statutory bodies and community organisations for recruitment and referral purposes to support the delivery of the project. Representatives from the organisations visited and spoken with by ETI report that the CFSP project is playing a key role in supporting families and individuals across communities and that it provides a steady, reliable and much needed presence for participant referrals.
- There is an awareness that recruitment has to be managed, with planning for exit and progression of participants. At the time of the Call 3 visit all of the project targets for quarter one and two had been exceeded. Overall, the number of participants recruited to the project, to date, is at 65% against the target recruitment level. The number of participants progressing to employment is at 89%, and to education and/or training it is at 50%. All of the participants recruited have been retained on the project. It is necessary that the project promoter consider and review as appropriate the overall targets with DfE.
- The project is led and managed effectively, at all levels. Staff and managers have a sound understanding of the needs of the participants and of the communities to which they belong. The project promoter also works closely with its delivery partner Network Personnel to deliver the programme in the Fermanagh and Omagh areas. The leadership and staff of both organisations meet regularly and work collaboratively to share best practice and organisational learning through the delivery of a high-quality provision for participants.
- Self-evaluation and quality improvement planning processes are well-established and include the gathering of feedback from key stakeholders to inform the monitoring and evaluation of the quality of the learning provision and support services provided for the participants. A concise evaluation of

the provision has been provided which references the development of an appropriate exit strategy for those participants who remain on the project at the end of Call 3. Overall, the organisation is planning effectively for learning and quality improvement, including planning for sustainability and progression of participants.

Safeguarding

Based on the evidence available at the time of the Call 3 visit, the arrangements for safeguarding participants of the Community Family Support Programme ESF project reflect broadly current legislation and practice.

The project promoter, however, needs to:

- complete its review of the adult safeguarding policy and the child protection/safeguarding policy for young people;
- ensure, where appropriate, that any sensitive information captured within the personal support plans informs the regular whole organisational safeguarding meetings; and
- develop short summary staff and participant codes of conduct for personal and business use and during sessions on the appropriate use of social media, digital media and immersive technologies, including risk assessment of health conditions where appropriate.

Overall outcome

At the time of the Call 3 visit, and in the areas evaluated, Twenty One Training Limited (21 Training) demonstrates a high level of capacity to identify and bring about improvement in the quality of the provision for the Community Family Support Programme ESF project.

APPENDIX

A. Call 3 Performance Data

European Social Fund – CFSP

Since 1 April 2022²

Numbers of enrolments and % against target	117 (65%)
Numbers of participants into employment upon leaving and % against target	16 (89%)
Numbers of participants into education and/or training upon leaving and % against target	18 (50%)
Retention – Number of early leavers and % against target	0 (100%)

B. Methodology and evidence base

ETI observed two learning and development sessions and a one-to-one mentoring session, spoke with a sample of participants during these sessions and in focus groups, had discussions with key stakeholders (including the delivery partner and other collaborative partners such as the family support hub, the jobs and benefits office and community advice) and key staff (to include quality improvement and safeguarding arrangements). Participants had the opportunity to complete a confidential questionnaire. Inspectors also scrutinised relevant data and documentation.

ETI’s Inspection and Self-Evaluation Framework is available on the [ETI website](#).

C. Reporting terms used by the Education and Training Inspectorate

In this report, proportions may be described as percentages, common fractions and in more general quantitative terms. Where more general terms are used, they should be interpreted as follows:

Almost/nearly all	-	more than 90%
Most	-	75% - 90%
A majority	-	50% - 74%
A significant minority	-	30% - 49%
A minority	-	10% - 29%
Very few/a small number	-	less than 10%

² 1 April 2022 – 14 October 2022.

Overall outcome

ETI use one of the following outcomes when evaluating the overall effectiveness of the project promoter:

At the time of the Call 3 visit, and in the areas evaluated, xxxx demonstrates a high level of capacity to identify and bring about improvement in the quality of the provision for xx ESF project.

At the time of the Call 3 visit, and in the areas evaluated, xxxx demonstrates capacity to identify and bring about improvement in the quality of provision for xx ESF project.

At the time of the Call 3 visit, and in the areas evaluated, xxxx has not demonstrated sufficient capacity to identify and bring about improvement in the quality of the provision for xx ESF project. ETI will continue to monitor how the project promoter brings about improvement and the Department for the Economy may consider further action.

Safeguarding outcome

ETI use one of the following outcomes when evaluating the project promoter's arrangements for safeguarding the participants:

Based on the evidence available at the time of the Call 3 visit, the arrangements for safeguarding the participants of the xx ESF project reflect current legislation and practice.

Based on the evidence available at the time of the Call 3 visit, the arrangements for safeguarding the participants of the xx ESF project reflect broadly current legislation and practice.

The project promoter, however, needs to:

Based on the evidence available at the time of the Call 3 visit, the arrangements for safeguarding the participants of the xx ESF project are unsatisfactory. <DN insert detail>.

ETI will return to the project promoter within six working weeks to monitor and report on progress in addressing the safeguarding issues which have been identified.

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