Contents

Purpose ........................................................................................................... 2
Hanlon Data Management System ................................................................. 3-4
Management Information ............................................................................... 5
Hanlon Functionality ...................................................................................... 6-7
Data Sharing and Ownership ......................................................................... 8-9
Hanlon Enterprise .......................................................................................... 10
Integrated Employer Offer Web Proposal ..................................................... 11
North East Employability Framework ........................................................... 12
North East Enterprise Journey Framework ................................................... 13
Understanding the Worklessness Funding ...................................................... 14

Case Studies
Northumberland Hanlon ................................................................................. 15
Primary Care Trust (PCT) ................................................................................ 15
Newcastle Futures ............................................................................................ 16
Cut Throat Industry .......................................................................................... 17
Job Linkage Network Sunderland ................................................................. 17
‘Making Headway’ with Hanlon .................................................................... 17
The HELP Project ............................................................................................ 18
North East Volunteers (NEV) ......................................................................... 19
Your Choice Project ........................................................................................ 20
Purpose

The Tyne and Wear City Region (TWCR) Partnership for Employment and Skills has developed a Management Information System; the Hanlon System. The system provides a robust client tracking tool that enables the multiple transfer of data and performance information to support delivery of employment and skills provision.

This brochure provides detail regarding the system and its implementation across the North East.

The system, coordinated jointly across the North East by the TWCR and Tees Valley, is used by a wide range of organisations to provide employment and skills services to over 100,000 clients currently registered on the system.

The System has three key elements: Hanlon Client, Hanlon Enterprise and Hanlon Project which are used extensively to support:

- Client tracking and performance monitoring for a large number of partnerships and funded programmes including ESF, WNF and Single Programme; fully aligned with the principles of the North East Employability Framework and Enterprise Journey Framework
- An online Provider Directory detailing services of almost 400 organisations, accessed at www.tyneandwearworks.co.uk
- An extensive list of flexible and user informed functionality, including the seamless electronic referral of client data across a network of 200 providers
- A dedicated functionality for Enterprise organisations and tailored functionality for Housing, Health and Volunteering Programmes
- An employer engagement function to support an Employer Web Portal and assist with post employment support to ensure sustainable job outcomes and progression
- A fully integrated management information suite with automated reporting on caseloads, projects, programmes, funding streams and strategic planning
- A system underpinned by industry standard IT security, data sharing agreements and protocols and quality systems to meet DWP’s required standards

Further details on the Tyne and Wear City Region can be found at www.tyneandwearcityregion.co.uk

For further details on the Hanlon Data Management System please contact the TWCR Employment and Skills Team on 0191 6436403 or e-mail info@tyneandwearcityregion.co.uk
Hanlon Data Management System

Background
The Partnership commenced work in 2006 to establish a single common client tracking and management information system across the North East, with the main benefits being:

• A single client record that follows the client across geographical boundaries and multiple organisations and support mechanisms; providing a complete and accurate picture of the support required and provided to ensure a client is ready for work
• An agreed common data framework (single set of activities and client groups) that all users work to, which enables robust reporting of activities and performance across a number of spatial boundaries
• Significant economies of scale through the purchase of a single database and a cost model that enables access to be purchased locally at a greatly reduced cost.

Following an extensive consultation and procurement exercise, Hanlon Software Solutions were appointed as the system provider and the Database was established with a common data framework (single set of activities and client groups) that all participating organisations use.

Who uses the system?
The system has over 800 users, 100,000 clients registered and over 10,000 business records. Use of the Hanlon System has become a key component in the delivery of employability services across the North East Region.

To date partners and providers engaged with Hanlon include:

• 2 City Regions (TWCR and Tees Valley)
• 12 Local Authorities
• 3 Jobcentre Plus Districts
• Skills Funding Agency
• One North East (ONE)
• 2 Probation Services
• National Health Service (NHS)
• Housing Associations
• 107 Third Sector providers
• 43 organisations delivering services for Local Authorities
• 17 partners delivering Enterprise Provision
• 9 Cultural Volunteering Programmes

The system is used extensively across the North East and its use has been built into a number of funding specifications and contracts including Working Neighbourhoods Funding (WNF) and Single Programme contracts.
Developments
The wide use of the system has seen a number of key developments, including:

- A dedicated server for the Database, speeding up access and reporting;
- Web form access for both clients and businesses;
- A Referral Module, which enables the full electronic referral of clients between different providers;
- An Action Plan module allowing an action plan to follow a client record on the system; and,
- Enhanced duplicate checking and archiving features

The Provider Directory
To capture the wide range of providers in the public, private and third sectors and promote the services available across the North East, a new Provider Directory was launched in December 2009. Accessible to anyone at www.tyneandwearworks.co.uk the directory also provides Advisors with access to the main Hanlon Data Management System, as well as enabling them to search for training courses and support for unemployed people from over 300 service providers.

Coordination
A Data Management Officer (Jonah Morris – pictured below) coordinates the system. Jonah’s role is to facilitate and assist the collection, collation and reporting of data through the rollout of the single client tracking and management information system. This also includes the development and delivery of training to support the rollout and development of the system. A Hanlon Coordination Group also exists to oversee, consider recommendations and agree developments of the System.

Value for Money
The adoption of a single system has produced significant economies of scale. A cost model has been agreed, which enables access to be purchased to the central database, rather than purchasing separate databases for each new organisation wanting to access Hanlon. This has reduced the initial set up cost to new organisations wanting to purchase access, which has produced significant savings to participating providers, Local Authorities and funding organisations.

Quality
Quality is maintained on the system through the use of a common data framework, which is monitored closely by the Data Management Officer and Administrators who operate within each Division of the system. The system itself has been designed to ensure that client records cannot be created where they do not comply with a set of mandatory fields that have to be completed. This ensures a consistency in the collection of data and enables easier and more robust reporting.
Management Information

The Hanlon System enables organisations to track, monitor and report on client’s progression through employability support programmes to sustainable employment. The system now has over 100,000 clients registered and is used by more than 800 users in almost 200 providers, in 500 venues across 12 local authority areas. This allows us to monitor and manage performance and extract insights into what is working, where.

The main strength of the Hanlon System is the reporting facility, which enables information to be extracted at any spatial level on a large number of pre-determined criteria. Performance Information is available for all aspects of a programme including:

- Clients Engaged – Numbers, Client Group, Age, Sex and area resident or working in.
- Clients Receiving IAG – Numbers, Client Group, Age, Sex and area resident or working in.
- Clients with Barriers Removed – Type of Barrier, Numbers, Client Group, Age, Sex and area resident or working in.
- Clients in Training – Type of training, Qualifications Attained, Numbers, Client Group, Age, Sex and area resident or working in.
- Referrals – Type of Referral, Numbers, Client Group, Age, Sex and area resident or working in.
- Clients into Work – Type of Work, Numbers, Client Group, Age, Sex and area resident or working in.
- Retention of Clients in Work – Length of Employment, Type of Work, In-Work Support, Numbers, Client Group, Age, Sex and area resident or working in.

In 2009-2010 26,065 new clients were registered on the Hanlon System. 11,575 (60%) of these newly engaged clients were Jobseekers Allowance (JSA) claimants, with 2,980 (15%) claiming Employment Support Allowance/Incapacity Benefit (ESA/IB) and 2,237 (12%) Lone Parents. During the year 4,571 clients were recorded as finding employment on the Hanlon System, 187 of which entered self-employment. 2,370 (63%) of these clients moved from JSA with 1,408 coming from other priority client groups including ESA/IB (511), Lone Parents (596), Black and Minority Ethnic (127), aged 50 plus (152) and ex-offenders (22).

In addition, 13,108 clients received some type of support to remove barriers to employment including financial, childcare, travel and other barriers, such as CV production, training and health and wellbeing barriers.

This type of information can be mapped to demonstrate the full scale of interventions recorded on the Hanlon System and the benefits of recording this level of detail, which enables organisations to plan service delivery using robust evidence on client need and what is working.
Hanlon Functionality

The system has three key elements:

- Hanlon Client
- Hanlon Enterprise
- Hanlon Project

All three elements are built as a modular system with the following functionality:

System Design

➢ User friendly Web Forms with a simple and effective layout of screens
➢ Limited to a minimum number of steps to perform the most common tasks
➢ A help function
➢ Common procedures and User Protocols, including common definitions, formats for data and mandatory fields

Central Database

➢ A single database, storing data on clients, employers, providers and funders
➢ A central support function providing user technical support, practical training, and co-ordination of the database

Division Accounts

➢ A system hierarchy, based on LA geographies, which includes an overall common data framework, but still enables organisations to capture and view their own local data
➢ Reporting and the extraction of management information at the various spatial levels
➢ Programme reporting and capturing of information to enable extraction of management information for specific funding streams i.e. WNF, ESF etc.

Client / Beneficiary Accounts

➢ A single, standard client record, completed when registering a new client
➢ A consistent Client Registration Form with Data Protection declaration
➢ A small number of mandatory fields that must be completed before the record will be accepted by the system
➢ The facility to record details of the client's initial assessment / diagnostic
➢ Duplicate checker to ensure a single client record is maintained
➢ Full client history recorded and easily accessible to monitor progression
➢ Automated matching of clients to programmes (and programmes to clients) based on eligibility

Provider Accounts

➢ A standard provider record, completed by providers using a registration form when they begin using the system and updated with current service information
➢ A Directory of all providers and services, searchable so that other providers and clients can find details of employability services on offer (www.tyneandwearworks.co.uk)
➢ A reporting tool incorporated into the system that allows the mapping of these functions onto an ideal service map

Employer Accounts

➢ A standard employer record, completed when registering a new employer on the system
➢ A standard vacancy form
➢ A system underpinned by a protocol defining the standard process that all partners and providers need to use when contacting an employer
Advisor Accounts
➢ Allocation of unique identifiers to individual Advisors, enabling multiple caseload monitoring and reporting
➢ Diary and alerts functions to notify Advisors of actions concerning clients

Common Data Framework
➢ A common data framework (single set of agreed and mandatory client groups and activities) that all partners work to

Soft Skills
➢ A generic toolkit, available on the system, which enables the scoring of a client’s soft skills and measures progression of improvement
➢ A reporting tool using automated snapshots to track progression of client’s soft skills

Action Plans
➢ A facility to produce, update, report and print a client action plan

Management Information and Reporting
➢ A comprehensive, easy to use management information suite
➢ Reports produced at the aggregate level, as well as for individual local areas and for individual providers or clients
➢ Inclusion of funder required reports with links to extract data from the system to generate the required reports
➢ Standard report formats with a facility to add narrative and reports available for extraction to a range of common formats (i.e. word, excel, etc)

Costs
➢ An agreed, simple cost structure for the system that enables providers to purchase access to the central database for a minimal cost (purchase of licence and support costs)
➢ Clear and easy to understand pricing structure for licensing, support and ongoing development costs, using standard terminology
➢ Flexibility to enable additional organisations to purchase licences

Scalability
➢ A fully scalable solution with the option of adding functions and new users/organisations and the possibility of new interfaces with other databases
➢ A dedicated server with the capacity to securely store up to 1 million client records and enable large numbers of users to access the system simultaneously

Referrals
➢ A fully automated electronic referral of client data, ensuring client details are captured only once and follow the client through various support and different providers, with related advisor alerts and authorisation procedures
➢ Over 400 referral organisations registered on the system
➢ A fully searchable and reportable client referral history
➢ A complete record of client progression, which enables the identification of where, when and who has undertaken specific activities with a client
➢ Data sharing agreements, setting out duties and responsibilities for all organisations accessing the system including Data Controllers and Data Processors
➢ Data Protection training for all staff and managers using the system
Data Sharing and Ownership

A framework of Service Level Agreements (SLA) have been established across the partnership between participating Government Agencies, Local Authorities and all organisations accessing the system.

These agreements set out the roles and responsibilities of Data Controllers and participating organisations as Data Processors ensuring compliance with the Data Protection Act 1998. These agreements are complimented by a User Protocols Document, which sets out an individual’s responsibility in accessing the system and handling personal data.

In addition, all clients are required to complete a client declaration before being entered onto the system so they are clear on the requirements and use of the data provided.

Hanlon Software Solutions Ltd

Hanlon Software Solutions, based in Nottingham, have worked in the regeneration sector since 1992 and specialise in the development of monitoring, evaluation and beneficiary tracking systems.

For the last ten years, Hanlon have been working with a number of organisations across the North East region to develop and refine the Hanlon System to its present state.

The solutions available include a programme and project monitoring system called Hanlon Project, a client tracking and job matching system called Hanlon Client and a business CRM, business support and local procurement system called Hanlon Enterprise. They provide technical support, training and data maintenance and also support the voluntary sector with IT infrastructure.

Security

Physical Security

Hanlon’s premises have an access control system to the building and CCTV in operation. Access in and out of the building is monitored and the server room has restricted access. The building has ADT systems in place which includes a 24 hour police response to call outs should they occur.

Software Security

Users log in to the Hanlon Client system via a secure username and complex password, which is used to authenticate the users and control their access to data. These passwords are forced to be changed every 90 days and cannot have been any previous 3 passwords. Accounts are locked out up to 30 minutes if a failed password attempt has been undertaken 3 times.

Protocols can be established to share data ‘safely’. This creates a common understanding of client issues without breaching client confidentiality. The system complies with the Data Protection Act as all clients are required to agree to a data protection statement when they are registered onto the system. Client data can be restricted to a specific set of users based on the requirements of data protection protocols.

Multiple organisations, divisions and sites can be set up on the system, dependent upon the user access level; the user will only be able to access the information at that level. The system allows user accounts to have different
levels of access for different types of users, this can be managed by the system administrator who can determine the profiles of each security group. Any data entered onto the system can be accessed through the reporting module dependant on the user’s access level. The reports generated can be used to satisfy any freedom of information requests.

**Employee Vetting**

All Hanlon staff are subject to CRB checking before being employed by Hanlon Software Solutions.

**Infrastructure**

Client data hosted on Hanlon Software Solution’s own servers. The servers are located in house at their offices in Nottingham. The Network has a 10MB backbone supplied by Easynet with a 2MB SDSL backup line. The whole network is virus protected by Kaspersky antivirus solutions. There is also a Cisco switch and an ASA 5510 Cisco firewall to which policies have been applied to stop unauthorised users getting on to other parts of the network. The web application is hosted on secure servers behind a Cisco firewall. Websites are set up using secure socket layer (SSL) and the physical network and applications are penetration tested using a third party company, Dionach, to carry out this work.

The servers are load balanced, which allows the service to continue even in the face of server down time or server maintenance. This ensures that performance is not compromised when there are peaks in usage.

Maintenance is always performed out of office hours and notification of any changes to services are informed to all organisations using the software at least 72 hours beforehand. As servers have redundancies in place the services has an excess of 99.5% uptime.

Client data is backed up every weekday evening, which is encrypted and stored on tapes. The backup process works on a fortnightly rotation policy with the current week’s backup tapes held in a fire-proof safe on site which is compliant with all fire regulations. Previous weeks’ backup tapes are kept off site in a secure location provided by Iron Mountain. Hanlon Software Solutions ensure back-ups are working correctly on a regular basis.

**ISO27001 Accreditation**

Hanlon Software Solutions are also currently working towards achieving ISO 27001 accreditation and have engaged an independent consultant who is CLAS accredited and has specialist knowledge to assist with this. ISO 27001 is being run internally as a formal project within Hanlon building on the experience gained during ISO 9001 accreditation and utilising existing ISO 9001 processes where possible to maintain compatibility and consistency of application. Accreditation will be achieved by early 2011.
Hanlon Enterprise

Hanlon Enterprise is a sophisticated Customer Relationship Management (CRM) system that is used to profile businesses so that timely and appropriate support can be provided to them.

It can operate standalone but when integrated with Hanlon Client it creates a total solution for employability and enterprise programmes. It is unique in its ability to connect clients, businesses and service ensuring that support can be co-ordinated efficiently.

Who uses it?

• Local and regional employment initiatives
• Enterprise agencies
• Business development organisations
• Trade associations
• Any organisation supporting Small and Medium Sized Enterprises

What is the system used for?

Hanlon Enterprise is a web-enabled system for managing information on businesses. It is used by organisations that assist SMEs so that they can efficiently deliver effective support.

It seamlessly links partners to make data sharing and collaboration more straightforward, and has a number of functions, including:

• **Business Profiling** - Create profiles of businesses and service providers.
• **Customer Relationship Management** - Register businesses, allow businesses to register themselves and keep in contact with businesses via e-mails, text messages, mail shots and day to day management of interactions through diary and alerts.
• **Opportunity Matching** - match the system with potential business networks and opportunities for joint ventures.
• **Vacancies** – Profile, record and manage job and volunteering opportunities and match potential clients based upon their skills and aspirations.
• **Business Start Ups** - Track clients from the early stages of an idea through to business formation and growth.
• **In Work Interventions** - Track interventions delivered to clients once they have been placed into employment.
• **Benchmarking** – Collect and compare key performance information.
• **Business Performance** – Monitor progression of an individual business or a group of businesses.
• **Event Management** – Organise and manage workshops, trade missions and similar events.
• **Manage Loans and Grants** – from application through to repayment.
Integrated Employer Offer Web Proposal

An Employer Offer Group has identified the provision of a web portal as a key priority in the simplification and coordination of the employment and skills offer available to employers across the North East.

The proposal is to develop a web site to provide up to date information on initiatives currently available to support employers in the arena of recruitment and training.

This will establish a single access point for employers to engage with the partnership and provide an effective collective branding opportunity, which will be a focal point for marketing and promotional activities specifically aimed at addressing employment and skills needs.

It will also offer a more refined solution to employer contact adding value to the wider aim of integrated case management via an intelligent solution, which provides a “front end” to data currently held within the various partnership systems and a basis on which to provide integration to appropriate case management functionality. This approach will improve employer access to business support, reduce confusion, improve the quality of the service and eliminate duplication.

How it works

The solution will offer employers a branded portal into the partnership, on the simplest of levels details of the company to include; sector, contact name, size, location etc. together with general details of any enquiry would be collected. The information would be sent automatically to an agreed partner lead, possibly on a geographic basis. The agent receiving the request would then input the company details on to the relevant “Back Office” system (Hanlon Data Management System) and then service the request either themselves or pass to the most appropriate partner.

In addition, any partner who is contacted by an employer could log an enquiry, which falls out of their particular remit, through the portal with the enquiry directed to the appropriate partner in the same way as outlined above.

Benefits

All data/contact interactions with individual employers are centralised to fit with the principles and practise of a case management approach.

The partnership will benefit from having employer information/details in a single location. No need for various partners to continually ask employers for information thus eliminating duplication of effort and customer irritation.

Web technology, can lead employers towards the information they need however it is an accepted premise that they will feel more engaged and more than just a subject for sales and marketing targets if the partnership can offer a more holistic, joined up service which acts in a timely responsive way and in some cases anticipates their needs.
North East Employability Framework

The Hanlon System has been agreed by the North East Employability Framework, as the system to be adopted by all partners in tracking client progression in Employability Support Projects in the North East (incorporating 12 Local Authorities and 3 Jobcentre Plus Districts) and is now being rolled out to other areas of support including Enterprise, Volunteering, Health and Housing.

This work is a key element in the achievement of an Employability Framework strategic action to:

‘Enhance processes for progressing individuals to move from inactivity into sustainable employment’ through the agreed objectives:

1. Develop and implement a consistent customer assessment tool
2. Ensure an effective system(s) to share customer information and track the customer journey
3. Ensure good practice is obtained and shared across partnerships
4. Influence and monitor local and national policy developments e.g. National Integrated Employment and Skills Agenda

The Hanlon System has been agreed by the partnership as the system to be adopted by all partners in tracking client progression in Employability projects, and significant progress has been made in rolling out the system.
North East Enterprise Journey Framework

A range of delivery partners across the North East have worked closely to develop a North East Enterprise Journey Framework. The Framework aims to cast the net out as wide as possible to encourage as many people who are thinking about starting a business to actually doing it.

The Framework is intended to support enterprising behaviour, whilst providing more coherence and consistency in delivery. The Framework will encourage demand-led activity, based on a better understanding of what motivates people and drives change, referred to as the “Enterprise Journey”.

A number of projects to ‘road-test’ the Enterprise Framework have already been delivered and the successful elements of the programme have been used by Local Authority partners to bid for European Regional Development Funded (ERDF) enterprise activity. As such there is full North East coverage for pre-start support through Enterprise Coaching. This activity is tracked and measured using the Hanlon Data Management System (Hanlon Enterprise).

The Enterprise Team within the Regional Development Agency currently plays a co-ordinating role, bringing partners together on a bi-monthly basis to look at the intelligence provided by the Hanlon System and understand any issues that need to be resolved. The partnership developed in the North East is unique and showcases the ability to work closely together within a complex environment. Major efficiencies have been gained through the use of the system across the North East.

As part of the overall Enterprise Journey monitoring and evaluation, the individuals participating in enterprise activity are tracked to show how their skills and knowledge have developed as part of the interventions. Use of the system enables projects to track individuals along the Enterprise Journey into Business Link support and ultimately self-employment.

The use of Hanlon and the links to the Employability Framework, the North East Volunteering Programme and a number of Local Authorities who are already using Hanlon also means that individuals can be referred and tracked whilst travelling on the employability and/or the enterprise journey, as well as having one North East system for enterprise activity.

This approach supports the overall goal of the Enterprise Journey to increase levels of self-employment and business formation in the region by tackling the particular barriers faced by specific groups of people through focused, tailored interventions.
Understanding the Worklessness Funding/Provision Landscape

In 2009 the North East was invited to submit, through the Regional Improvement and Efficiency Partnership (RIEP), a proposal to draw down funding from the Department for Work and Pensions and Communities and Local Government to help tackle worklessness.

The aim of the project is to provide a detailed and up-to-date understanding/framework of the funding and data landscape for worklessness provision at all spatial levels in order to influence local, sub-regional, city-regional and national funding streams and priorities.

The project aims to capture all of the funded provision onto the Hanlon Data Management System (including Mainstream, WNF, Single Programme etc.), which is then enhanced with a reporting function to enable interrogation to ascertain a detailed funding picture of employability support across various spatial levels, from a local geography up to the entire North East.

The Hanlon Data Management System enables programmes and projects to monitor interventions and outputs against specific funding streams. The development and more effective use of this module has provided this project with the reporting tools required to meet the programme objectives, including:

- Identify gaps and duplications in provision to inform future planning, alongside mapping provider performance.
- Provide robust information to influence local, sub-regional, city-regional and national funding streams and priorities, covering all adult employability.
- Identify activities to address worklessness, which are being funded directly by discretionary funding streams and mainstream programmes.
- Identify, develop and maintain the funding/provision picture through the use of enhanced IT functionality (Hanlon Data Management System).
- Influence the targeting of resources available locally, sub-regionally, city-regionally and nationally.
Northumberland Hanlon Case Study

Implementation of the Hanlon Data Management System in Northumberland has been ongoing over the past 4-5 years and began with employability providers in the South East of the county before expanding around 18 months ago to include all employability and enterprise providers in receipt of Working Neighbourhoods Fund, Single Programme via Tyne and Wear City Region and One North East and ERDF via ONE. The system has proved to be enormously successful in helping organisations to work together, track clients and provide performance information in the county and is continually growing.

In April 2010 an agreement was reached between all partners that all clients would be automatically shared between all projects using the system throughout the county. This demonstrates a real shift in the attitude of users since operation of the system began. Providers now see the value of the system, not only for their own benefit in relation to information gathering, but also for the client. It also ensures that clients moving from employability to enterprise provision or vice versa are tracked thoroughly and all parties can see the assistance received to date.

In relation to clients living in rural and deep rural areas, it is particularly interesting to see the types of provision accessed and where the client is prepared to travel to, to access it. Transport is often highlighted as an issue for rural based clients and it is important that they have the same access to the same services as far as possible. The Hanlon Data Management System helps to ensure this can happen for as many people as possible by identifying gaps in service delivery and enabling us to address this.

Primary Care Trust (PCT)

Worklessness Support Service

SALUS (North Lanarkshire PCT) were commissioned by County Durham PCT to deliver a 3-year (2009-2012) worklessness support service to individuals who have been claiming Incapacity Benefit over 3 years and have multiple health conditions which prevent them returning to work. A multi-disciplined team of health caseworkers deliver a range of services tailored to the needs of the individual patient.

The service operates on a hub and spoke model with the provider working from a secure base that can be accessed centrally from across County Durham but also works from GP surgeries as well as community venues, which strengthens the potential for closer working and increased referrals.

SALUS are also using the Hanlon Data Management System to facilitate the progression and referral of clients between services to support their reintegration into the labour market. Access to the Hanlon System provides caseworkers with information on a wide range of employability, housing and financial support services and the electronic referral of clients enables a seamless transition between health and other specialist providers. This enables SALUS to manage local partnership delivery and enhance client support services, whilst maintaining a centralised administrative and programme monitoring function at their Lanarkshire base, reducing overhead costs of premises, staffing and travel.
Newcastle Futures -
Use of the Hanlon Data Management System in Performance Management

Newcastle Futures Ltd works very closely with both Jobcentre Plus and Newcastle City Council and leads on the delivery of performance against targets, aimed at addressing worklessness and child poverty. Newcastle Futures carries out a performance monitoring role on behalf of the Council to ensure that as a partnership effective delivery is achieved for the benefit of the residents of Newcastle.

The employability partners, collectively known as Newcastle Futures Partnership, offer a diverse range of provision, which wraps around mainstream provision. Members of this partnership are committed to using the Hanlon System. Each organisation is performance managed on individual targets relating to their delivery and all performance contributes towards the shared targets, which are reported back to the funder eliminating the possibility of double counting. This approach represents a fundamental shift from a competitive system to a collaborative system where providers can work together for the benefit of customers and not compete for outputs; the use of Hanlon facilitates this approach.

In order to ensure the integrity of the data on the Hanlon System, Newcastle Futures have:

- Trained staff and partners and offer continuous support on use of the system
- Produced a Quality Management Framework which is embedded within the Partnership
- Hold regular Hanlon User Group meetings which offer support to users of the system, address concerns and problems as well as receiving and giving feedback to the Regional Hanlon Group which contributes towards the development of the system
- Produced a Hanlon User Guide and reporting Instructions
- Carry out regular integrity checks and provide Hanlon Data Integrity reports for project performance reviews
- Used Hanlon to increase security of customer data (off site data storage)

The data is used for Management Information in numerous ways both as a company and a Partnership, for example:

- Identifying engagement, training and employment trends in: customer profile, wards/areas
- Monthly performance management of targets
- Caseload Management
- Cross referrals within and outside of the Partnership
- Penetration rates
- Provide City Council with bespoke data
- Provide feedback to referral organisations on customer journey
Case Study - Cut Throat Industry

A young entrepreneur from North Shields is on her way to success, after exploring her self-employment idea with the help of The Business Factory, a one-stop shop for budding entrepreneurs based in Wallsend in North Tyneside. Having trained with trade professionals, Louise Gibson is hoping to bring the traditional art of Hot Towel Cut Throat Shaving and Threading to the hard working men and women of the North East through a mobile studio, which enables her to reach professionals at their place of work.

Lisa started her journey by working with her enterprise coach Jen Calvert to complete the “Attraction to Enterprise Questionnaire” on the Hanlon Data Management System. This was a really beneficial exercise for Lisa as it helped to explore her skills, hobbies and abilities and helped her coach find out where she is on her journey. Lisa will then complete a questionnaire at the end of her process and compare the results.

Sunderland City Council - Job Linkage Network

Established in 1996, the Job Linkage service in Sunderland has evolved as a very successful partnership between the local authority and the Voluntary and Community Sector (VCS) in the city.

The core service is delivered contractually by Sunderland North Community Business SNICB Centre operating out of a network of 13 neighbourhood-based delivery centres, situated within the communities of greatest need and comprises of three main functions: client engagement, IAG and employer engagement. A range of 14 additional partners from the public, private and voluntary sector are grant funded to deal with specific barriers or increase engagement of ‘hard to help’ client groups.

The centres are staffed by guidance officers qualified in IAG qualifications at either NVQ level 3 or 4 and staff across the entire network use the Hanlon Data Management System to record and track the client journey.

The use of the Hanlon System in Sunderland, has also been further expanded and embedded within the delivery of Sunderland’s Working Neighbourhood Strategy for both Employability and Enterprise support. Now used across 26 sites and by 150 users it has been crucial in providing support to enable the seamless referral of clients across both strands of provision and the recording of activities that lead to the robust measurement of outputs that underpin the success of the Strategy. This has assisted Job Linkage and other delivery partners to develop a client centred approach that ensures timely and appropriate access to services tailored to individual client needs.

‘Making Headway’ with Hanlon

John Riley is a Support Worker for Making Headway, an employment support project in South Tyneside, which is a partnership comprised of South Tyneside Council, Jobcentre Plus and the community and voluntary sector. Making Headway was established in South Tyneside in early 2009 and their key target groups are people on Incapacity Benefit, lone parents, black and minority ethnic groups and partners (of employed people).

John has been working for Making Headway since its establishment where he has become an established user of the Hanlon Data Management System. Having experienced other systems, John is able to compare and comment on the system: “Hanlon is quite easy to use, as the whole system is pretty simple. There are a handful of tasks that we regularly use on the system including, inputting information, managing caseloads and checking clients’ status”.

John has also been able to suggest improvements to the system, including the enhancement of the user experience by speeding up the facility to attach documents to client records and in conclusion, John says “Overall, the system is user friendly and is a good system.”
Gateshead Housing Employment
Link Project (HELP)

Gateshead Council’s Economic Development Service is working in partnership with The Gateshead Housing Company in line with the Tackling Worklessness Agenda on the Housing Employment Link Project (HELP), a project which uses engagement events to assist social housing tenants to tackle the multiple barriers they face, such as living in economically deprived communities, health issues, low motivation, 50 plus, lone parents or those with low or no qualifications.

The HELP Project offers information sessions to raise awareness of the employability support, access to financial assistance, pre-employment training, and one to one IAG support aimed at helping people with their journey into work.

As a result of this partnership, The Gateshead Housing Company (TGHC) now use the Hanlon Data Management System with all client contact recorded and shared between partners. This enables the project to measure impact and outcomes achieved, as well as enabling a seamless referral of individuals through the various support mechanisms available to them.

Participating in these events helps to turn people’s lives around with some residents having already benefited from one to one IAG sessions, pre employment training opportunities, financial assistance for training and supported into employment; all supported by the utilisation of the Hanlon System.

One such individual is Yin Myat Thu who first contacted the Economic Development Service in September 2008. After being granted leave to remain in the UK, Yin took the opportunity to attend Nexus Pre Employment Training and was successful in gaining a 6-month work placement as a Skills Development Trainee. Yin has accessed various support, all identified and recorded on the Hanlon System, to build her skills and seek financial assistance to address barriers to employment.

Yin’s placement at Nexus was extended to 12 months due to her attitude and quality of work, and she left with a glowing reference. In April 2010, she was informed about work placements at TGHC and was then referred to A4e for an employability course. Yin has subsequently been successful in finding full time employment with Nexus.
North East Volunteers (NEV) Case Study

The Regional Cultural Volunteering Programme was created in 2008 as an innovative employment support model. The programme harnesses volunteering as an opportunity for economically inactive people to build their confidence, learn new skills and gain valuable work experience. By basing a range of opportunities in the cultural sector – museums and social history, the arts, tourism, sports and music – the programme aims to appeal to clients who might never have considered volunteering before, or who have had limited success with mainstream employment support programmes.

In total there were 9 pilot programmes, which together offered a good regional spread across the North East of England. These Pilot programmes were:

- Go in for Culture (VODA)
- The Culture Retreat (Tees Valley Music Alliance)
- Ouseburn Valley Volunteers (Ouseburn Trust)
- Northumberland Cultural Volunteer Programme (Castle Morpeth Borough Council transferred to Northumberland County Council)
- Tees Valley Cultural Volunteering (Visit Tees Valley)
- Museums Live! (Killhope Lead Mining Museum/Durham County Council)
- Culture Works (Age Concern South Tyneside)
- Get With It Sports Volunteering (Gateshead Council)
- The Culture Track (North East Regional Museums Hub)

A Programme Coordination Unit provided by the Novas Scarman Group worked closely with Tyne and Wear City Region and Hanlon Software Solutions on the introduction, adoption and adaptation, to meet volunteering needs, of the Hanlon Data Management System as a tool for tracking volunteers’ progress.

Challenges over data protection were overcome with all the pilots recognising the benefits of using the system, including the application of a consistent monitoring and tracking tool across the pilot areas, as well as the data interrogation and reporting functions. These functions provided Novas Scarman with a mechanism for the collection and collation of data to report to the funder, as well as links through the referral module to signpost and refer volunteers into employability and skills support.

The Programme also enabled Tyne and Wear City Region to test and develop an area of the Hanlon System that enabled links between volunteering and employability support to be put in place for all future support.
Your Choice Project - Durham County Council WNF Programme

‘Your Choice’ is a Working Neighbourhoods Fund (WNF) supported project that involves a multi-organisational partnership (13 organisations) delivering a range of interventions, services and activities to support local residents in accessing and progressing in Volunteering, Further Education, Training and Employment.

The project is delivered by partners across 5 elements including community engagement, information, advice and guidance (IAG) and action planning, placing people first, business development, and mentoring.

The project uses the Hanlon Data Management System as a tracking and management information tool to support the participant from initial engagement through referrals to established local agencies and organisations to access elements of the provision, which meet the participant’s specific needs. This includes the allocation of a mentor to support their retention and progression, and additional support once employment is achieved for the employer and the individual through workplace mentoring.

All activities, actions plans, referrals and follow-ups are recorded on Hanlon, creating an extensive record of progression, which is only collected once and is accessible to the Mentor. Referrals can be monitored and progression followed and reported on by the referring organisation.

This also enables each new organisation that becomes involved in supporting the participant to access information on what action has already been undertaken with other delivery partners to avoid unnecessary duplication. The partnership leads also then have the facility to monitor and report on the Partnership as a whole and/or review the performance of each organisation separately.