

Joined Up For Jobs Monitoring and Evaluation Framework (2009-10)

1 – Definition and purpose

What is “monitoring” and “evaluation”?

It is important to make the clear distinction between “monitoring” and “evaluation”.

Monitoring involves gathering quantitative and qualitative data about a project and comparing this against milestones and targets. It is essential for any project’s success and sustainability and should be a contractual requirement. Monitoring provides the data sources on which evaluation can draw but on its own, only tells us part of the story about the effectiveness of a project.

Evaluation is the process of standing back from the project and making judgments about its appropriateness, effectiveness and impact. It involves analysing monitoring information, as well as asking other questions in order to make an assessment.¹

These definitions demonstrate that “monitoring” and “evaluation” are intrinsically linked and this framework outlines how they can be achieved operationally. “Management information” (MI) is also referred to in this document. MI is information that is collected during a period of business activity and may be about clients, staff, visits, meetings or processes. All information relevant to an organisation, from whatever source can be described as MI and good MI should enable management to make informed decisions.²

Contribution to the local evaluation strategy in Edinburgh

The data collected using this framework contributes towards the overarching evaluation of the Jobs Strategy, the City Strategy Pathfinder for Edinburgh. Monitoring and evaluation have been built into the City Strategy from the outset. DWP has contracted with Warwick University to carry out an overall national evaluation of the 15 City Strategies, Edinburgh being one of them. They have assigned an Area Evaluation Advisor (*Shared Intelligence* for Edinburgh) whose main role is to provide support and guidance in developing the local evaluation strategy for Edinburgh. They also keep the national evaluation team at Warwick University informed of developments towards local evaluation.

With advice from Shared Intelligence, the Jobs Strategy has agreed an approach for the local evaluation of the City Strategy which has three main elements, outlined below.

- a) *Recording of impacts on Pathfinder targets and outputs from employability provision* – this element will evaluate to what extent programmes (both existing and those funded by the Pathfinder Grant) contribute towards the achievement of the Strategy’s targets as set out in the Business Plan. This requires the collation of statistical data including key indicators to measure outcomes and targets, wider labour market information, performance management data and provider MI. The Monitoring and Evaluation Framework is central

¹ Employability Evaluation Framework, JH Consulting, Sept 2008

² Treating Customers Fairly – Guide to MI, Financial Services Authority, July 2007

to this element as it provides a foundation from which to collect this statistical information. All of the projects funded via the Pathfinder Grant will also complete a Self Monitoring Annual Return (SMAR). These SMARs can be used to analyse value for money and the effectiveness of different types of intervention.

- b) *Process Tracking* – this element will focus on the implementation of the Jobs Strategy and how successful this has been. It involves qualitative data collected through interviews, focus groups and qualitative surveys with providers, stakeholders and clients. The Jobs Strategy has contracted with Cambridge Policy Consultants to deliver the Process Tracking element of the Evaluation.
- c) *Case Study Material* – this element is more ad hoc but includes specific commissioned evaluations of individual projects and interventions across the partnership. This will be complemented by a Learning Event coordinated via the Performance and Resources Sub Group (PRG) which will allow the Jobs Strategy to consider the impact of funded projects.

Any overall evaluation of the effectiveness of the strategy will have to combine what is gathered through the above elements.

Purpose and aim of the Framework

This framework therefore, takes its lead from the evaluation strategy of the Jobs Strategy. Its overall purpose is to generate reliable reports on the activities and outcomes within the Jobs Strategy in order to serve two functions:

- Evidence the impact of the strategy on the economy, worklessness and the labour market in Edinburgh
- Enable the evaluation of provision with the aim of creating employability services that are more responsive to the needs of individuals and employers. Services that assist people into sustainable jobs and continue to support their skills development and progression once they are in work.

The aims of the framework are:

- To provide a consistent framework for the generation and collation of a bank of client data for all Jobs Strategy related activity including inputs, outputs and outcomes
- To examine this data to produce MI and performance statistics that supports project development, capacity mapping, management and measures the strategy's impact on employment and the reduction of poverty
- To produce MI that enables reporting to strategy stakeholders and funding bodies
- To produce MI that stimulates discussion and identifies good practice
- To contribute to labour market intelligence and generate recommendations on implementation and policy.

2 – Key programme elements and milestone reporting

The Jobs Strategy Business Plan sets out a number of priorities which are subsequently broken down in to a series of milestones in the Operational Plan. The Jobs Strategy Group (JSG) has decided to align with the City of Edinburgh Single Outcome Agreement indicators and targets relating to employment for 2009-12. MI generated from the Monitoring and Evaluation Framework will be used to assess progress against these through the Operational Plan.

Further work is required to compare these indicators with other labour markets. There is a need to consider how other labour markets will be monitored in comparison to Edinburgh, for both City Strategy Pathfinder areas and those that have not been accorded a Pathfinder status. For example the movement of the Job Seekers' Allowance (JSA) claimant count across different cities or examining the ratios between JSA and inactive claimants.

3 – Scope and development of the framework

The framework should be applicable to all activities which are badged Jobs Strategy. However, given the scale of this task, this is not an immediate aim and its realisation will depend on both the willingness and ability of all Jobs Strategy partners to participate in a common Monitoring and Evaluation framework; and the capacity to manage this. The use of the framework will be developed incrementally in response to what is requested by the JSG and what proves to be possible.

In the first instance the framework described in this paper will be operated by Capital City Partnership (CCP) and City of Edinburgh Council (CEC), primarily in relation to projects and activities funded by them or projects initiated within the Jobs Strategy. It will be open for other organisations or other key partners to participate in all or part of the framework. This document can be used as guidance for these partners.

Data required to inform the Jobs Strategy

Although this framework primarily refers to quantitative data, qualitative data will also be used to measure the impact of the Jobs Strategy. Essentially the distinction between the two is that quantitative data deals with numbers and numerical values of what is being tested, whereas qualitative data deals with the quality of what is being tested.

The data required to facilitate this framework will be collated in four ways:

- i. *JUFJ standard summary reports* from providers who are signed up to this framework and to using Caselink (see Appendix 1 for report template). These will be collected quarterly and will give both a picture of the client population at the end of each quarter and of activities and outcomes achieved in the quarter. Comparison from one quarter to another will give an overview of changes in the whole population. Caselink is the Management Information System (MIS) for the Jobs Strategy implemented from April 2009. It enables its users to create the *JUFJ standard summary reports* automatically through the reporting module; they will be required to validate the reports before submission. In order to report via the *JUFJ standard summary report*, these projects will be required to collect data according to the *JUFJ core dataset* (see Appendix 2).
- ii. Quarterly reports from providers who are not yet using Caselink.
- iii. Supplementary management information collated via the ESF claims process which will be supplied via the Edinburgh Programme Management Office.
- iv. Raw data from anonymised client records gathered through Caselink. This data will enable more detailed studies of client groups and performance trends. Where clients are working with more than one provider organisation, Caselink will identify the degree of double counting, contributions towards outcomes and referral routes. The data collected on Caselink is according to the *JUFJ Full Client Dataset* (see Appendix 3).

4 – Project methodology

There are several different ways of funding employability services within the city. Each of the strategic partners will follow a different project methodology. The current process for those funded via the Pathfinder Grant is outlined below.

Pathfinder Grant funded projects

Each project has a project brief which covers targets, activities, outputs and outcomes. It is clear from the project brief how it fits into the Jobs Strategy and how project-level reports will contribute to adapt to the requirements of the Monitoring and Evaluation Framework. A person at each of the projects will take key responsibility for ensuring the collection and subsequent reporting of the information to their Contract Manager, copying in the Jobs Strategy Management Information Officer.

Measuring achievement and success

At the time of setting objectives and targets, the manager of each project should also establish how their achievement will be assessed. Where the objectives of a project include seeking changes in the practice of one or more organisations (e.g. the numbers from a particular group participating in the programme) then a baseline will have to be established against which changes can be measured. This would typically be based on the previous year's project profile or using baseline data from a broadly similar project. These processes should be integrated into the bidding process.

There may be different success measures against these objectives which can also be broken down into different groups as below.

For individuals: individuals having sufficient skills (basic, vocational and 'employability') to get a sustainable job and to continue to progress in the labour market.

For employers: employees (new recruits and existing workforce) who have good, relevant skills that enable businesses to thrive.

For communities: individuals having the fundamental employability skills and attributes that help to build cohesive communities and positive places for living and working

For providers: services that meet the skills and employment needs of customers (individual and employer), and achieve the targets and objectives of their funding agencies.

For public agencies: proof - for Government Departments and Ministers - that provision leads to progression, employability, qualifications and jobs, and that the provider infrastructure is changing so that all provision has a clear focus on employability. Proof that joint commissioning and planning can bring greater coherence and impact.³

5 – Reporting structures

There needs to be appropriate structures in place in the Jobs Strategy to be able to collate, analyse and consider reports on individual provisions (projects):

³ Employability Evaluation Framework, JH Consulting, Sept 2008

- The relevant project manager
- Project Steering groups
- Jobs Strategy group

There are several key documents which support this structure and which should be read in conjunction with this framework:

1. *JUFJ datasets (core and full)* – this includes an outline of what is necessary for reporting to the Jobs Strategy and supplying anonymous client data (see Appendices 2 & 3).
2. *JUFJ standard summary report* – as mentioned in section 3 above, this will be submitted on a quarterly basis by all providers who are using this framework (see Appendix 1).
3. *Guidance for JUFJ reporting* – this provides guidance for those completing the Summary report and includes reporting definitions.

Below is an outline of the timescales, remit and responsibilities for reporting:

	Data	Reporting period	Audience	Source	Report name
1	Headline performance and labour market information for the Jobs Strategy relevant to outcomes, targets, unemployment and benefit claimants. This includes: <ul style="list-style-type: none"> • Partners' Programme Performance • Pathfinder Grant Projects • Performance Indicators across Edinburgh 	Quarterly	JSG	All Jobs Strategy partners (automated for those using Caselink)	Outcomes Targets and Indicators Report
2	Client groups studies for example on JUFJ target groups and area based studies.	Ad hoc through the year	PRG (and JSG where requested)	Caselink, specialist sources, commissioned research, DWP website, SNS website, NOMIS	Various
3	Quarterly report to DWP on City Strategy Pathfinder progress	Quarterly	DWP	Coordinated through CCP	ECSP Quarter report
4	Progress against Operational Plan and associated Action Plans	Bi-monthly	PRG and JSG	Coordinated through CCP	Various
5	Evaluation of the Jobs	Every three	JSG and DWP	External	Various

	Strategy (local and national)	years or at agreed key dates (e.g. End of DWP Cities Strategy Pathfinder)		contractor through CCP	
6	Annual report on programme performance	Annual	PRG and JSG.	All Jobs Strategy partners (automated for those using Caselink)	Various

6 – Future challenges and contributions

Additionality

The issue of additionality in this context refers to how many of the outcomes from a programme would have happened without its intervention. There are rarely reliable methodologies for assessing this, and therefore it is often not answered. One way of achieving this is to ensure all interventions – both positive and negative – are known and considered, for example a new employment opportunity in Midlothian may have an impact on the clients of projects operating in South Edinburgh. Therefore, information about employers and the jobs which clients enter is included in the framework.

Contribution to outcomes

Since it is recognised that employment outcomes depend on the contributions of a number of organisations it is necessary to try to recognise this contribution so that the outcome is not only attributed to the organisation which supports the actual recruitment to a job. This will be crucial to encouraging appropriate referral actions along the chain and determining the “real” cost per sustained job for target groups. For provider organisations using Caselink, MI can be created demonstrating a provider’s contribution to an outcome.

Workforce Plus Development

There are various projects currently being led by the Scottish Government, through Workforce Plus, to develop an MIS Toolkit and a Common Assessment Framework. The Jobs Strategy Team continues to contribute towards these projects. Shared intelligence taken from working with other partnerships on these projects will also inform this framework.

Reviewing the Monitoring and Evaluation Framework

There is a challenge associated with ensuring that personal data is not collected without purpose and that the Jobs Strategy is adhering to all the principles of the Data Protection Act. With this in mind, this framework and its key indicators will be reviewed on an annual basis.

Appendix 1 – JUFJ Standard Summary Report

This is the JUFJ Standard Summary report that projects assigned to this framework will be required to submit on a quarterly basis. Section 1.7 is only collated by the Area Intermediarie. Sections 3.3 and 3.7 are not mandatory.

Joined Up For Jobs - Standard Summary Report

Project (provision) name	
Provider Organisation	
Provision start date	

Section 1 - Project outcomes and key indicators		Annual Target	Actuals					Year To Date Performance	YTD contribution to outcomes
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to date		
1.1	New clients (registrations) *						0	-	
1.2	Number of completed assessments *						0	-	
1.3	Number of clients receiving support *						0	-	
1.4	Number of clients leaving project *						0	-	
1.5	Outcomes *	Job Entry full-time					0	-	
		Job Entry part-time					0	-	
		Progression: Education full-time					0	-	
		Progression: Education part-time					0	-	
		Progression: Employability Training					0	-	
		Progression: Other					0	-	
		Progression: Qualification					0	-	
		Progression: Vocational Training					0	-	
		Progression: Volunteering					0	-	
		Progression: Work Placement					0	-	
	Retained Employment					0	-		
	Self Employment outcome					0	-		
1.6	Sustained outcomes *	Job Outcome Sustained at 13 weeks					0	-	
		Job Outcome Sustained at 26 weeks					0	-	
		Job Outcome Sustained at 39 weeks					0	-	
		Job Outcome Sustained at 52 weeks					0	-	
		Education Outcome Sustained at 13 weeks					0	-	
		Education Outcome Sustained at 26 weeks					0	-	
		Education Outcome Sustained at 39 weeks					0	-	
	Education Outcome Sustained at 52 weeks					0	-		
1.7	Outcomes by Client Category	Client Category 1					0		
		Client Category 2					0		
		Client Category 3					0		
		Client Category 4					0		
		Client Category 5					0		

Section 2 - Referrals		Actuals					YTD received
		Quarter 1	Quarter 2	Quarter 3	Quarter 4		
2.1	Referrals received from other organisations *	Caselink referral					0
		Academies					0
		Employment Hubs					0
		Health organisations					0
		Jobcentre Plus					0
		Marketing					0
		Other					0
		Self referral					0
		Skills Development Scotland					0
		Work Directions					0
2.2	Referrals made to other organisations *	Caselink referral					0
		Academies					0
		Employment Hubs					0
		Health organisations					0
		Jobcentre Plus					0
		Marketing					0
		Other					0
		Self referral					0
		Skills Development Scotland					0
		Work Directions					0

Section 3 - Analysis of new clients		Current quarter			Year to date		
		Male	Female	Total	Male	Female	Total
3.1	Target Group *	Asylum Seeker		0			0
		Care Leaver		0			0
		Ethnic Minority		0			0
		Ex-offender		0			0
		History of substance abuse		0			0
		Homeless		0			0
		Learning Disabilities		0			0
		Lone Parent		0			0
		Mental Health Problems		0			0
		More Choices More Chances		0			0
		No target group		0			0
		Physical Disabilities/III Health		0			0
		Refugee		0			0
3.2	Benefit Status *	Bereavement Benefit		0			0
		Carers' Allowance		0			0
		Child Tax Credits					
		Disability Living Allowance		0			0
		Employment Support Allowance		0			0
		Incapacity Benefit/ Severe Disablement Allowance		0			0
		Guaranteed Pension Credits					
		Income Support		0			0
		Jobseeker's allowance (JSA)		0			0
		Non Claimant		0			0
		Not Known		0			0
		Other		0			0
		Working Tax Credit		0			0
3.3	Time registered unemployed	0-6 months		0			0
		6-12 months		0			0
		12-36 months		0			0
		36 months+		0			0
		Not unemployed		0			0
3.4	Ethnicity *	African, African Scottish or African British		0			0
		African, Caribbean or Black any other		0			0
		Arab		0			0
		Asian any other		0			0
		Asian Bangladeshi		0			0
		Asian Chinese		0			0
		Asian Indian		0			0
		Asian Pakistani		0			0
		Black, Black Scottish or Black British		0			0
		Caribbean, Caribbean Scottish or Caribbean British		0			0
		Mixed or multiple ethnic groups		0			0
		Other ethnic group		0			0
		White any other		0			0
		White British		0			0
		White English		0			0
		White Gypsy/Traveller		0			0
		White Irish		0			0
White Northern Irish		0			0		
White Polish		0			0		
White Scottish		0			0		
White Welsh		0			0		
3.5	Residence of client (datazones) *	Craigmillar		0			0
		Leith		0			0
		North Edinburgh		0			0
		Restalrig		0			0
		South Edinburgh		0			0
		West Edinburgh		0			0
		Other		0			0
3.6	Age group of client at registration *	16-19 years		0			0
		20-29 years		0			0
		30-39 years		0			0
		40-49 years		0			0
		50+ years		0			0
				0			0
3.7	Barriers - circumstances faced in finding employment	Care Responsibilities		0			0
		Community Service Order		0			0
		Debt problems		0			0
		EU migrant workers		0			0
		Labour market returners		0			0
		Lack of work experience		0			0
		Literacy/numeracy		0			0
		Need assistance with English Language		0			0
		Non EU migrant workers		0			0
		Part-time worker		0			0
	Prisoners		0			0	
	Seasonal Worker		0			0	
	Young people at risk of becoming NEET on leaving school		0			0	
	Barriers - skills required	Interview skills, CV presentation		0			0
		IT Skills		0			0
		Low Communication /Interpersonal Skills		0			0
		Low Vocational Skills/Qualifications		0			0
	Barriers - attitudinal issues	Alcohol Misuse		0			0
		Drug Misuse		0			0
		Lack of confidence		0			0
Motivation			0			0	
Other attitudinal barriers			0			0	
Reliability/Time-keeping		0			0		

Section 3 - Analysis of new clients		Current quarter			Year to date		
		Male	Female	Total	Male	Female	Total
3.1	Target Group *	Asylum Seeker		0			0
		Care Leaver		0			0
		Ethnic Minority		0			0
		Ex-offender		0			0
		History of substance abuse		0			0
		Homeless		0			0
		Learning Disabilities		0			0
		Lone Parent		0			0
		Mental Health Problems		0			0
		More Choices More Chances		0			0
		No target group		0			0
		Physical Disabilities/III Health		0			0
		Refugee		0			0
		3.2	Benefit Status *	Bereavement Benefit		0	
Carers' Allowance				0			0
Child Tax Credits							
Disability Living Allowance				0			0
Employment Support Allowance				0			0
Incapacity Benefit/ Severe Disablement Allowance				0			0
Guaranteed Pension Credits							
Income Support				0			0
Jobseeker's allowance (JSA)				0			0
Non Claimant				0			0
Not Known				0			0
Other				0			0
Working Tax Credit				0			0
3.3	Time registered unemployed			0-6 months		0	
		6-12 months		0			0
		12-36 months		0			0
		36 months+		0			0
		Not unemployed		0			0
				0			0
3.4	Ethnicity *	African, African Scottish or African British		0			0
		African, Caribbean or Black any other		0			0
		Arab		0			0
		Asian any other		0			0
		Asian Bangladeshi		0			0
		Asian Chinese		0			0
		Asian Indian		0			0
		Asian Pakistani		0			0
		Black, Black Scottish or Black British		0			0
		Caribbean, Caribbean Scottish or Caribbean British		0			0
		Mixed or multiple ethnic groups		0			0
		Other ethnic group		0			0
		White any other		0			0
		White British		0			0
		White English		0			0
		White Gypsy/Traveller		0			0
		White Irish		0			0
		White Northern Irish		0			0
		White Polish		0			0
White Scottish		0			0		
White Welsh		0			0		
3.5	Residence of client (datazones) *	Craigmillar		0			0
		Leith		0			0
		North Edinburgh		0			0
		Restalrig		0			0
		South Edinburgh		0			0
		West Edinburgh		0			0
		Other		0			0
				0			0
3.6	Age group of client at registration *	16-19 years		0			0
		20-29 years		0			0
		30-39 years		0			0
		40-49 years		0			0
		50+ years		0			0
				0			0
3.7	Barriers - circumstances faced in finding employment	Care Responsibilities		0			0
		Community Service Order		0			0
		Debt problems		0			0
		EU migrant workers		0			0
		Labour market returners		0			0
		Lack of work experience		0			0
		Literacy/numeracy		0			0
		Need assistance with English Language		0			0
		Non EU migrant workers		0			0
		Part-time worker		0			0
	Barriers - skills required	Prisoners		0			0
		Seasonal Worker		0			0
		Young people at risk of becoming NEET on leaving school		0			0
		Interview skills, CV presentation		0			0
		IT Skills		0			0
		Low Communication /Interpersonal Skills		0			0
		Low Vocational Skills/Qualifications		0			0
		Alcohol Misuse		0			0
		Drug Misuse		0			0
		Lack of confidence		0			0
Barriers - attitudinal issues	Motivation		0			0	
	Other attitudinal barriers		0			0	
	Reliability/Time-keeping		0			0	
			0			0	

Appendix 2 - JUFJ Core dataset

Below is a list of the minimum set of data required to enable informative reporting. This will enable the JUFJ standard summary report to be presented to the Jobs Strategy Group on a quarterly basis.

Client Characteristic	Definition of Indicator	Justification
Identifier	Initials/DOB/(M/F)	Records of clients.
NI Number	National Insurance Number	Back up to identifier .
Datazone	Postcode	To understand where clients live (areas of deprivation).
Age	Date of birth/age group	To understand the age of clients.
Gender	Male/Female	To understand for equalities monitoring.
Ethnicity	Census	To understand for equalities monitoring.
Target groups	Some of these categories are open to interpretation and the organisation can only record what the client informs them. The social model of disability is utilised, so it is up to the client how they see their disability and how it is reported or not. Some clients may fall into more than 1 target group. Include one individual in each of the target groups they fall into, for example a person with a learning disability and a mental health problem is counted as 1 in each of the 2 target groups.	To understand the penetration into target groups.
Benefit status	Similarly for target groups, some clients will be receiving more than 1 benefit, include them in each of the benefits they receive (benefits when they register). Includes time on benefits.	To understand the benefits that clients are receiving and their outcomes.
Referred from	Self, other projects, outreach, other.	To understand referral routes.
Referred onto other organisation	Name of organisation	To understand referral routes.
Project activity	Number of registrations, assessments, receiving support and leavers.	To understand the level of service being delivered.
Outcomes achieved	Outcome, such as paid employment, education and training	To understand the numbers and types of outcomes.
Outcomes sustained (education and jobs)	Outcomes sustained at 13, 26, 39 and 52 weeks.	To understand how sustained these outcomes are

Appendix 3 – JUFJ Full Client Dataset

Below is the current set of client data that is collected via Caselink. This includes the *JUFJ core dataset* in Appendix 2 above but also enables further analysis to be done according to client characteristics and outcomes achieved. This dataset will change according to development areas agreed by the Caselink Steering Group over the course of 2009-10.

Ref		Client Characteristics	Definition of characteristic (where necessary)	Sub-categories (where necessary)	Justification for data collation
1		Identifier	Generated by the system	N/A	Records of clients
2		Date of registration	Date client record created (DD/MM/YYYY)	N/A	To understand when the client's journey to employment began
3	a	Title		Mr.	Enable casework
	b			Mrs.	
	c			Ms	
	d			Miss	
	e			Other (please specify)	
4		First Name		N/A	Enable casework
5		Last Name		N/A	Enable casework
6		Email		N/A	Enable casework
7		Phone Number		N/A	Enable casework
8		Mobile Number		N/A	Enable casework
9		Address 1 & 2		N/A	Enable casework
10		Town		N/A	Enable casework
11		County		N/A	Enable casework
12		Postcode		N/A	Enable casework
13		Name of Project	Name of project client assigned to within provider organisation	Drop down according to projects set up on Caselink	Enable casework
14		NI Number	National Insurance Number	N/A	Back up to identifier
15		Datazone	Postcode of the Clients home address - generated automatically	As per datazones for Edinburgh.	To understand where clients live (areas of deprivation)

16		Date of Birth	Date of Birth (DD,MM,YYYY)	N/A	To understand the age of clients
48	a	Age Group	Age at registration in years	16-19	To understand the age of clients
	b			20-29	
	c			30-39	
	d			40-49	
	e			50+	
17	a	Gender		Male	To understand for equalities monitoring
	b			Female	
46	a	Marital Status		Cohabiting	To understand for equalities monitoring
	b			Divorced	
				Married	
				Separated	
	c			Single	
	d			Widowed	
	e			Other	
	f	Not disclosed			
18		Date started Project	Date (DD,MM,YYYY)	N/A	To understand when clients start projects
19	a	Former client of organisation	Was the client registered with the project prior to registering via Caselink	Yes	To understand the % of return clients
	b			No	
20	a	Engaged previously with any other employability service	Either prior to registering on Caselink or another service not using Caselink. They might still be using the service.	Yes	To understand the numbers who enter into the system
	b			No	
21	a	Ethnicity	Taken from Scottish census ethnicity categorisation for 2011 (July 2008)	African, African Scottish or African British	To understand for equalities monitoring
	b			African, Caribbean or Black any other (please specify)	
	c			Arab	
	d			Asian Bangladeshi	
	e			Asian Chinese	

	f			Asian Indian	
	g			Asian other (please specify)	
	h			Asian Pakistani	
	i			Black, Black Scottish or Black British	
	j			Caribbean, Caribbean Scottish or Caribbean British	
	k			Mixed or multiple ethnic groups (please specify)	
	l			Other ethnic group (please specify)	
	m			White any other (please specify)	
	n			White British	
	o			White English	
	p			White Gypsy/Traveller	
	q			White Irish	
	r			White Northern Irish	
	s			White Polish	
	t			White Scottish	
	u			White Welsh	
22		No. of dependant children	Number	N/A	To understand in relation to child poverty and availability for work.
23		No. of dependant adults	Number	N/A	To understand in relation to child poverty and availability for work.
24	a	Status prior to joining Project	What client was doing immediately before starting at project	Full-time education	To understand what clients were doing before joining projects
	b			Full-time employment	
	c			Not working	
	d			Part-time education	
	e			Part-time employment	
	f			Self employed	
	g			Training	

	h			Volunteering	
25		Date last worked	Paid Employment at start of project (DD,MM,YYYY)	N/A	To understand when clients last worked
26		Occupation last worked in	According to SOC Categories	As left	To understand the jobs that people have been working in prior to the project
47	a	Recently made redundant		In last month	To understand the increase of redundancies across Edinburgh
	b			In last 2 months	
	c			In last 3 months	
	d			In last 6 months	
	e			More than 6 months ago	
27		Job(s) sought	According to SOC Categories	As left	To understand if they are compatible with vacancies in the economy and to match to potential vacancies.
28	a	New Deal Participation	Is the client participating in a New Deal Programme	New Deal 25+	To understand the numbers participation
	b			New Deal 50+	
	c			New Deal for Disabled People	
	d			New Deal for Lone Parents	
	e			New Deal for Partners	
	f			New Deal for Young People	
	g			New Deal for Musicians	
29		Target Group(s) (Tick as many as relevant)	Groups identified as being disadvantaged in labour market	As below	To understand the penetration into target groups
	a		People whose condition has a substantial, long-term (has lasted 12 months or is likely to last more than 12 months) adverse affect on day-to-day activities	People with Physical Disabilities/III Health	

	b		Defined by the NHS as people who have an IQ less than 70. Disorders of Psychological Development also include people with Aspergers Syndrome and Autism.	People with Learning Disabilities	
	c		A variety of illnesses that affect the functioning of the mind, can refer to conditions as diverse as depression, anxiety, phobias, eating disorders and schizophrenia	People with Mental Health Problems	
	d		The term 'ethnic minority' is mainly used to denote people who are in the minority within a defined population on the grounds of race, colour, culture, language or nationality.	Ethnic Minority	
	e		Someone who has applied to the government to be recognised as a refugee	Asylum Seeker	
	f		Someone who has received refugee status from the government	Refugee	
	g		One parent living with at least one child (no age limit is given in the census)	Lone Parent	
	h		A person who has committed a criminal offence - includes ex-prisoners	Ex-offender	
	i		A person who has spent a period in care as a young person	Care Leaver	

	j		Generally refers to the misuse of drugs and/or alcohol where it has a negative affect on health and/or behaviour. This will include people currently abusing substances or have within the last 2 years. Include methadone scripts	History of substance abuse	
	k		Generally thought of as somebody with no home, or living in a property on a very temporary basis, or can't live where they were staying due to poor conditions, violence etc.	Homeless	
	l		People who are 16-19 years old who are not in paid employment, education or training. Formerly NEET group.	More Choices More Chances	
31		Barriers (subsections listed below i.e. lines a,o,s,y)	These categories are open to interpretation and perception and the provider organisation can only record what the client informs them. Split down into 3 areas - circumstances, skills and attitudinal issues.	As below	To understand the scale of additional issues and barriers facing clients
	a	Circumstances faced in finding employment	Have difficulty with reading and/or writing and/or numbers	Literacy/numeracy	
	c		People who have concerns over their level of debt	Debt problems	

	d		People who are trying to re-enter employment after a period of being out of paid employment for at least 6 months	Labour market returners	
	e		Where current attainment of English is acting to a barrier to employment and client would benefit from a course such as ESOL.	Need assistance with English Language	
	f		For an older person, person with an illness/disability or child	Care Responsibilities	
	g		A person who has served a community service order.	Community Service Order	
	h		A person currently serving a prison sentence	Prisoners	
	i		ESF reporting requirement	Lack of work experience	
	j		ESF reporting requirement	EU migrant workers	
	k		ESF reporting requirement	Non EU migrant workers	
	l		ESF reporting requirement	Young people at risk of becoming NEET on leaving school	
	m		ESF reporting requirement	Seasonal Worker	
	n		ESF reporting requirement	Part-time worker	
	o	Skills	Lacking IT Skills	IT Skills	
	p		Poor interview skills and/or CV presentation	Interview skills, CV presentation	
	q		Poor communication/interpersonal skills	Low Communication/Interpersonal Skills	
	r		No/Poor Vocational Skills/Qualifications	Low Vocational Skills/Qualifications	

	s	Attitude/Personality/Behaviour Issues		Reliability/Time-keeping	
	t		Generally refers to the misuse of drugs where it has a negative affect on health and/or behaviour. This will include people currently abusing substances or have within the last 2 years. Include methadone scripts	Drug Misuse	
	u		Generally refers to the misuse of alcohol where it has a negative affect on health and/or behaviour. This will include people currently abusing alcohol or have within the last 2 years.	Alcohol Misuse	
	v		Generally lacking in confidence	Lack of confidence	
	w		General motivational issues	Motivation	
	x		General attitudinal barriers	Other attitudinal barriers	
	y		Other barriers (Please specify)	Other barriers not categorised above.	
32	a	Benefit Status (Tick as many as client is receiving)	Some clients will be receiving more than 1 benefit, include them in each of the benefits they receive (benefits when they register)	Bereavement Benefit	To understand the benefits that clients are receiving and their outcomes
	b			Carers' Allowance	
	c			Child Tax Credits	
	d			Disability Living Allowance	
	e			Employment Support Allowance	
	f			Guaranteed Pension Credits	
	g			Incapacity Benefit/Severe Disablement Allowance	
	h			Income Support	
	i			Jobseeker's allowance (JSA)	
	j			Non Claimant	

	k			Not Known	
	l			Other (Please specify)	
	m			Working Tax Credit	
33		Time on Benefits	Date when client first started receiving benefit (DD,MM,YYYY)	N/A	To understand how long the client has been on a benefit.
34		Current highest Qualification Level when registered with Project	Both subsets to be included and conversion table available.		To understand the levels of qualifications of participants
			Comparison Qualification	SCQF level	
	a		None	None	
	b		Access 1	SCQF level 1	
	c		Access 2	SCQF level 2	
	d		Access 3/Foundation Standard Grade	SCQF level 3	
	e		Intermediate 1/General Standard Grade	SCQF level 4	
	f		Intermediate 2/Credit Standard Grade	SCQF level 5	
	g		Higher	SCQF level 6	
	h		Higher National Certificate/Advanced Higher	SCQF level 7	
	i		Higher National Diploma	SCQF level 8	
	j		Ordinary Degree	SCQF level 9	
	k		Honours Degree	SCQF level 10	
	l		Masters	SCQF level 11	
	m	Doctorate	SCQF level 12		
	n	Not known	Other (Please specify)		
35	a	Referred From	How client reached project	Caselink referral (AUTOMATED)	To understand referral routes
	b		Academies	Public Sector Academy	
	c			Tourism Academy	
	d			Social Care Academy	
	e			Childcare Academy	
	f			Healthcare Academy	
	g			Construction Academy	

	h			Creative Industries Academy		
	i		Employment Hubs	Academy @ St James		
	j			Jobzone Plus		
	k			The Employment Hub at Worktrack		
	l			Health organisations		
	m			Jobcentre Plus		
	n			Marketing		
	o			Other (Please specify)		
	p			Self referral		
	q			Skills Development Scotland		
	r			Work Directions		
36		Services	Services provided to clients by provider organisations - 6 headings as below (column C) and sub-headings in column E.			
36.1	a	Employment advice		One-to-one advice		To understand the range of services provided, activities carried out and their relationship with outcomes. Plus as an enabler for more effective case management
	b			Information		
	c			Self service		
	d			Sign-posting		
	e			Other employment advice		
36.2	a	Employability development (advice, assessment, action plan)		Action Planning		
	b			Disclosure		
	c			Financial literacy assessment		
	d			Financial support		
	e			Follow-up assessment		
	f			Initial Assessment		
	g			Language assessment		
	h			Literacy and numeracy assessment		
	i			Motivation / confidence support		
	j			Skills assessment		

	k			Other employability development	
36.3	a	Skills training		Development of IT skills	
	b			Key / basic skills support	
	c			Vocational training	
	d			Other skills training	
36.4	a	Jobsearch and job matching		CV created	
	b			Interview coaching	
	c			Job matching and brokerage	
	d			Jobsearch assistance	
	e			Spec letters sent	
	f			Work preparation	
36.5	a	Support in work and aftercare		Support in Employment	
	b			Support in Voluntary Work	
	c			Support in Work Placement	
	d			Other aftercare	
36.6	e	Specialist advice		Childcare advice and support	
	f			Employment rights advice and advocacy	
	g			English as a second language	
	h			Healthy living	
	i			Housing advice	
	j			Debt and Money advice	
	k			Self-employment/Enterprise start-up	
	l			Specialist support with specific disabilities	
	m			Support for drug misusers	
	n			Support for ex-offenders	
	o			Support with mental health problems	
	p		Other specialist advice		
37		Qualifications Gained during time with Project (Please give details, dates)	Both subsets to be included and conversion table available.		To understand the levels of qualifications that participants gain
			Comparison Qualification	SCQF level	
	a		None	None	

	b		Access 1	SCQF level 1	
	c		Access 2	SCQF level 2	
	d		Access 3/Foundation Standard Grade	SCQF level 3	
	e		Intermediate 1/General Standard Grade	SCQF level 4	
	f		Intermediate 2/Credit Standard Grade	SCQF level 5	
	g		Higher	SCQF level 6	
	h		Higher National Certificate/Advanced Higher	SCQF level 7	
	i		Higher National Diploma	SCQF level 8	
	j		Ordinary Degree	SCQF level 9	
	k		Honours Degree	SCQF level 10	
	l		Masters	SCQF level 11	
	m		Doctorate	SCQF level 12	
	n		Not known	Other (Please specify)	
38		Referral information	Name of provider organisation, date referred etc.	Fields collected to be modelled around current referral process.	To understand input of other services and referral routes
40		Date left project	Date the decision is made by the project that client is no longer suitable for the provisions offered (DD<MM,YYYY)	N/A	To understand the numbers leaving projects
41	a	Reason client left project	Linked to the 40 above	Caring responsibilities	To understand why projects are unable to meet the needs of a client
	b			Client remained in employment for 52 weeks	
	c			Deceased	
	d			Innapropriate behaviour	
	e			Not heard from the client in 26 weeks	
	f			Prison	
	g			Relapsed	

42	a	Outcomes	At least 16hrs per week sustained for four weeks. Job entry must be within 26 weeks of trainee leaving date from the programme.	Job Entry full-time	To know outcomes and monitor against funding and success of projects
	b		Less than 16hrs per week sustained for 4 weeks. Job entry must be within 26 weeks of trainee leaving date from the programme.	Job Entry part-time	
	c		Enrolment on an accredited course at Further Education or Higher Education (contract may stipulate that the course is full-time). Must be sustained for 25% of the course for at least 16hrs per week. Start of course date must be within 52 weeks of trainee leaving date from the programme.	Progression: Education full-time	
	d		Enrolment on an accredited course at Further Education or Higher Education (contract may stipulate that the course is full-time). Must be sustained for 25% of the course for under 16hrs per week. Start of course date must be within 52 weeks of trainee leaving date from the programme.	Progression: Education part-time	
	e		Enrolment on an employability course. Start of course date must be within 13 weeks of trainee leaving date from the	Progression: Employability Training	

			programme.		
	f		i.e. progression on distance-travelled measure etc. (as defined in contract)	Progression: other	
	g		A course such as Training for Work. Enrolment on an employability course – start of course date must be within 13 weeks of trainee leaving date from the programme. Including Employment Academy.	Progression: Vocational Training	
	h		Work which is not paid. Minimum 2hrs/week sustained for 13 weeks	Progression: Volunteering	
	i		A set period of work where it has been defined as a work placement, either paid or unpaid	Progression: Work Placement	
	j		Where the project has helped somebody in employment retain employment	Retained Employment	
	k		Run their own business, not contractually bound to an employer as an employee	Self Employment outcome	
	l		Enrolment on course or programme. Assessment or Action Plan completed.	Start / Engagement (recorded through completed Registrations on Caselink)	
43		Job Entered	Date, Occupation, SOC code	As left	To understand the type of jobs that people enter
44	a	Outcome sustained	Continuous employment for at least 13 weeks. If job	Outcome Sustained at 13 weeks	To understand how outcomes are

	b		sustained outcome is with a different employer then current job must be for at least 4 weeks. Job entry must be within 26 weeks of trainee leaving programme.	Outcome Sustained at 26 weeks	sustained
	c			Outcome Sustained at 39 weeks	
	d			Outcome Sustained at 52 weeks	