

## Background

- Hanlon solution successfully implemented throughout the UK over a number of years
- Work with partners to develop and improve
- Expanded from Newcastle Workfinder programme and adopted by Tyne and Wear City Region Strategy
- Standalone occurrences in Middlesbrough, Redcar and Hartlepool
- Data files being amalgamated to create a Tees Valley system
- Sites set up for Stockton and Darlington

## Objectives

- Single client record
- Providers collaborating to achieve client outcomes
- Work with clients with a range of issues and aspirations
- Measure client progression
- Standardise reporting across the region
- Connect clients, businesses and service providers
- Caseload management

## Common Data Framework

- Users arranged into organisations, divisions and sites
- Agree a common set of data, including client profiles and activities (interventions)
- Manage availability of the data set at each site
- Registration wizard allows each site to design their own forms so they only collect relevant data
- Report by organisation, division, site and case worker or across the entire database

# Client Profiles

You can define attributes for a profile item and then associate with clients

- Yes / No
- Date from / to e.g. certificates
- Value e.g. benefit received
- Value e.g. health indicator
- Questionnaire resulting in a rating eg Enterprise Journey
- Text

## Benefits

JSA  
80.00

## Certificates

Construction Card (CSCS)  
Yes  
01/01/2009 31/12/2009

## Client Journey

Confidence  
 Motivation  
 Opportunity  
 Skills

## Employment Status

Returner To Labour Market

## Health & Social Issues

Alcohol/Substance Misuse  
Learning Disability  
 PHQ9

7.00  
08/02/2010

## Support Measure

Counselling  
Travel Support

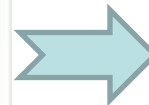
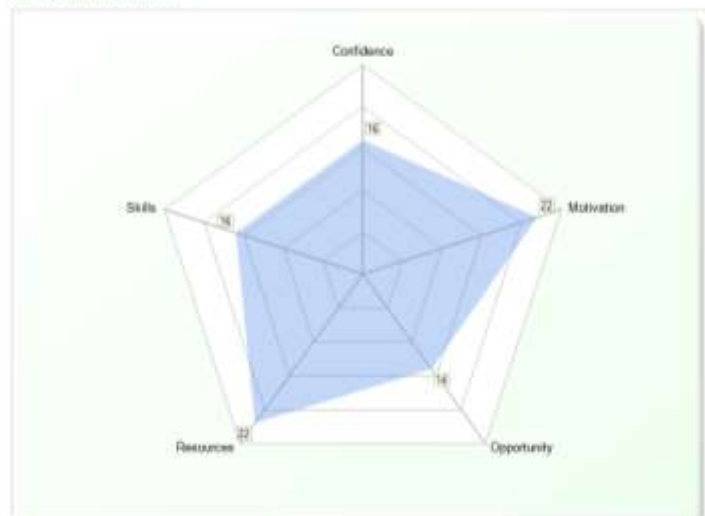
## Transport

Driving Licence Held?

# Snapshots and Progression

When a client's profile changes a snapshot of the data is taken automatically

Startup Readiness Chart



Ref: Ada36

Summary		Detail		Profile		Action	
Profile	Employment	Attributes	Soft Outcomes	Trend Analysis	Work Areas		
Questionnaires				Startup Readiness			

Trend Analysis Chart



## **Tyne and Wear CRS**

- Works across all local authority areas from Northumberland to Durham
- Data file of over 100,000 customers
- Over 160 service providers (600+ users) tracking interventions with customers, sharing data and referring to appropriate provision
- Reports available at all levels within the system

## **Tyne and Wear (continued)**

- Programmes include:
  - Employability
  - Enterprise journey
  - Business support
  - Volunteering
  - Health initiatives related to employability
  - Education
  - Housing

## Hanlon Portal

- Connect clients, users, businesses and providers
- Client, business and provider self registration
- Profiling
- Provider search
- Google maps
- Targeted recruitment
- Broadcast training and job opportunities

Search for a Provider

Details Notes

**Blue Sky Skills Limited**

High Street, Beeston, Nottingham NG1 2 BB  
 t: (246) 546-6378  
 e:  
 w:

Provider	Address
<a href="#">1 Blue Sky Skills Limited</a>	High Street, Beeston, Nottingham NG1 2 BB
<a href="#">2 Capital One</a>	12 Station Street, Nottingham NG5 1 LZ
<a href="#">3 Argos Support</a>	Test Lane, Market Square, Nottingham NG1 6 AA
<a href="#">4 Hanlon Training</a>	Rodney House, Castle Gate, Nottingham NG1 3 AW
<a href="#">5 Liverpool Employability</a>	34 Warren Hill Avenue, Croxteth, Liverpool L12 6 HY

Search by business name..

Search by town..

Looking for a provider that offers a specific service? Expand the tree below and tick items that you are interested in. Click the search button above to filter your results.

- Services
  - Employment services
    - CV development
    - Psychometric testing
    - Help looking for work
    - Job mentoring
    - Job vacancies

Hanlon  
software solutions



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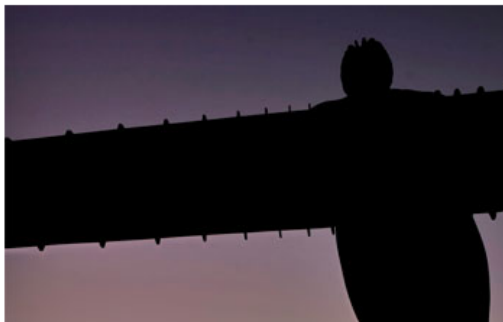
Log in:   

Looking for services? Search here!

Are you a service provider? Sign up here!

Are you an Awarding Body? Sign up here!

Want help finding work or training? Sign up here!



## Welcome *to the Enterprise Hanlon Portal*

**The City Region Employment and Skills Board is a strategic and delivery partnership, bringing together employers, local and national government agencies, and the voluntary and community sectors, to tackle worklessness, improve employability and encourage enterprise in our City Region.**

Providers in the region use the Hanlon data management system to share information on clients so that they can work together to meet the needs and aspirations of their customers.

The portal is the first point of entry to this system. It enables practitioners to log on and also provides search and registration options to customers, providers and businesses.

Practitioners have a secure username and password to enter the system. Their user profile manages which elements of the system they can access. The system enables

client information to be shared 'safely' between partners. This ensures that only one record is created for each client and practitioners update this record with their latest interventions and outcomes.

The logo features the words "Lees Valley" in a green, italicized sans-serif font. A blue swoosh underline starts under the 'L' and ends under the 'y'.

*Lees Valley*

*unlimited*