

BOOST - 3 Year Plan Paper

Context

- Originating from the Welfare Reform Taskforce since 2015, as part of The Barnet Group, BOOST has provided financial resilience support to Barnet residents with employment as a key element of the approach. BOOST uses a place-based approach to reach residents who need it most, with offices located in Barnet's most deprived areas; Burnt Oak, Childs Hill and Grahame Park and further locations in Chipping Barnet, East Finchley, North Finchley. A full timeline of BOOST's journey is included as Appendix 2.
- In 2017 BOOST extended services to the entire borough by introducing an outreach model with a focus on meeting the needs of hard-to-reach communities who often don't see the benefits of mainstream information and support services and are at [risk of falling through the gaps](#). In 2020 the welfare reform taskforce team merged into BOOST as one team covering employment, financial and wellbeing support. The outreach model was then further developed in 2021/22 in [partnership with Citizens Advice](#) to offer more specialised support for complex cases.
- Boost team has adapted to meet the needs of a wider resident's group. When BOOST started the team comprised 2 Barnet Homes front of house staff, 4 DWP Jobcentre staff, 1 Barnet Council Youth Engagement worker and 2 Future Path Mental Health Progression Coaches. Now they work more closely with partners, have included outreach models, leveraged government contracts like JETS to bring on more team members and more recently, shifted focus to include cost of living and financial inclusion support.
- Making up a total of 40 team members, BOOST provides a service that supports residents from crisis to financial independence. This service includes face-to-face location and outreach financial, welfare and housing advice, financial crisis support, digital inclusion, CV and interview workshops, digital skills and upskilling as well as facilitating access to formal training and qualifications in higher education.
- BOOST service offering is unique in that it can provide instant income, through Barnet Council and central financial support mechanisms (such as Residents Support Fund, Discretionary Housing Payments and Household Support Fund), specialist advice for complex cases through partnerships with national bodies, such as Citizen Advice, identifying what benefits and welfare support is available, providing workshops and training to help build confidence through skills training and finding the right employment opportunities for that individual resulting in a sustainable and positive experience for the applicant and employer.
- BOOST supports not only job-ready Barnet residents but also rough sleepers, graduates, people with disabilities, and those furthest from the job market who often lack confidence or motivation as a consequence of wider economic, social and health inequalities.
- Everyone Boost works with is different, so they use a tailored, person-centred approach that helps clients to overcome barriers, build confidence and get ready for employment. This approach is especially important for residents in deprived areas who have often experienced trauma and need more personalised support. Case studies on this support can be access in Appendix 4.

Evidence of value

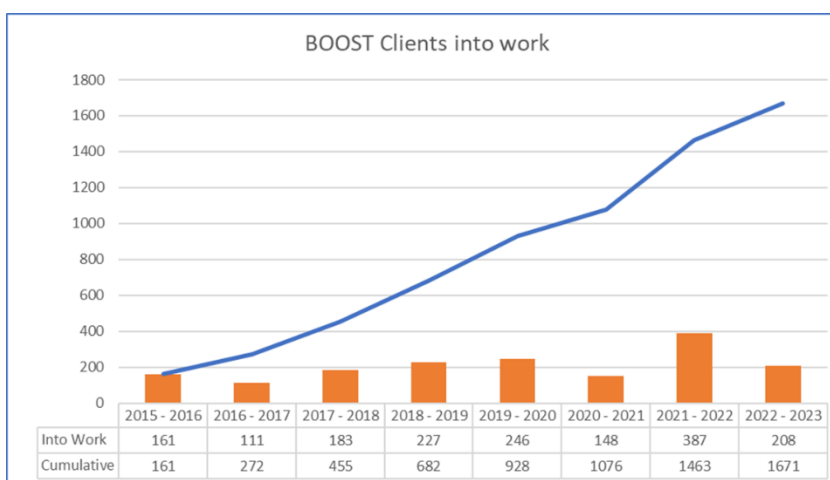
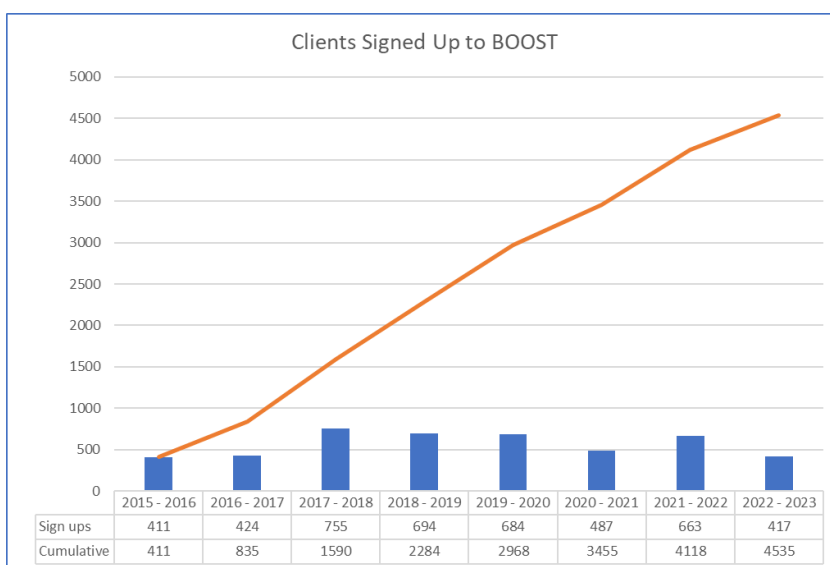
- Boost has maintained a consistent conversion rate (signed up clients/clients starting work) of above 33% as it has expanded its reach from a single ward to the whole borough. This rate compares favourably with similar organisations including Jobcentres.
- As outlined in their [Annual Report](#) in 2021/22 BOOST has:
 - Supported 387 residents into employment, with a total of 1,465 since 2015
 - Experienced year on year growth with a 58% growth of sign-ups and work placements from 2020/21 to 2021/22
 - 50+ local businesses approached us directly with their vacancies including schools, childcare providers, leisure centres and retailers
 - Assisted 3,300 residents with wellbeing and translation services
 - Supported 99 young people (16–24-year-olds), with 83 getting employment, 19 into education and 41 provided with training and workshops
 - Provided 300 hours of mentoring support to apprentices
- With emphasis on providing tailored support to more complex cases, BOOST has developed strong internal referral pathways with Barnet Homes, providing direct help to their tenants through interventions in targeted areas, such as Grahame Park Estate. This partnership ensures financial resilience not only for tenants, but for Barnet Homes. To date this relationship has provided targeted support to Barnet Homes tenants¹ with:
 - 28% of BOOST clients who went into work were Barnet Homes tenants
 - 156 attended training and workshops
 - 7 apprenticeships and 12 young people mentored into the Kickstarter scheme
 - Worked with 29 rough sleepers (Our 3-plan will provide more focused support to this group)
 - BOOST is a referral partner for Housing Options service and supports the team in homelessness prevention through work on Discretionary Housing payment claims
- In 2019 BOOST took over management of The Barnet Group Apprenticeship Programme. Since then, we have recruited 25 Apprentices and have placed 13 into employment;
 - Year 1 Cohort 20/21= 7 Apprenticeships, 5 into employment in the Barnet Group, 2 externally with contactors. 5 out of the 7 passed (1 with a distinction).
 - Year 2 Cohort 21/22= 9 Apprenticeships, currently 6 have been offered employment, 5 in the Barnet Group and 1 externally. 8 out of the 9 will pass.
 - Year 3 Cohort 22/23= Information available next financial year.
- Through partnerships BOOST has delivered skills and employment initiatives with a range of local and national organisations including, Middlesex University to deliver career fairs targeted at graduates. Microsoft to deliver advanced digital skill workshops and Second

¹ Note: These numbers include individuals who have identified to BOOST that they are a Barnet Homes tenant, the numbers could be more in the instances we have not collected this information.

Appendix P: BOOST 3 Year Plan

Chance to provide refurbished laptops free to residents in need as part of the digital inclusion programme;

- Job fairs or open days alongside partners, including Middlesex University which include 41 employers and 320 job seekers.
- In 2021/22 the digital inclusion programme has provided 408 refurbished laptops with 3,000 being donated to Barnet libraries
- 230 Barnet residents have received digital inclusion support over 6 months
- BOOST has seen year on year growth in resident sign-ups and support into work (with years of Covid19 lockdowns representing the only slow in growth period):



Why are we developing a 3-year plan

- The above points represent BOOST's ability to develop a strong service offering through attracting partnerships and funds. However, this presents challenges to developing a long-term vision for its operations. These challenges include;
 - Most of the grants for resources are based on 6–12-month employment contracts, which can provide uncertainty to our team members

- Grants are often specific to the need of the funder, which means that BOOST must identify grants that align with their current offering which can take extra time and resources
- Grants are usually provided based on the needs identified by the funder, which often means that BOOST service offerings are often reactive in response
- BOOST is uniquely positioned to capture hyper-local insights into the challenges Barnet residents experience, however, using this insight to evaluate and revise service offerings is limited in scope due to grants being tied to the objectives of the funding agreements.
- In line with our [Policy & Resources paper from 29 September](#), BOOST is currently working with the council and in partnership with Citizen Advice Barnet, on a number of immediate response Cost of Living measures including; Debt advice, income maximisation, welfare and benefit advice, housing, crisis support (including administering Household Support Fund and support with applications for Residents Support Fund), digital inclusion and working with public health networks to support wellbeing out residents.
- While BOOST's current service offering is crucial to supporting the immediate need of residents throughout the cost-of-living crisis, it is expected that economic challenges will go beyond winter with the Bank of England forecasting inflation rates not to return to normal for another 2 years, and Office of National Statistics highlighting slowdown in economic activity and low consumer confidence.
- As well challenging economic conditions there will be an ongoing need to reskill and upskill individuals as we transition into an increasingly digital way of working and work towards a green economy and ensuring residents from underrepresented groups are included in these transitions is important to providing opportunities and encouraging EDI objectives are met.
- Consequently, this is the time to invest in local services that keep Barnet financially resilient, encourage income maximisation for our residents and provide skills and training services to enable a financially independent life for our residents which works towards a financially resilient and sustainable Barnet.

Best Practice

- While developing this paper we conducted a review of best practice throughout other councils which included;
 - [Kirklees Council](#) developed a programme for Adult and Community Learning (ACL). With around 40 per cent of ACL learners have existing qualifications at level 2 or below, rising to 57 per cent on first step programmes, such as food hygiene. Kirklees aim to work with over 1,200 residents per year, achieving 1,343 enrolments in 2020/21, with a high proportion of learners from ethnic minority and deprived communities. During the year 42.9 per cent of learners were from an ethnic minority, over one quarter (25.5 per cent) had a disability and 54.3 per cent were resident in neighbourhoods that fell with the bottom 30 per cent of the Index of Multiple Deprivation.
 - [Essex Council](#) responded to employer demand for up-to-date training in electric vehicle maintenance, Essex County Council secured £100,000 from the first round of the UK Community Renewal Fund to establish a new electric vehicle (EV) centre at

Harlow College. Funding will allow the College to upskill 50 automotive technicians in the next two years, expand the curriculum to offer Institute of the Motor Industry training at level 2 and 3, update the knowledge of college tutors and engage with local employers. As a pilot, it is intended to encourage greater employer investment in green skills and provide evidence of the importance of training for business performance.

- [West Midlands Combined Authority Digital Bootcamps](#) is a response to the rapid growth of digital investment into the West Midlands is a major opportunity but has highlighted the shortage in job-ready skills. The Combined Authority has used £5 million of national funding to commission digital retraining bootcamps for adults, working with over 20 specialist training providers, such as Tech Talent. This has created a bridge into digital jobs for unemployed local residents and career changers. The pilot has supported over 1,500 learners to join bootcamp programmes, with over 65 per cent attaining positive outcomes.
- BOOST itself is an example of setting best practice by utilising a strong partnership network to deliver its unique offering. A full list of partnerships can be viewed in Appendix 3. By tailoring support to the individual need of the resident, various partners can be leveraged to deliver an end-to-end service that brings individuals and families from poverty to employed and financially independent. Case studies can be viewed in Appendix 4

Recommendations

1. Provide BOOST with funding over 3-year
 - this will align the service with the Council's Work and Skills plan 2022-2025
 - the impact of cost-of-living crisis in the borough could go into 2024 and needs a planned approach and support provision that is consistent and assured
 - work to build financially independent residents will cut across financial years
 - learning from pilot work, listening to residents and adapting to economic priorities will require longer term planning
 - Provides BOOST staff with assurance
 - stability will help to recruit staff
 - reduce financial administration
 - planning staff development and increase consistency
2. BOOST will work towards a phased approach with yearly reviews
 - Year 1 will set key performance indicators to track core delivery and impact
 - Create a focussed approach on hard-to-reach communities
 - Data will be used to show proportion of clients by cohort to explore disproportionality and review targets for years 2 and 3
 - Year two and three review process based on outcomes against year one KPIs
 - Achievement of targets will enable release of funding for future year
 - Phased approach allows review of service provision in line with Council's cost of living and transformation agendas

3. BOOST will focus on becoming a skills, training and employment support service which provide 'life skills' to help residents thrive
 - Aligning with Barnet Councils Work and Skills plan to identify the skills required to respond to large scale opportunities such as working in health or care or on the new sectors such as green skills
 - Access to low-cost laptops and broadband to enable people to get online and focus on key digital skills to unlock further training
 - Taking clients on focussed support to provide core skills as part of the BOOST offer
 - Digital skills
 - Managing money
 - Employability
 - Confidence and motivation
 - Self-care
 - Delivering training to others and supporting partners to build capacity in VCFS sector
 - Using the approach learned from working with Future Path and staff training to motivate and get residents in the right mindset to move into work
 - Creating generalised roles in the team to boost capacity
 - Using the whole team to support clients so they can manage financially and stay in their homes while seeking employment
 - Developing the BOOST shop at 184 Cricklewood Lane as a dedicated training venue
 - Sharing a suite of online courses for those that choose to use that approach
 - Using our new database to create direct event booking making services more efficient

4. Collaboration with transformation and corporate plan to develop a 'focused approach' on targeting our most vulnerable residents
 - Supporting change using BOOST's extensive one-stop-shop/hub experience
 - Identifying vulnerable residents in need of support and making referrals
 - Being a referral source for clients from other council services including those identified through targeted financial intervention work
 - Acting as trusted partner to help engagement with vulnerable residents and prepare them for change
 - Piloting initiatives from the transformation plan

5. Working with Barnet Homes to support homelessness prevention and tenancy sustainment
 - Working with clients to help them gain and maintain a community contribution bringing greater choice and priority under the Housing Allocation Scheme
 - Giving basic housing advice from community venues and provide a face-to-face presence for drop ins
 - Rough Sleeper Employment Support workers part of the team funded via Housing Options
 - Providing access to Citizens Advice on site
 - Co-locating Barnet Homes Income Collection Service staff to enable vulnerable residents to be supported on site

- Using Barnet Homes social value funding and contractor partners to support training and employment opportunities
 - Leading delivery of Barnet Homes Training and Employment programme
6. Focus on green and future skills to help reach sustainability goals
- Working to deliver corporate goals in particular alignment with Work and Skills Plan and Corporate Plan
 - Maintain joint working with Middlesex University and Barnet College
 - Deliver targeted courses on green skills
 - Deliver resilience through digital inclusion support
 - Brokering taster days and work experience from employers
 - Partnering with DWP jobcentre and Barnet College on work academies

Reason for recommendations

- BOOST is a valued and active partner member of the West London Alliance (WLA) for employment and skills and has been involved with funding bids (including the recent successful ESF funding bid), No Wrong Door project development, Mayors Academies, and shared apprenticeship programmes. BOOST is also the top performer of all the WLA boroughs in the ESF funded partnership. Without BOOST, Barnet has no employment and skills offer and would be unable to contribute productively to the WLA.
- The United Kingdom is likely to go into a recession. Without an employment and skills offer income maximisation for our residents will likely rely on benefits, welfare and financial support from funds like the Household Support Fund and Residents Support Fund. This would mean that the councils income maximisation strategies that support residents would rely solely on providing financial support rather than services that help residents become financially independent. This would further exacerbate local authority and central government finances as well as limit the income residents can make during a time when the economy will already be experiencing austerity as a response to economic recession.
- While we are seeing slight drops, inflation is at an all-time high and we are seeing a slowdown in the economy and an impending recession. This also means that the potential of job losses, specifically industries like food and hospitality which are dealing with the shock of higher energy and operational costs, could occur. In the latest Office of National Statistics [report](#) it was highlighted that these costs will be passed on to consumers as well as likely to result in job cuts. This could result in a competitive job market.
- This is especially important with regards to [supporting vulnerable](#), such as older residents, those lacking confidence to return to work after lockdown, single parents, ex-offenders, care leavers, rough sleepers and individuals with disabilities, who often bear a higher proportion of the burden during times of economic downturn and would benefit from more targeted and focused support, in line with BOOST's current service offering.
- We would either have to create an in-house employment and skills team with similar costs and the same or an increased commitment to maintain staff. Alternatively, we could commission an external provider, however, we would be unlikely to be able to do so without

the same level of assured funding that we are now seeking for BOOST. (IE – No external provider will provide the service without guaranteed payment to a pre-agreed schedule).

- BOOST is currently in a strong position to provide this service, however a consistent funding stream that is set alongside a 3-year plan would provide certainty to team members and partners and allow BOOST to focus its resources on supporting residents and develop a long-term plan that sets out its vision of; **Supporting residents to be financially independent, reach their full potential and contribute to a financially resilient and thriving Barnet.**
- A 3-year business plan and consistent funding would also provide an opportunity for BOOST to align to Barnet Council’s longer-term sustainability and transformation goals as well position the borough as an attractive place for businesses to establish themselves by benefitting from a diverse talent pool that meets the need of future [skills gap](#) such as; foreign language skills, advanced digital skills, green and sustainability skills.
- The Green Economy is a growth sector, which has been identified in the Work, Skills and Productivity Action Plan as a priority sector for employment of Barnet residents. In addition, by supporting more residents into ‘clean’ or ‘green’ industries we actively support the boroughs Sustainability Strategy and journey towards Net Zero.

Alternative options considered and not recommended

Do nothing – given the cost-of-living crisis and potential of economic recession this option is not recommended

Funding / financial

Year 1 funding proposed £674,722 covers Core team - financial inclusion (benefits advice, household support) - employment, training and administration Based on previous year plus 12% inflationary uplift

- **Core outcomes for this funding**

Outcome Measure	Year One	Over Three Years
All new clients signed up	800	2,400
All clients into work	350	1,000
% clients in work after three months	80%	80%
Attendees at training and skills programmes	1,000	5,000
Attendees at Job Fairs and meet the employer events	1,000	4,000
Clients attending Taster Days (opportunities to spend a day in a workplace)	24	200
Work experience placements (longer period of placement - specific career interests)	12	100
Digital Champions recruited	30	90
Digital Skills sessions attendance	500	1800
Refurbished laptops loaned out	120	360
Microsoft Workshops	50	220
Welfare Benefit Adviser appointments and drop-in support	4,000	15,000
Direct Homeless Preventions	45	150
Barnet Homes Tenants		

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	Signed up	200	600
	Into Work	100	300
Grahame Park residents			
	Signed up	150	500
	Into work	50	200

Attachments / support documents

1. Timeline of BOOST
2. Service mapping idea – The BOOST Journey
3. Partnerships mapping
4. Case studies: success stories
5. [Annual-Report-boost-2022_compressed-1.pdf \(boostbarnet.org\)](#)

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Council Lead Contact Details

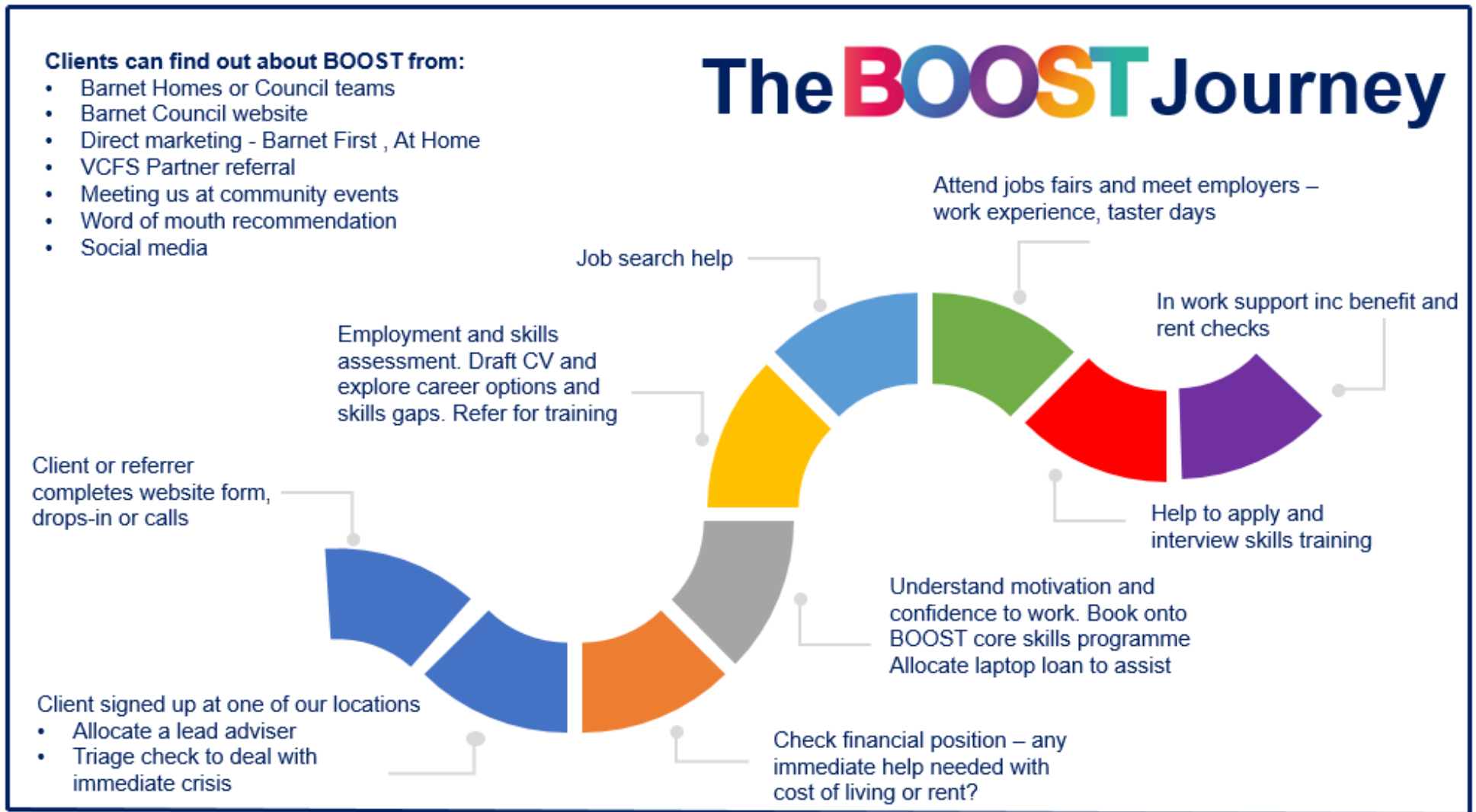
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Appendix 1 – BOOST Timeline

	2015	2016	2017	2018	2019	2020	2021	2022
Highlights	Launch of BOOST Burnt Oak in May	Visits to BOOST from national policy makers to share learning	End of BOOST Burnt Oak pilot – targets met	BOOST Burnt Oak and Childs Hill teams join and offer single borough wide service	BOOST begin outreach at South Friem library	COVID lockdown drives services online. www.boostbarnet.org website created	Digital Inclusion Coordinator recruited	Financial Inclusion team set up in BOOST
	Services offered include job centre staff	Taskforce work with DWP on support plans for UC roll out	Launch of BOOST Childs Hill	Outreach at Probation service	Begin Make it Click online training courses	BOOST and Taskforce combine to one service	Recruitment partnership with NHS. Work with Public Health and Future Path to develop Sort Your Life Out training	Agree to co-fund CAB Adviser with NHG
	Target set to engage 1,000 and get 250 into employment	Ongoing borough wide benefit cap support through multi agency Taskforce	Opening of BOOST one stop shop at 184 Cricklewood Lane	Morgan Sindall refurbish 184 through social value and venue becomes online training centre	Arrange informal outreach from CAB in Burnt Oak	Take on Barnet Group Apprenticeship programme	Set up Make it Happen on Grahame Park with CCT and NHG	Weekly meet the Care employer sessions set up. Recruitment event held for Street Scene
	Ongoing borough wide benefit cap support through multi agency Taskforce	Taskforce join the Domestic Violence One Stop Shop	Universal Credit rolls out in Barnet	Welfare Benefit Adviser Liaison group set up	BOOST service integrated into Rough Sleeper support programme	Work with Ingeus to bring Restart programme into Burnt Oak pending Colindale move	Community Innovation Funding to co-locate CAB in BOOST	BOOST run Jobs Fair at Middlesex University - 249 people attended and 26 employers have stands
External Funding	Working People Working Places pilot funding via West London Alliance	Work to generate ESF funding via London Councils for future BOOST match funding	Taskforce win DWP contract for UC personal budgeting support and help to claim.	UC personal budgeting and help to claim contract extends into second year	Win Clarion Futures contract to deliver Digital Champions training	Win contract with The Shaw Trust to deliver JETS support for Barnet	Win contract with WLA to deliver ESF employment support project	Win funding to recruit Ukrainian Employment Support worker
Awards	BOOST win DWP Efficiency Award	BOOST win Team of the Year Award	Lawrence wins Manager of the Year award	Michelle wins Good Neighbour Award BOOST win People Values award	First BOOST Partner Awards ceremony held	Nominated for Municipal Journal award	BOOST win Shaw Trust JETS delivery awards	BOOST Shortlisted for ERSAs Team of the Year Award
Outcomes	411 signed up	424 signed up	755 signed up	694 signed up	684 signed up	487 signed up	663 signed up	417 signed up
	161 into work	111 into work	183 into work	227 into work	246 into work	148 into work	387 into work	208 into work
Partners	Barnet Homes; BEETS; DWP JCP; Future Path; Love Burnt Oak; Capita Housing Benefit; Barnet College; Learning & Work Institute	Twining Enterprise; Christians Against Poverty; Public Health England; Childrens Centres; Community Barnet	Farsophone; Volunteering Barnet; Barnet Refugee Service; Hope of Childs Hill; Debt Free London/Toynbee Hall	Colindale Foodbank; Rainbow Money Advice; RSLs; Prevention and Wellbeing Team; Probation; Onwards & Upwards hub	Unite; Online Centres; Inclusion Barnet; Work and Health Programme; School Admissions Team; UNITAS; Brunel University	Restart; Westminster Drugs Project; Social Prescribing Link Workers; Barnet Together Alliance; Live Unlimited	Second Chance; NHS Royal Free; Clitterhouse Farm Project; Barnet Mencap; Age UK Barnet; Childs Hill Foodbank; Grange Big Local	Council Recruitment Team; Street Scene; World Jewish Relief; Change Grow Live; Chipping Barnet foodbank; Hope Corner



Appendix 3 – BOOST Strategic Partners

BOOST Strategic Partnerships

Employment & Skills	Financial & Housing	Wellbeing & Community
Barnet & Southgate College	Barnet Debt Centre	2econd Chance
Barnet Council Recruitment Team	Barnet Homes Housing Options	Age UK Barnet
BELS	Barnet Homes Income Collection	Art Against Knives
Blue 9	Brunel University	Barnet Council Community Safety
Blue Sky	Barnet Council Revenues and	Barnet Council Prevention and
Brent Cross	Benefits Service	Wellbeing Team
Bridging the Gap	Childs Hill Foodbank	Barnet Homes Community
Clarion Futures	Chipping Barnet Foodbank	Engagement Team
Digital Unite	Christians Against Poverty	Barnet Libraries
Drive Forward	Citizens Advice	Barnet Mencap
DWP Jobcentre plus	Colindale Foodbank	Barnet Refugee Service
Employment Related Services	CPAG	Barnet Together Alliance
Association	Debt Free London	Big Dog Little Dog
First Rung	Domestic Abuse One Stop Shop	Change Grow Live
Future Path CIC	Get Online at Home	Childrens Centres/0-19 Hubs
Good Things Foundation	Green Doctors	Clitterhouse Farm Project
Ingeus Restart	Housing Associations	Colindale Communities Trust
Institute of Employability	London Capital Credit Union	Community Barnet
Professionals	Outreach Barnet	Community Fibre
Langdon College	Paperweight	Farsophone
LBL Skills	Rainbow Money Advice	GLL
Learning & Work Institute	Rightsnet	Grange Big Local
Learn Plus Us	Salvation Army	Hendon School
LOTI	School Admissions Team	Hope Corner
Middlesex University	Shelter	Hope of Childs Hill
NHS Royal Free	SHINE	Inclusion Barnet
Notting Hill Genesis	Step Change	Live Unlimited
Onwards & Upwards	Welfare Benefit Adviser Liaison	Love Burnt Oak
Probation & IOM	Group	MIND
Rebel Business School		MVTH
Shaw Trust		Public Health England
Street Scene		QE Girls School
Twining Enterprise		Social Prescribing Link Workers
West London Alliance		Stonegrove Community Trust
Work and Health Programme		The Friendly Place
World Jewish Relief		The Network
		UNITAS
		Volunteering Barnet
		Wellbeing Hub
		Westminster Drugs Project
		Young Barnet Foundation
		Your Choice Barnet

Appendix 4 – BOOST Case Studies

BOOST Case Studies

Ms A. has been trying to find help, any help, for the past 3 months without any luck, she called me over 3 weeks ago crying and asking for help. I have booked an appointment to see her in the Library and started to work with her.

Ms A was a domestic abuse victim for almost 2 years. It took all her courage to leave her abusive partner, who used physical, psychological and financial abuse and isolated her from her friends and family. She tried several times to leave him, but he tracked her every move, taking her by force, even in day light. Even now, when Ms A. is in a safe place, going out to a local shop is an anxious experience for her.

I have contacted Solace Women's Aid and Barnet Council who put us in contact with the Asian Women's Trust. A day later, they organised a safe place for her, and I along with my colleague from Boost worked with her on her CV and applied for Universal Credit. Within one week she started working in a Bakery.

Now Ms A is staying in Temporary Accommodation supported by Asian Women's Trust but as soon as she will be awarded Universal Credit, we will assist her with moving to private accommodation.

Ms A is so grateful for what we have done for her and she said:

'I want to grow as a person, study, apply for an apprenticeship, I want a good future for myself. I am only 20 years old. My whole life is ahead of me.'

I would like to share a journey of one of our long-standing clients who has been supported by the Boost Team for over 5 years.

When she first approached our services, we assisted her with benefit application and employment. Getting employment opened up the world to her. She was able to afford things that previously been unobtainable to her, improved her mental health considering that she has lost her mum at a young age and been previously in care.

Being a vulnerable client Miss B was left without heating and hot water for 3.5 years which left her no choice but not to pay heating and hot water charges. This escalated to arrears of over £900 at the time when she was not only 29 weeks pregnant but also anorexic.

For her to move to more suitable accommodation before the baby was born, she had to pay the outstanding charges before anything else could be done.

As her case was not qualified for DHP application the only option for her to be able to move forward and get herself in the best possible position being a single mum was accessing the Household Support Fund which she had no idea about until we had informed her.

After providing all documents/evidence needed, her application was successful, and she was awarded HSF which in turn meant that Miss B could move to a more suitable property.

This meant that our client was able to go in the hospital and have her planned caesarean and brought her baby home where she can now move forward as a single working mum, with the stability of a roof of their heads and a much more suitable property for them both to be and live much happier lives

MH is a very talented professional, who is a 3D visualiser. He also suffers from depression and had been out of work for some time. I engaged with M to see how I could support him into finding the right opportunity, as he was struggling to find work in his sector. I also supported him with his mental health and wellbeing. After a couple sessions, he decided that he would concentrate on his family's business.

I knew that he still needed support and called him to check on him from time to time I also mentioned the fact that BOOST was organising a job fair at Middlesex University and that he should attend. Upon my advice, M went to the job fair and spoke with someone from Galldris. He brought his CV with him. About a week later, he got called in for an interview for the role of Building Modelling Information Technician. He passed the interview and started work straight away, at first on a three-week trial, and has now got a contract upon which he will get a permanent position at the end of his 6-month trial period. He started work in September.

On Friday 04th of November I received flowers and a card that said "Thank you for never giving up on me "M expressed his deep gratitude and explained that had it not been for my support, he would not be here today. ~ You literally saved my life" he told me. I explained to M that I was there to offer him support, but not just employment support. Holistic support, that considers all aspects, such as spiritual, wellbeing, mental health etc. He replied again~ you don't know how you have saved my life". I felt very humbled by his comments. And thanked him. I told him that I am always here if he needs any further help from me in the future and not to hesitate to contact me if he ever needs to. M thanked me again and said ~ I really must thank you. You have really helped me when I needed it the most". And stated that he would be in touch if need be.

This is a perfect example of how we at BOOST make a difference to people's lives, every day, people who are going through real struggles, whether emotional, socio-economic, financial etc. We are there from the beginning to the end, whenever they go through a crisis in their lives etc. and we help them overcome the daily challenges they face by supporting them with not only employment, benefits, training, but genuine care.

I met the Boost team a couple of years ago when I felt the lowest in my life. I had no family that lived nearby, and both my parents had passed away. I was a young single mum with two small children and one of which was special needs. (Autistic) I was on DSS and struggling to make ends meet on a budget. had many challenges to overcome in the years ahead, like falling behind with my rent to, struggling to pay the community tax.

Sorting out my son's special needs benefits to getting help finding work or getting on a course to better my employment prospects. Boost has been my lifeline, when all else has failed. (Help and support from Barnet carers centre or family and friends.) When I have turned to Boost, they have given me advise over the phone or written letters on my behalf. I can't thank them enough for all their hard work, but most of all their support and caring commitment on a day-to-day basis for

the last five years. Their doors are always open, and they are always willing to help and if they can't they make sure they find someone that can.

They have brought me hope in my darkest days (when I thought I might lose my home) and delivered their services into the heart of the burnt oak community where it was needed the most making a big difference to vulnerable people who were and still are in trouble with their rent, community tax or debt. They should be given a bigger budget to carry on their support and help in the heart of the burnt oak community where it really does make such a big difference to people's lives especially now more than ever with this pandemic. People are suffering so much more hardship though losing their jobs. I could have lost my home a couple of times, but Boost supported me when I needed them the most. Now my children are grown up and we are all working. We all are key workers at this present time. We all are saving together to buy our home and give ourselves a better future. Thank you very much Boost. I could not have done it without you in my corner.

Ms K

When I first came to Boost I didn't think I could work and wasn't even sure I wanted to as I suffered major health difficulties which made me think I couldn't work, but after speaking to Kemi (my workcoach) she advised that I shouldn't focus on what I couldn't do but should start thinking of what I can do. Kemi discussed volunteering to gain insight into the world of work, as I have not had a job since I was 18years old, now as a 44 years old woman living with disabilities, it was very difficult secure a job as I do not have any recent experience. Boost gave me 2 weeks volunteering opportunities in January 2017.

3 months on, I am still enjoying volunteering helping local residents with their queries. I now believe in myself and I have started considering work, I have applied to various admin jobs and waiting to hear.

Fortunately, a position came up within the Boost Team and I applied. Lawrence and kemi gave me interview tips and I was able to secure 17hours a week's job and I will be starting work next week.

I am happy with the support, confidence and opportunity that Boost has given me as no other employer would have just by looking at me. I am happy that I will be working after a very long time and I can set a good example for my children. I now know that with the right mind-set irrespective of your physical disability one can achieve good things.

Ms D who lives in our catchment area but works as a cleaner in south London, she travels over an hour to and fro work. She came to Boost with two major issues hoping to get support. She needed help finding a job locally and to get help me her daughter who is mentally ill, and has stopped taking her medications and threatening to kill herself.

With the mother's support and permission, we made contact with daughter's social worker and we were informed that she had refused social services support. We rang the daughter and invited her to attend boost to discuss available support at the interview we arranged an appointment for her social worker to visit her and she honoured the appointment the social worker and we continue to liaise with the client and social worker to get progress.

Boost also helped s D (the mother) create her CV, applied to Sainsbury and Morrison's for retail assistant job as she was tired of cleaning jobs, she got through to interview stage and Boost carried out mock interviews to support her. Ms D offered a Job in Morrison and has since started.

Unfortunately the mother contacted us again that the daughter had a relapse that she had stopped her medication and refusing to see or speak to anyone, Our adviser also made several calls but she refused to pick up. We then advise the mother to call 911, the daughter was then sectioned at Dennis Scott Unit in Edgware hospital, and she was there for over 2months and our adviser visited her on several occasions.

When she was discharged, she came to Boost looking well and a Work focused interview was carried out, she expressed an interest in going to college and she was referred to Barnet College for IT course.

Appendix 5

3 Year Plan

Year	Activity	Detail	Funding
Year 1	Deliver core purpose	Agreed KPIs and targets to support Work and Skills Plan	Core Funding
	Service and Staff		
	Implement Lamplight/process review	Implementation of the new BOOST database and associated review of team work processes. Will give better evidence data for informing decision making and create consistency of service as demand increases	Core Funding
	End of contracts JETS/ESF	Embed lessons learned from providing these government contracts Take seconded staff back into BOOST Work with remaining staff to seek follow on roles elsewhere	Core Funding
	Review resident involvement approach	Working alongside RX project and Community Engagement Strategy carry out a review of the impact and influence of residents in service design and delivery	Core Funding
	Financial Inclusion		
	Understand changing context of Cost-of-Living impact	Support Council work groups Develop new services/partnerships	Core Funding
	Digital Inclusion inc strengthened support for Health & CoL	Develop recycled laptops and digital skills provision across borough Implement free fibre broadband offers from Community Fibre Manage National Databank Work with Community Fibre on new digital champion volunteer programme	Jointly funded from RX Project, Community Fibre Social Value and BOOST

	Continue existing CAB Outreach Role	Review effectiveness and seek to renew funding for CAB outreach role in BOOST and Make it Happen Hub which ends in September 2023	Joint funding Core Budget Notting Hill Genesis Community Innovation
	Debt Intervention Coordinator pilot	A 12 month post funded by Prevention Fund this role will map existing debt support in Barnet, create a partner network and set up referral pathways for early intervention working with Revs and Bens service and Citizens Advice	Prevention Fund
	Money Champion volunteers	Work with Volunteering Barnet to recruit and place a network of Money Champions to run budgeting, advice sessions in libraries and community venues	Core Funding
	Hub Working		
	Support Transformation Agenda	Integrate with Income Maximisation Team Outreach and support for Hubs/Front Door approach Ensure vulnerable residents have services through BOOST	Core Funding
	Make it Happen Hub	Extend service offer on Grahame Park – employment and training, digital skills and benefits advice Joint work with Notting Hill Genesis and partners to make hub effective	Core Funding and
	Create a dedicated outreach team approach	Use existing staff to test a more dedicated approach to create consistency and ensure capacity. Working on promotion of services to partners, attending events. Develop timetable and plan for extending BOOST offer to other venues Develop the BOOST e-learning module for partners and staff with Prevention and Wellbeing Team – Prevention Fund	Core Funding

	Develop BOOST shop at 184 Cricklewood Lane into a training venue	Convert from office to face to face training hub and webinar studio to facilitate online learning Relocate staff to Burnt Oak library or Outreach team Develop refurb plan and work with Social Value for funding	Core Funding and Barnet Homes social value
	Employment Support		
	Targeted Cohort support	Using Lamplight and process reviews to identify and create specialist support for harder to help groups – ex offenders, rough sleepers etc Fast track clients with low needs and Lamplight to RAG rate clients to ensure appropriate levels of support/partner referrals Employ Disability Employment Coordinator	Core Funding
	Disability Employment Coordinator pilot	A 12 month post funded jointly by Prevention Fund and Your Choice Barnet this role will build a network of partners, engage with employers to create vacancies and raise awareness and carry a caseload of clients looking for work	Prevention Funding
	Employment pipeline into LBB and TBG	Build on joint work with Street Scene and Adult Social Care to grow BOOST as a first port of call for entry level and community based recruitment	Core Funding
	Development of Ukrainian refugee support programme	Build on existing externally funded programme – contract ends August 2023, seek alternatives if cannot renew arrangement with current funder	Funded from World Jewish Relief
	Run Barnet Group Apprentice Programme	Extending into trades apprentices and green skills apprentices Develop managers capability to support/coach apprentices	Barnet Group funded
Year 2	Deliver core purpose	Agreed KPIs and targets to support Work and Skills Plan	Core Funding
	Service and Staff		
	Review effectiveness Year 1	Review how well the team have delivered using KPI performance and through engagement with Employment and Skills Board Set priorities and targets for the service	Core Funding

	Formal staffing qualifications	Develop Level 2 and 3 Employability Professionals Seek accreditation for team	Core Funding
	Financial Inclusion		
	Understand changing context of Cost-of-Living crisis	Review effectiveness of Year 1 delivery Involve partners in design of new services	Core Funding
	Hub Working		
	Implement Outreach Team	Used findings from Year 1 to consider formalising this arrangement Consider separate budget for venue/marketing and staffing if required	Core Funding + Growth Funding
	Support Transformation Agenda	Build on work from Year 1 and the cohort work to support vulnerable residents Use BOOST staff to train colleagues in person centred service approach	Core Funding
	Employment		
	Grow Apprentice/Entry Level jobs programme for local people	Running apprentice programme/entry level job support package for both Group and Barnet Council	Core Funding Barnet Group funded
	Employment pipeline into LBB and TBG	Set up BOOST as recruitment partner for Council and Barnet Group Client training and screening service Link with apprentices and create consistent pipeline into employment for local people	Core Funding Business case for growth funding
	Embed pilot roles – Debt and Disability	Make roles mainstream if funding available	Business case for growth funding
Year 3	Deliver core purpose	Agreed KPIs and targets to support Work and Skills Plan	Core Funding
	Service and Staff		
	Seek external funding	Develop impact tracking and measure cost benefit Seek sources of outside funding eg Shared Prosperity Fund	Core Funding

	Seek growth opportunities	Income generation for BOOST services to supplement funding	Core Funding
	In House Training Service	BOOST staff to deliver core training for colleagues on person centred approach to services	Core Funding
	Formal staffing qualifications	Continuation of staff development	Core Funding
	New Burnt Oak base	Potential project to close existing library and move to new premises	Core Funding