

OSMC Action Plan – revised September 2012

In order to ensure clarity and to support the continual monitoring of the recommendations made during this review, the Executive is requested to complete the ‘Action Plan’ below which will be periodically brought back to the Regeneration and Environment (R&E) Overview and Scrutiny Panel for consideration.

The following recommendations (accompanied by supporting evidence) can be found in section 3 of the review report.

Recommendation	Initial Response	Action	Who	Impact
<p>To develop more outreach work to engage more with partners as well as businesses.</p> <p>Continue to make use of the Success Doncaster bus to engage with residents and businesses across the Borough</p>	<p>There is no additional funding to run the Success Doncaster Bus other than the current WSEP budget through Success Doncaster until March 2013.</p> <p>Make use of other outreach initiatives within local communities e.g. Neighbourhood Alliance.</p> <p>Increase links with local businesses through using existing contractors for Lot 1(support for New Business) and Lot 2(support for Exiting Business) and also Doncaster 100 Business mentors.</p>	<p>Partners delivering outreach activity to make more use of the Success Doncaster bus.</p> <p>Opportunity Centres staff to be involved in delivery of alliance activity as appropriate.</p> <p>Promote awareness of the Opportunity Centres through existing Business and Commerce network activity.</p>	<p>Jeanne Meggs (Success Doncaster)</p> <p>Nick Stopforth</p> <p>Jeanne Meggs (Success Doncaster)</p>	<p>Greater awareness of the service offer leading to increased usage and increased outputs.</p>

Recommendation	Initial Response	Action	Who	Impact
<p>To create a stronger and more co-ordinated marketing and communication strategy.</p>	<p>CSAs continue to provide case studies.</p> <p>Make links to existing Business and Commerce marketing activity e.g. networks, websites, press coverage; e-news; Doncaster 100 newsletter, social media, poster and press campaign</p>	<p>Promote work of Opportunity Centres including success stories/articles in the Free Press. and on the Council and other relevant websites e.g. Success Doncaster.</p> <p>Business and Commerce HR advisers to promote Centres as appropriate when there are large scale redundancies.</p>	<p>Nick Stopforth/Corporate Comms</p> <p>HR Business Advisers (Sharon Finch; Hazel Higginbottom)</p>	<p>Greater awareness of the Opportunity Centres. Stronger links with other partners supporting redundant people.</p>
<p>To undertake a more joined up approach to working with Prime Contractors and Partners (including encouraging more referrals being made through organisations such as Job Centre Plus).</p>	<p>Links are already established with Work Programme primes and Jobcentre Plus.</p>	<p>Dialogue with Work Programme primes and relevant subcontractors</p>	<p>Nick Stopforth</p>	<p>Improved understanding amongst Opportunity Centre staff of the Work Programme offer and how the Opportunity Centres can complement it. Work Programme clients more aware of the Opportunity Centres.</p> <p>Improved awareness and understanding of provision, emerging client's needs and training provision available locally.</p>

Recommendation	Initial Response	Action	Who	Impact
<p>To assess the feasibility of moving Opportunity Centres under the Neighbourhood Management Model or at the very least to establish closer links with the Neighbourhood Management team. This should be done by involving the Neighbourhood Managers in steering groups, writing the specifications for the Opportunity Centres and future training of the Library staff.</p>	<p>Area Managers are involved in dialogue with local stakeholders and relevant community groups to identify the level of interest/potential for community involvement in delivery of services.</p>	<p>Neighbourhood Managers to provide an update on the current position and progress.</p>	<p>Area Managers</p>	<p>Work in progress.</p>
<p>To investigate how to engage with and provide help, support and encouragement to those from more disadvantaged communities.</p>	<p>Work Clubs already exist through partnership with Jobcentre Plus and have input from the Opportunity Centres</p> <p>Financial Inclusion may continue to be an issue because the demand for services and support is significantly increasing whilst the resources to respond have been reduced.</p>	<p>Improve links with Communities to discuss and facilitate links and support for financial barriers from the Financial Inclusion Group (FIG) partners</p>	<p>Steering Group</p> <p>Roy Barnes/ Sue Harrison FIG group</p>	<p>A greater local offering to our communities.</p> <p>A broader menu of support available through external partners; this means that clients can access more services in one place.</p> <p>Improved awareness amongst Opportunity Centre staff of financial barriers and support available to address money management and debt issues.</p>

Recommendation	Initial Response	Action	Who	Impact
<p>The development of a 'buddy system' which could utilise those clients already working with the Opportunity Centres. This system could be used to promote the centres and encourage those who are more disengaged to use them, help mentor new clients and aid development of the client themselves. It is recognised however, that there will be confidentiality issues which would have to be taken into consideration.</p>	<p>The development of a buddy system is a good idea. Links should be made with the Doncaster CVS Volunteer Centre to ensure a joined up approach.</p> <p>If Buddies are deemed to be volunteering in their own time within the centres, we need to ensure they have access to appropriate supervision and procedures are in place.</p>	<p>Opportunity Centres to work with Doncaster CVS to identify and support buddies.</p>	<p>Nick Stopforth</p>	
<p>Carry out a stocktake of what facilities are available within existing and future locations which should be revisited every two years to ensure that they are meeting the needs of the clients. To ensure that there is a private room or space available where possible.</p>	<p>Annual review using a standard checklist to ensure a consistent approach.</p> <p>Ensure all Opportunity Centres are fit for purpose and able to provide a private room/space for use by Opportunity Centre staff and staff from delivery partners wherever possible.</p>	<p>Undertake stock take based on a checklist and agreed criteria.</p>	<p>Nick Stopforth</p>	
<p>To identify what volunteering opportunities exist within the Borough and how they could be offered to clients accessing the centres through establishing closer links with the third and private sector.</p>	<p>Think this could be something Communities take a lead on.</p>	<p>Communities and Opportunity Centre staff identify volunteer opportunities</p>	<p>Nick Stopforth</p>	<p>Improved links to the Doncaster Volunteer Centre and improved awareness of the opportunities available.</p>

Recommendation	Initial Response	Action	Who	Impact
<p>To encourage a more proactive role of local businesses and link in with major developments in the Borough i.e. Inland Port. To organise such activities as: -</p> <ul style="list-style-type: none"> • Mentoring Opportunities with local businesses. • Open days at local businesses which are looking to recruit on a large scale or due to seasonal fluctuations. • Identifying and advertising training/apprenticeship opportunities with local businesses i.e. interview techniques. 	<p>Opportunity Centre staff to do some of this in their local area.</p> <p>Business mentoring is already managed in – house through the Doncaster 100 Co-ordinator. Need to make sure we make links and use this service.</p> <p>Identify and advertise training and apprenticeship opportunities.</p>	<p>Business and Commerce will brief Opportunity Centre staff on major developments.</p> <p>Brief Doncaster 100 mentors about Opportunity Centres to facilitate use of Centres to mentor business clients.</p>	<p>Linda Holmes/EST team</p> <p>Roy Barnes/ Sue Harrison (D100 Co-ordinator)</p> <p>Erica Haddock/ EST Team</p>	<p>Improved referral processes and submissions to EST vacancies.</p> <p>Doncaster 100 mentors aware of the Opportunity Centres . Better awareness of how Asda wish application forms completed. Gave clients the opportunity to ask questions about vacancies and skills required to work in Asda</p> <p>Improved quality of service to clients. CSAs have greater confidence to support clients</p>
<p>Encourage further links with schools and colleges and raise awareness of Opportunity Centres through links and supply of information. To identify how such establishments could become involved with the centre.</p>	<p>Must increase awareness amongst school leavers / NEETS / young people and schools/colleges to make use of the centres.</p>	<p>Establish a link between Business and Education South Yorkshire (BESY) , Doncaster College and the Opportunity Centres to encourage and facilitate school/college links.</p>	<p>Nick Stopforth</p>	<p>Increase number of people into work by using Opportunity Centres by College users seeking work, and by hard to reach families / families with generations out of work</p>

Recommendation	Initial Response	Action	Who	Impact
<p>To establish long term plans for Opportunity Centres to establish them in the communities. This should focus on improving consistency and ensuring that there is a dedicated staff and support through appropriate training. Where possible any further disruption to staff and the centres should be minimised i.e. closing and reopening where possible and pursuing alternative funding.</p>	<p>Yes to Centres integrated within Libraries as there is no additional cost required to run these. Mainstream library budget covers this. Centres integrated within libraries are;</p> <ul style="list-style-type: none"> - Woodlands - Bentley - Askern - Mexborough - Edlington -Thorne to follow. <p>However, there is only one years funding in place for:</p> <ul style="list-style-type: none"> - Rossington - Balby - Denaby - Stainforth - Intake <p>Existing DMBC Opportunity Centre staff undergoing IAG training at NVQ level</p>	<p>Undertake PDRs of Opportunity Centre staff to identify gaps in knowledge and skills of staff.</p> <p>Develop an ongoing training programme with inputs from delivery partners to addresses these gaps and needs.</p> <p>IAG Training to be rolled out to Library staff once their restructure has taken place.</p>	<p>Nick Stopforth/Area Managers</p> <p>Nick Stopforth supported by partners.</p> <p>Nick Stopforth</p>	<p>Able to share best practice, knowledge and experience.</p> <p>Improved knowledge and skills of IAG to accredited standard. Improved service by Opportunity Centres.</p>