

ISUS Contract Meeting

Minutes of Meeting

DOCUMENT 2

Date: 18th August 2010

Time: 2.00pm

Venue: wirralbiz Centre

Present:

[REDACTED]

Wirral BC

[REDACTED]

Wirral BC

Linda Turnbull (LT)

Wirral BC

Enterprise Solutions (NW) Ltd

Mike Raworth (MR)

Enterprise Solutions (NW) Ltd

[REDACTED]

A4E

Heading	Notes	Action By
1. Apologies	None	
2. Minutes of last meeting	<p>These were agreed.</p> <p>LT will send the updated Adviser list to DF by 20th August.</p> <p>LT will forward contact names for DWP case studies to [REDACTED] by 20th August.</p> <p>[REDACTED] advised the meeting that there was no further information concerning the NWDA funding for 2010/11. Consequently conversion rate payments remain the same being based on last year's budget.</p>	<p>LT</p> <p>LT</p>
3. 2010/11 starts	<p>[REDACTED] reported that 45 starts were achieved in July although there is an issue with the Intensive Support stage for two reasons:</p> <ul style="list-style-type: none"> a) whether or not advisers were spending the required three hours in one-to-one sessions before the client is signed off and b) the business start date declaration needs to be signed and dated after the actual date of trading and therefore after the final adviser session. <p>As a result payment for 23 clients at this stage was withheld which DB pointed out has financial implications for both ES and WBC and the matter needed resolving urgently to ensure future paperwork is completed correctly and potential financial difficulties avoided.</p> <p>[REDACTED] stated that there must be at least</p>	

three hours one-to-one intervention up to the business planning completion stage and that A4E felt that the written reports of one adviser in particular did not reflect that this time had been spent with each client.

All June and July files have been inspected by A4E who have now agreed that for those two months evidence that a client has attended the wirralbiz training or a copy of the Adviser's dairy sheet will be accepted to support the written Adviser evidence for the one-to one sessions.

suggested that a letter from the client confirming they had received at least three hours support could also support this evidence if necessary.

will confirm that this is acceptable.

LT asked if the August starts could be dealt with in the same way as the advisers had been unaware of these two issues until now and it was agreed by that this was acceptable.

LT stated that it was unreasonable to ask a client to call into wirralbiz again so soon after completing the business plan sign off stage to sign yet another form declaring their start date and they would need to find a way to not inconvenience the client but satisfy the ISUS process.

will go through all August paperwork before it is scanned onto CRM and LT and receive further training on the paperwork from A4E in the near future.

advised the meeting that due to the financial constraints whilst NWDA confirmed their budget for 2010/11 there could only be a further 19 Regional starts for the second quarter although local starts would not be affected as WBC had sufficient funding regardless of the NWDA position. Therefore had been through all the starts for August and agreed the local/regional split which will actually result in the Regional target for the first two

	<p>quarters being achieved in August.</p> <p>LT advised that there would be around 26 starts in August. [redacted] reminded ES that there is also a target of 30 post start support for this quarter.</p>	DOCUMENT 2 LT
4. DWP programme	<p>The DWP forms were changed a few months ago but LT has some clients where the old forms have been used. She asked if these clients could be claimed on those forms and [redacted] will check this and let LT know.</p>	[redacted]
5. Reviews	<p>[redacted] asked if three and six month reviews were up to date and entered onto the CRM. LT will check with [redacted]</p>	LT
6. Post start support	<p>[redacted] asked [redacted] if she could show [redacted] how to deal with post start support on the CRM which she agreed to do before she left that day.</p>	
7. Audit report	<p>[redacted] advised that the final report was due to be signed off by 31st August and would then be circulated.</p>	
8. AOB	<p>[redacted] advised that the customer satisfaction surveys are still ongoing and that wirralbiz continues to achieve a higher than average rating.</p> <p>[redacted] stated that ES were having difficulty with Prowess accreditation which has been ongoing since October last year. There have been exchanges of e-mails between ES and Prowess but no success in actually achieving a result due to various reasons all of which have been out of ES's control. [redacted] will contact Prowess.</p>	<p><i>Spede Tracy</i> <i>proceeds 5.1</i></p>
9. Date of next meeting	<p>Tuesday 28th September at 2.00pm. [redacted] gave his apologies.</p>	ALL

[redacted]
3rd September 2010

