

MAYOR OF LONDON

Skills for Londoners Community Outreach 2026-29

Delivery Handbook (Draft)

April 2026

This document sets out the delivery guidance that applies to organisations awarded grant funding to deliver projects funded by the Mayor's Skills for Londoners Community Outreach 2026-2029

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The Skills for Londoners Community Outreach 2026-2029

Background

The Mayor is responsible for the majority of adult skills in London through different programmes, however, many Londoners have a limited awareness of the adult skills and employment support opportunities available to them.

Evidence shows that community groups and local organisations are highly valued and trusted by the Londoners and neighbourhoods they work with, and, as such, can be more effective at reaching people and connecting them to opportunities. Therefore, the Mayor is committed to delivering a long-term engagement and community outreach programme for adult education in London, as set out in the Skills Roadmap for London published in 2022.

On 23rd October 2025, the Mayor and London Councils launched the [Inclusive Talent Strategy \(ITS\)](#). In the ITS the Mayor committed to three new areas of action for talent in London: putting employers at the centre of driving inclusive growth (action one); ensuring Londoners can find the right training and career path for them (action two); and tackling the barriers to retaining talent (action three). The strategy sets out a bold and ambitious plan to build the diverse talent pipeline London needs to deliver inclusive growth.

The Skills for Londoners Community Outreach Programme is particularly relevant to Action Two of the ITS, which commits to simplifying the skills system, tailoring support to individuals who face barriers, removing obstacles to work and training, improving talent development, and creating new routes into growth sectors.

The Skills for Londoners [Community Outreach Programme](#) is also aligned with the Get London Working (GLW) plan, which aims to reduce economic inactivity by creating a more integrated skills, employment, health, and careers system that is easier for Londoners and employers to navigate. The plan seeks to bring together fragmented services so people can access a broad package of support through a single, coordinated system, while employers benefit from clearer routes to the diverse, skilled workforce they need.

Objectives

The Skills for Londoners Community Outreach 2026-29 objectives are:

- To reach diverse communities and connect Londoners to adult skills and employment support provision funded opportunities.
- To deliver outreach activities and interventions to Londoners to tackle barriers to accessing learning and employment support opportunities.
- For community groups to be better embedded in London's employer-led Inclusive Talent System.
- For community groups to establish long term, sustainable partnerships with London's Skills Providers and employment support services.
- For community groups to develop referral pathways with London's Skills Providers and employment support services, leading to better access for Londoners.

Case Studies from previous programme

Case studies from previous successful organisations can be found on the GLA's [website](#).

Measuring Success

The programme's measurements of success include:

- Participants starting on the project.
- Minimum of 50% of participants referred to adult education or employment support opportunities, specifically Mayor of London funded programmes.
- Participants starting on a course (monitored by the GLA, through the ILR).
- New partnerships built between community organisations, Skills Providers across London, and other key partners, as well as the strengthening of existing partnerships.
- Establishing referral pathways to adult education and employment support opportunities.

For more information, please visit [Skills for Londoners Community Outreach | London City Hall](#)

Section 1: Introduction and Purpose of the Document

Understanding the terminology in this document

1. When referring to 'you' or 'your' as organisations awarded grant funding by the GLA, we (The GLA) may also say '*organisations*' throughout this document.
2. When referring to activities that you have been awarded grant funding to deliver, we will refer to this as '*projects*'.
3. Further definitions on terminology and references can be found on page 56 in Annex 4.

Purpose of the Delivery Handbook

4. This Community Outreach 2026-2029 Delivery Handbook is a guidance document designed to help organisations who have been awarded funding to understand different elements of the programme once in delivery.
5. This Delivery Handbook contains samples of the paperwork and reporting arrangements for all organisations that are awarded funding.
6. Organisations should operate within the requirements of their Grant Agreement, including this Delivery Handbook, and any other supplementary GLA guidance which may be issued throughout the delivery term.
7. This Delivery Handbook is to be used as guidance only and will be regularly reviewed and updated from time to time.

Section 2: Managing the delivery of your Project.

Project Onboarding Meeting

8. The intention of the **Onboarding Meeting** is to ensure that you receive the support and guidance necessary for the effective execution of your project at the start of your delivery. It is carried out to ensure that organisations can adhere to the GLA delivery guidelines.
9. During the meeting, your dedicated GLA Provider Manager will be able to assess, through observation and discussion, the systems you have in place to help you deliver your project. Where necessary, we may offer feedback and recommend adjustments to enable better alignment with the Programme requirements.
10. You are encouraged to attend briefing sessions, delivered by the GLA, at the beginning of delivery, to ensure that you understand the reporting requirements to successfully deliver Community Outreach 2026-29. The date and time of the session will be confirmed by the GLA.

Your Project Staff

11. Any recruitment and selection of all staff involved with the Project should follow the statutory requirements of the Equality Act 2010, including (but not restricted only to), Equal Opportunities, Race Discrimination and Disability Discrimination.

Data Protection, Monitoring and Audit requirements

12. Organisations will be required to upload claim-related information to the GLA on a quarterly basis inclusive of Participant Data Collection (PDC) and case studies. Organisations will not be asked to upload all participant enrolment forms as a standard approach to claiming milestones.
13. The required quarterly reporting includes personal and/or sensitive data which must be transferred to the GLA securely using ShareFile. Further guidance on the process for registering to use the portal and for uploading this data will be provided during onboarding meetings, but please note that requirements may be subject to change during the lifetime of the programme. This may take place from changes in legislation, changes in the systems, or operational processes that the GLA employs.
14. Occasionally, you may need to provide the GLA with scanned copies of your participant enrolment forms for quality and assurance checks to be carried out.

15. As provided in Section 4, both the Participant Enrolment Form and Case Study Guidance require a Privacy Notice or Consent Form to be signed by the participants to ensure that they have consented for you to share their personal data with us and that they know where and how we use this.
16. The Participant Enrolment Form asks about the highest education attainment upon joining. Please remember that qualifications outside England, Wales and Northern Ireland use different level systems and may not equate to British standards. More information on qualification levels can be found at <https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels>.
17. Where it is not possible to confirm the qualification levels for participants, organisations are able to determine this through internal assessments.

Your Project Control Systems

18. The GLA regulations require that all payments of milestones are 'regular and legal.' This means both the GLA, and the organisations are obliged to maintain an audit trail for the Grant Funding you receive, in addition to the project activities and outcomes you deliver. You must maintain the evidence for all project related activities and outcomes and make that available for audit at the request of the GLA or other audit authority.
19. The GLA will work with you to ensure you meet the programme requirements and to prevent you being in breach of your Grant Agreement as this could result in recovery of funds. This includes complying with the guidance in this Delivery Handbook.
20. You must put in place adequate control systems to ensure that your claims to the GLA for Grant Funding are accurate and complete. Your control systems must allow you to recover evidence for auditing quickly and accurately.
21. You must keep auditable records of evidence that supports your project delivery, and all Grant Funding claimed from the GLA, and all information provided to the GLA to aid with the management of the Project.
22. A GLA Provider Manager will visit you on a regular basis to review the Project information and check that evidence of delivery is stored in an appropriate and accessible manner.

Project Management

23. The GLA will assign each project a GLA Provider Manager who will maintain regular contact with you via telephone, email, Microsoft Teams Meetings or face-to-face on-site visits. This will enable us to view and understand the progress of

your project and allow you to raise and address any issues or concerns relating to the project at any stage.

24. Each organisation must allocate a named person to be the main contact with the GLA. As outlined in Section 1, this would usually be the '*Project Manager*' responsible for the day-to-day management of the delivery of the Project.
25. The *GLA Provider Manager* and *Project Manager* will become points of contact for each other to communicate on anything related to the project.
26. We are committed to providing continuous support to all our organisations throughout the duration of the Programme. To facilitate your ongoing success, we will coordinate regular one-on-one meetings, written instructions and prompt or guide sheets, recorded demos, supplementary workshops and training, drop-in sessions, or informational briefings. These collaborative sessions are designed to assist you with ongoing support, disseminate best practices, and encourage interaction and knowledge sharing among the different projects delivering the programme.
27. Your dedicated GLA Provider Manager will keep you informed about programme related events. These events may enable organisations to access valuable resources and opportunities for networking.

Managing Project related Risks and Issues

28. You will need to have a process for identifying and managing risks and issues that may arise in relation to your Project. This will include maintenance of a '*Risks and Issues Block*' on the GLA's Open Project System (OPS). We would expect risks and issues to be updated as part of the quarterly reporting requirements to claim your milestone payments as a minimum.

Risks and Issues

29. There will be a requirement for organisations to review and report risks and issues associated with the project on a quarterly basis as a minimum. This will form part of the requirements to claim milestone funding.
30. The GLA definition of a risk is: A risk is an event which has not yet happened but could have a negative impact on the project if it did occur.
31. The GLA definition of an issue is: Anything which has already occurred and is having a negative impact on the project.
32. The GLA uses a 'RAG-rating' to define the impact of risks and issues – red, amber, and green. Organisations are required to 'rate' the overall project risk with each claim made. The following descriptors are provided to help organisations better understand the RAG ratings:

- 32.1. High level risk (RED): when the provider faces one or more issues that require urgent remedial action, and there is a **significant** risk to the delivery of the agreed targets and/or profiled outcomes.
- 32.2. Moderate risk (AMBER): when the provider faces one or more issues that require remedial action, and there is a **moderate** risk to the delivery of the agreed targets and/or profiled outcomes.
- 32.3. Low level risk (GREEN): when the provider faces **no significant issues** with delivery expected to align with the project target and profiled outcomes

Employment Status on Joining

- 33. When reporting a start onto the programme, organisations will be required to determine the employment status of each participant using the definitions outlined in 53.1, 53.2 and 53.3.
- 34. Each participant will need to fall into one of the below three categories.
 - 34.1. **Employed:** is an individual in any kind of paid work (including self-employment, temporary or casual).
 - 34.2. **Unemployed:** is an individual that is *out of work and required* to actively search for work by Jobcentre Plus or as a benefit requirement.
 - 34.3. **Economically inactive:** is an individual who is *out of work and not required* to look for work (in some cases due to health, caring, disability, or similar reasons).
- 35. The Participant Enrolment Form includes the following four questions for which the participant will need to answer.
 - 35.1. Are you currently in paid work, self-employed, or doing any kind of work (including temporary or occasional)?
 - 35.2. Are you currently required to look for work by Jobcentre Plus or as part of a benefit (e.g., Universal Credit, Job Seekers Allowance)?
 - 35.3. Even if you are not required to look for work, are you currently doing so on your own?
 - 35.4. Are you receiving support or benefits related to health conditions, caring responsibilities, disability, or other personal circumstances?
- 36. To support organisations to determine the correct employment status on joining for participants, the GLA have created an 'Employment Status Decision Tree' found in Annex 1 of this guidance.
- 37. The Employment Status Decision Tree will help frontline staff to confidently and sensitively assess whether a participant is employed, unemployed or economically inactive.

38. The 'Employment Status Decision Tree' in Annex 1 is issued to be used by organisations and not the participants.
39. Organisations are required to note the employment status within the Participant Enrolment Form and must record this in the Participant Data Collection to be shared with the GLA as part of each claim.
40. The following provides a summary of the steps to be covered and by whom.
 - 40.1. Step 1: Participants are required to fill out the enrolment form and answer the four specific questions on their employment status.
 - 40.2. Step 2: Organisations to determine the employment status of the participant using the answers provided and the Employment Status Decision Tree
 - 40.3. Step 3: Organisations to confirm employment status in the Participant Enrolment Form and the Participant Data Collection Template.

Indicators of being on a 'work-search' benefit:

41. It is expected that some participants may be unsure whether they are *required* to look for work (Q2), therefore additional guidance is provided for organisations to gently probe participants.
42. How to tell if a participant is in a work-search regime (required to look for work):
 - 42.1. The participant is required to do things like apply for jobs every week, attend Jobcentre Plus meetings, report job applications, or work with a Jobcentre Plus advisor. This is common for people on Jobseeker's Allowance (JSA) or Universal Credit with job-search conditions.
 - 42.2. Two or more of the indicators below would suggest that a participant is on a 'work-search' benefit or *required* to look for work.
 - Have to apply for a specific number of jobs per week to keep their benefit?
 - Attending regular (weekly or fortnightly) Jobcentre Plus meetings?
 - Upload job applications to their Universal Credit journal?
 - Have a "work coach"/advisor who checks on their job search?
 - Have a job search plan/commitment agreement?
 - Mention sanctions if they don't meet job search rules?
 - Receive reminders from DWP to search for work?
 - Must attend job-related workshops/training?
 - Told to show job application evidence at appointments?
 - Describe it as a "full-time job" looking for a job?
43. If a participant says they are not required to look for work, or they are claiming Universal Credit because of a health, disability, or caring responsibility, they are likely to be economically inactive, even if they are applying for jobs voluntarily.

44. The following would suggest the participant may not be in the work-search regime, and is likely to be economically inactive:
- “I don’t have to do anything for my benefit.”
 - “I just get payments each month. No meetings or forms.”
 - “I’ve told them I’m not well enough to work.”
 - “They said I’m not expected to work right now.”
 - “I’m caring for someone, and they’ve put my job search on hold.”
 - “They only contact me every few months.”

Project Support

45. When reporting a start on the programme, the GLA will require projects to report information related to an individual’s barriers upon joining and how you, as a project supported to address these. This information will be required for all participants counted as starts on the programme.
46. The barriers and intervention information will be reported on the Participant Data Collection Template (PDC).
47. With the intention to assist projects in collecting this information, a section has been added to the Participant Enrolment Form, found on page 29, to help in obtaining this information at point of enrolment.
48. Projects can use other formats to collect data from participants on barriers and support needs, however it is the projects responsibility to ensure that the minimum information is correctly reported to the GLA, to avoid impact on milestones claims.
49. The GLA is keen to further understand:
- 49.1. The types of barriers different cohorts of participants have upon joining the programme.
 - 49.2. How projects are engaging with participants.
 - 49.3. Bespoke engagement methods in the programme, such as tailored classes.
 - 49.4. Intensity of engagement or how long participants are engaged.
 - 49.5. Signposting services used on the programme.
 - 49.6. How individual projects have supported to participant tackle barriers.
50. To help organisations understand the journey of a participant accessing the Sfl Community Outreach 2026-29 please see the table below, highlighting the stages of engagement a participant might go through.

Stage	Activity
Engaging Londoners	Community groups to engage with the Londoners they have identified as their target groups for outreach and engagement using the funding.
Enrolment & Assess barriers to accessing learning and employment support services	<p>Community groups to enrol the Londoner onto the Community Outreach 2026-29 programme, collecting data and information on barriers the individual must accessing and participating in adult learning and employment support opportunities and understanding what their goals are in terms of adult learning or employment support.</p> <p>Barriers should be recorded in the Participant Data Collection Template (PDC) and organisations to work with the Londoner to plan an effective engagement plan to address those barriers.</p>
Deliver tailored engagement activities	<p>Community groups should plan and deliver individually tailored engagement activities, bespoke to their projects and the target groups they wish to support to address the barriers It is expected that different participants will need various levels of support depending on their needs.</p> <p>The GLA recognises that community groups will work differently through well tried and tested methodologies of engagements with their chosen target group(s).</p> <p>How projects might engage with participants (examples are not limited to):</p> <ul style="list-style-type: none"> • In-person, face-to-face engagement with local communities. • Online, 1-1 or group engagement sessions • Workshops or open-door sessions. • Through established local events or services such as food banks, coffee mornings, faith groups <p>Community groups should note that whilst light touch employability support is expected, funding is provided to address barriers to learning and employment support through services offering participants longer term support to return to work. Light-touch employability is limited to CV development, understanding how to look for work or general confidence.</p> <p>Support should not include interview skills or job search as funding does not pay for or monitor job outcomes.</p>

Stage	Activity
<p>Further wrap-around support & signpost to specialist IAG services</p>	<p>Some participants might need additional wrap-around support through specialist advice and guidance services to tackle their barriers.</p> <p>Signposting services might include (but are not limited to):</p> <ul style="list-style-type: none"> • Housing advice • Debt advice • Money Management • Childcare agencies • Benefits advice • In-work benefit calculations • Wellbeing & Mental health support <p>It is anticipated that signposting to advice and guidance services would happen alongside the tailored activities delivered by the community groups.</p> <p>Signposting should be recorded in the Participant Data Collection Template (PDC). This allows the GLA to see how you are supporting the participants with whom you are engaging.</p>
<p>Establish relationships with local Skills Providers, employment support services and regional partners</p>	<p>Community groups will need to establish and maintain relationships with local Skills Providers and employment support services and other key partners including the London No Wrong Door Integration Hubs as a part of programme delivery.</p> <p>These relationships will help to build successful referral pathways and align the Community Outreach funding with other local community work happening. The GLA will provide support to successful organisations to build relationships with Skills providers and employment support services to build upon the work community groups are already doing.</p>
<p>Referrals to Adult Learning & Employment Support Services</p>	<p>Community groups will refer participants to adult learning and employment support services reflective of the participants goals.</p> <p>Participants referrals can fit into one of the following three definitions:</p> <p>Adult Learning: Learning or training for people who are aged 19 years old and above. This could include learning at Further Education colleges, local authority adult education departments, independent training providers, institutes for adult learning, sixth form colleges and universities or community venues.</p>

Stage	Activity
Referrals to Adult Learning & Employment Support Services	<p>Job Centre Plus Referrals: To help individuals find employment or for help with benefit claims.</p> <p>Employment Support: Employment support programmes encompass a variety of services designed to help individuals find, maintain, or progress in their careers. This includes assistance with job searching, career support, interview skills, CV development, access to employer vacancies and support within the workplace, often tailored to individual needs and circumstances. Should be a long-term support programme or service (not in-house) that works with employers and has job outcomes as the main aim of the support they deliver.</p> <p>Community outreach funding has a priority to support referrals to provision that is funded by the Mayor.</p> <p>Further information can be found within the Referral Guide on the Delivery Handbook.</p>

Signposting to Services

51. Signposting to services for wraparound support is the practice of directing individuals to appropriate external or internal services that can address their wider needs.
52. A project may signpost a participant to another service to obtain specialist information, advice, guidance or support.
53. Signposting can be to another service such as housing advice, debt or financial services, childcare agencies, benefits advice, in-work benefit calculations or legal advice.
54. Projects should report where a participant has been signposted on the Participant Data Collection Template (PDC).
55. For avoidance of doubt, signposting is different to an eligible 'referral' on the programme.

Key Stakeholder Engagement

56. All organisations will be required to establish links with key partners associated with the programme, to gain an understanding of their services, and develop strong connections with them.

- 57. These connections will play a key part in assisting organisations to identify, access and strengthen referral pathways to adult education provisions and employment support programmes for their chosen target group(s). In addition to the target groups, it will benefit organisations to build strong local partnerships across sub-regional areas of London for networking.
- 58. A list of some of the key partners identified by the GLA include, but are not limited to:

The GLA:

- 58.1. In addition to programme reporting, organisations will need to participate in events and forums created by the GLA as these provide opportunities for networking, sharing best practices and addressing provider concerns collectively.
- 58.2. Organisations will be required to remain engaged with their GLA Provider Manager to ensure that key deliverables and deadlines are achieved. The GLA Provider Manager will agree to the frequency of these meetings at the Onboarding Meeting. The frequency of these meetings will be agreed mutually.

Sub-Regional Partnerships

- 58.3. The GLA requires that you collaborate with your local Sub-Regional Partnership to establish links with their services and networks. The Sub – Regional Partnerships offer support to Londoner to reduce unemployment with key target groups
- 58.4. They deliver initiatives such as the Trailblazers programme and [No Wrong Door Integration Hubs](#).
- 58.5. The Hubs can facilitate partnerships and provide platforms and information which can significantly extend your reach and impact within your community.
- 58.6. The GLA will facilitate opportunities for you to connect with the Hubs, however, this should not be relied upon.
- 58.7. London Boroughs within each Sub-Regional Partnership area:

West London Alliance	South London Partnership
Barnet	Croydon
Brent	Kingston upon Thames
Ealing	Merton
Hammersmith & Fulham	Richmond upon Thames
Harrow	Sutton
Hillingdon	
Hounslow	

Central London Forward	Local London (North and East London)
Camden City Hackney Haringey Islington Kensington & Chelsea Lambeth Lewisham Southwark Tower Hamlets Wandsworth Westminster	Barking & Dagenham Bexley Bromley Enfield Greenwich Havering Newham Redbridge Waltham Forest

Mayor of London Funded Programmes:

Adult Skills Fund:

- 58.8. The [Adult Skills Fund](#) (ASF) in London is a multi-million-pound programme that funds education and training for adults aged 19 and over. The ASF covers a wide variety of qualifications and non-regulated learning through colleges, local authorities, and independent training providers. The ASF funds the majority of ESOL provision in London.

Skills Bootcamps:

- 58.9. [Skills Bootcamps](#) offers free, flexible training courses (up to 16 weeks) for Londoners aged 19+, designed to fill skills gaps in sectors like digital, green, construction, and logistics. Supported by the Mayor of London, these courses help residents gain employment or upskill, with a guaranteed job interview upon completion.

Free Courses for Job (FCFJ):

- 58.10. Free courses for jobs (FCFJ) offer access to a level 3 qualification and supports Londoners to gain skills to help them progress into employment. Search [National Careers Service](#) Free Courses for Jobs in your local area by postcode or town.

Get Britain Working Trailblazers:

- 58.11. The “Get Britain Working Trailblazers” are five innovative initiatives to help Londoners overcome barriers to employment through connected and collaborative services. These trailblazers focus specifically on addressing London's high economic inactivity and youth unemployment by integrating the employment support available.

- 58.12. Further information on Trailblazers can be found by visiting the individual Sub-Regional Partnerships pages ([Central London Forward](#), [Local London](#), [West London Alliance](#), [South London Partnership](#)).

Loved and Wanted Fund:

- 58.13. The [Loved and Wanted Fund](#) aims to promote social cohesion across London. It recognises that Londoners need to be supported to play a key role in building a more just, welcoming city. 30 Loved and Wanted community spaces have been funded across London to promote greater levels of social cohesion focusing on bringing different communities together and addressing the barriers some Londoners face to participating fully in their communities and in our capital.
- 58.14. Further information on the Loved and Wanted Community Spaces can be found [here](#).
- 58.15. The GLA will keep organisations informed of changes to Mayor of London funded provision throughout the lifetime of the programme to ensure that referral opportunities are made available for the Londoners we serve.

Referral Opportunities and Employment Support Information Guide

59. The guide highlights the main skills and employment funding streams and their eligibility criteria to use when engaging Londoners for referrals into adult education and employment support provision. In addition, it provides definitions of the three types of referrals that are being captured as part of the programme.
60. Organisations will need to make effective use of the *Referral Opportunities and Employment Support Information Guide* to enhance better collaboration and locate relevant courses or employment support programmes that address the needs of their participants.
61. The *Referral Opportunities and Employment Support Information Guide* can be found in Annex 2.

Referrals to Adult Learning and Employment Support Programmes

62. A referral is when the participant is referred to an adult learning or long-term employment support programme only.
63. For an employment support programme referral to be eligible, the referral must be directing a participant to a service that provides sustained, active job-search assistance and works to secure employment and job outcomes while continuing to address ongoing barriers. Further information on this definition can be found throughout this Delivery Handbook and the Programme Prospectus.
64. The Skills for Londoners Community Outreach 2026-29 supports to identify and tackle the barriers that prevent individuals from progressing to these longer-term

services.

Programme Level Evaluation

65. The GLA may appoint external evaluators to review and evaluate the programme. This evaluation will look at the overall programme objectives, activities, spend, results achieved, and return on investment in social and economic terms.
66. To capture the necessary information and learning to produce a robust programme level evaluation, all organisations will be required to:
 - 66.1. Engage directly with the GLA appointed external evaluators when asked to;
 - 66.2. Provide the GLA-appointed programme evaluator with access to individuals and organisations involved in the project, including but not limited to the organisation's staff, participants, and any other project stakeholders relevant to the project; and
 - 66.3. Provide the evaluators access to project files and data (where necessary); and
 - 66.4. Assist the evaluators in any way that is required to ensure that they can produce a robust programme evaluation.
67. Participants may be contacted to discuss their involvement in the project by undertaking research and evaluation on behalf of the GLA.
68. Participation in research is voluntary for Participants, and they will be asked to consent before taking part in any research or evaluation activity.

Feedback

69. The GLA encourages feedback from both organisations and participants as this plays a crucial part in us understanding what is going well and what can be improved.
70. You are encouraged to provide feedback to us using the following methods:
 - 70.1. via your GLA Provider Manager.
 - 70.2. via the dedicated Skills for Londoners Community Outreach Programme inbox on sflcommunityoutreachprogramme@london.gov.uk; and
 - 70.3. via external evaluators commissioned to work on the Programme when invited to do so by the programme evaluators.
71. Participant feedback may be gathered in many formats, examples include:
 - 71.1. individual project participant feedback forms. Please note that the GLA is

not planning to issue a standardised form to collect this feedback and therefore projects are encouraged to capture this using their own forms.

- 71.2. Gathering of case studies on participants; and
- 71.3. A participant survey issued by the external evaluators.
- 72. You will need to keep evidence in your project management files of any feedback received and any actions that were undertaken because of this feedback.
- 73. Note that if complaints or whistleblowing relate to fraud, or suspected fraud, you must not only manage these in accordance with your internal anti-fraud policies, but you must also ensure that the GLA is notified immediately in writing in accordance with your Grant Agreement.

Publicity and Marketing

- 74. Organisations are required to submit a minimum of two case studies every quarter for their projects as part of their claims for milestone payments.
- 75. We are interested in hearing about anything positive that is happening on the project or that has happened because of the project. Project case studies can be used to highlight the key successes of an individual participant, event, barriers, how the project supported to tackle these and specific engagement activity, including groups, or a combination of all. See the *Case Study Guidance Template* included in Section 4 for more information.
- 76. As detailed in the consent form of the Case Study Guidance we will use the case studies you provide in our own press releases and publicity materials and where appropriate will share these with the Department for Education. We can only do this where we have explicit consent from participants.
- 77. You may wish to promote your projects using a range of publicity and marketing platforms. The GLA requires all publicity and marketing to be in line with the Logo Usage and Guidelines on (Annex 3).
- 78. Please note that organisations are unable to formally publicise their projects until a fully signed grant agreement or Deed of Variation is in place.

Section 3: Payments, Performance and Monitoring

System Requirements

79. Your GLA Provider Manager will work with you to ensure that you have the capacity and capability for data and evidence collection, management and reporting and be able to comply with the programme requirements.
80. This will include, but not limited to, the evidence requirements (in the form of Participant Enrolment Form, Case Study requirements and Participant Data Collection templates) and the submission of performance management data for claims via ShareFile and the GLA's Open Project System (OPS).
81. You must have processes and controls in place to ensure the eligibility of Participants, compliance with audit requirements and progress monitoring are effectively in place.
82. ShareFile is the GLA's preferred secure online portal to be used to upload evidence to support your claims for milestone payments. ShareFile is used to securely transfer sensitive or confidential data, such as Participant case studies and the data contained in the *Participant Data Collection Template* for your project.
83. Additional support to confirm access to, and use of ShareFile will be provided to organisations during the Onboarding Meeting.
84. Your GLA Provider Manager will support you to request a maximum of two logins per organisation.
85. The GLA's Open Project System (OPS) is a secure online project management system, to be used for project reporting and for the submission of claims for milestone payments.
86. OPS is accessible to both organisations and GLA Provider Managers.

Reporting Tools

The Participant Data Collection Template (PDC)

87. The '*Participant Data Collection*' (PDC) is an Excel tool which will be used by you to record and report participant data and referral information to the GLA. This includes confirmation that participants have provided consent for you to share their information with us. The GLA will use this PDC to monitor programme level statistical information and be able to help individual organisations monitor their performance against the key aims and objectives of the programme.
88. The PDC allows us to capture this information without using multiple forms on the

programme, reducing administrative burden to organisations. The template can be found in Section 4 of this handbook.

89. Capturing this information allows the GLA to review, analyse and interpret the information to ensure that the programme is reaching the Londoners it intends to, and in turn provide updates on the programme's impact to funders.
90. Each organisation is responsible for the accuracy of data supplied on the PDC.
91. Submission of the PDC allows GLA Provider Managers to monitor project performance, see trends in how the project is delivering and respond to the support required for each project.
92. The PDC must be fully complete to claim a milestone payment. Inaccuracies or partial completion will cause delays to payments being issued by the GLA. For example, no blank cells will be accepted in the "Participant Information" section of the PDC.
93. The PDC (Section 4) captures participant information three main categories of information in two separate tabs, as outlined below:
 - 93.1. Tab one: Participant Information and referral and destination information
 - 93.2. Tab two: Barriers and Support information for each participant.
94. The information required in the Participant Information section (Tab one) of the PDC will relate to the information captured on the Participant Enrolment Form.
95. The information required in the 'Barriers and Support' section of the PDC (Tab two) will relate to the information captured through the Participant Enrolment Form plus information on how you supported the participant to tackle barriers. This section will include any information on services you signposted the participant to, to receive additional support in their journey to accessing adult learning and employment support opportunities.
96. The information required in the Referral and Destination section of the Participant Data Collection Template will relate to the courses where you have referred the participant. This will include course title, adult education, or employment support programme provider name, whether the provision is funded by the Mayor and if you know if the participant has started.
97. You are responsible for the accuracy of all information submitted on the PDC and only you can submit information to support your claims for Milestone payments.
98. Data submitted to the GLA in the PDC forms must correspond with:
 - 98.1. The information held on Participant Enrolment Forms
 - 98.2. The information held by projects in relation to all the key metrics required by the programme.
 - 98.3. The consent forms signed by participants to allow organisations to share their data with us.

99. Please note we may decide to stop or claw back funding where there is evidence of little to no performance or lack of performance relative to your agreed targets. Further discussion will take place during the Onboarding Meeting with the GLA Provider Manager.

Milestone Payments

100. You will be required to submit claims to us through OPS and ShareFile.

101. Claim windows for milestone claims are outlined below:

Milestone Payment	Window opens	% of overall grant award
Milestone 1 (Initial)	01 September 2026	20%
Milestone 2 (Interim)	01 January 2027	10%
Milestone 3 (Interim)	01 April 2027	10%
Milestone 4 (Interim)	01 July 2027	10%
Milestone 5 (Interim)	01 October 2027	10%
Milestone 6 (Interim)	01 January 2028	10%
Milestone 7 (Interim)	01 April 2028	10%
Milestone 8 (Final)	01 July 2028	20%

102. To claim the **1st Milestone Payment (Initial)** organisations will need to have the following.

- 102.1. a grant agreement signed by all parties.
- 102.2. a SAP ID;
- 102.3. have an approved project on OPS inclusive of the key metrics breakdown per month for the full delivery term; and
- 102.4. completion of all OPS blocks in line with the application form.

103. The GLA will provide ongoing support to organisations between grant awarding and onboarding to understand the requirements set out above.

104. To claim the **Interim (2-7) milestone payments**, organisations will need to complete the following:

- 104.1. Upload a fully complete and accurate version of the Participant Data Collection Template (PDC) to ShareFile. **Ensuring all information for both tabs one and two are completed in full;**
- 104.2. Upload a minimum of 2 x case studies with signed consent form to ShareFile;
- 104.3. Review and update the *Risks and Issues* block in OPS;

- 104.4. Update the *Delivery Report* block on OPS; and
- 104.5. Ensure that the Outputs block is updated for all months in the delivery period on OPS.
105. When submitting a claim for the **Final milestone payment**, organisations will need to update the following in OPS:
 - 105.1. the delivered Outputs for the claim quarter in the Outputs block;
 - 105.2. the Risks and Issues block; and
 - 105.3. the Delivery Report block.
106. The Delivery report block requires an update on the project in that quarter. The update should cover but not limited to those outlined below:
 - 106.1. key events that have taken place in the reporting period;
 - 106.2. key project successes seen in the reporting period;
 - 106.3. how the project is delivering including reasons for any variances to performance that has been seen in the reporting period, and why; and
 - 106.4. highlighting any challenges that the project has faced in the reporting period.
 - 106.5. partnerships built with new providers and expansion and strengthening of existing ones.
 - 106.6. key engagement and activities taken place with relevant Sub Regional Partnerships.
107. Projects should review the *risks and issues* guidance set out in paragraph 29 of this guidance when updating the Risks and Issues block on OPS.
108. Projects should note that milestone payments are unable to be paid until all requirements have been completed and agreed by the GLA.

Performance Management

109. Performance will be regularly reviewed by your GLA Provider Manager during the delivery period. Performance will be reviewed through regular monitoring of the claims you submit for milestone payment, in-person, on-site visits or online meetings.
110. When reviewing performance, we will look to:
 - 110.1. Discuss project performance of outputs against the targets set out in your application form.
 - 110.2. Ensure the minimum conversion rate of participants starting the project to referrals is met, as set out in your application for funding;
 - 110.3. Review the projects engagement with the target group(s).
 - 110.4. Review the engagement and interventions the project is undertaking with

participants.

- 110.5. Review how the project is working with participants to tackle their barriers to accessing adult learning and employment support opportunities.
 - 110.6. Review how projects are engaging with the key partners of the programme, outlined in this Delivery Handbook and the Programme Prospectus; and
 - 110.7. Review the support available from the GLA to help organisations to continue to deliver their targets and/or if necessary, improve.
111. For ongoing support, the frequency of meetings will be agreed during the Onboarding Meeting with your GLA Provider Manager. Organisations may wish to book more frequent meetings with their GLA Provider Manager at the beginning of delivery to maximise understanding of the programme requirements.
 112. At a minimum, organisations will be required to meet with their GLA Provider Manager on a quarterly basis following the submission of their claims. Each quarterly meeting will vary in the topics discussed, so GLA Provider Managers will provide notice with an agenda for discussion. All organisations will have the opportunity to input topics for discussions at these meetings.
 113. Where underperformance or concerns about your delivery arise, the GLA may increase the frequency of meetings to explore additional support. This will be discussed with projects at the time to ensure that the approach is supportive as intended.
 114. From time to time, your GLA Provider Manager will ask to observe engagement activities taking place and/or to meet some of the participants on your project. This allows the GLA to see the project in live delivery. The GLA Provider Manager will work with you to facilitate this where mutual convenience is found.

Section 4: Template Forms

Purpose of the Template Forms

115. Templates within this handbook are designed to help ensure you have good quality data for your projects. They are also designed to help ensure that you have collected sufficient and appropriate data to confirm the eligibility of your participant target group(s), project engagement activities, barriers and interventions and the results and outputs.
116. Template forms are included and will be provided by the GLA in Word format. They may be supplemented by other guidance documents to further assist organisations to understand how to complete them.
117. A summary of the two forms required by the programme is provided below, but if you require further support or explanation, please contact your GLA Provider Manager.

Participant Enrolment Form Guidance

118. The '*Participant Enrolment Form*' (Section 4) is a document that should be completed with each participant you are looking to count as a start on your project, enabling you to collect background information on the participant. This Participant Enrolment Form contains a Privacy Notice that should be signed by the participant before you share their details with us on the Participant Data Collection Template (PDC). The Privacy Notice sets out further information on data protection, consent to share and third-party data sharing.
119. As the Skills for Londoners Community Outreach 2026-2029 is funded by The Adult Skills Fund, the GLA is required to capture data from participants accessing the programme.
120. The GLA may report data to the Department for Education as set out in the GLA terms for using the funding to deliver this programme. For this reason, the Privacy Notice contained in the Participant Enrolment Form must be provided to and signed by all participants. This Privacy Notice explains how the data they provide to you, and you subsequently provide to us, is used. This also outlines the purposes of an evaluation.
121. The requirement for some personal data to be collected from Participants is governed by how the programme is funded. The GLA are required to report information on participants by using their name, postcode, date of birth and other data sets. This is a requirement of our funders.
122. The GLA has issued a guidance note that summarises the key points of the Privacy Notice (Section 4). This summary can be used by organisations with their participants when explaining what the Privacy Notice is.

123. To be counted as a start on the project, participants must have completed the Participant Enrolment Form and signed the Privacy Notice.
124. For the avoidance of doubt, if the Privacy Notice has not been signed by a Participant, that participant will not be eligible to be counted as a start on the project and their information should not be shared with the GLA.
125. The GLA will accept digital signatures in the following instances:
- 125.1. Where signing using an official software, such as DocuSign or Adobe sign;
or
 - 125.2. Where a participant's name has been typed into the enrolment form, a corresponding email from the participant confirming they have signed has been obtained.
126. The GLA recommends speaking with your dedicated GLA Provider Manager during the Onboarding Meeting to agree which method will be used and to ensure your organisations approach is correct.

Case Study Guidance

127. The '*Case Study Guidance*' is a guidance document that should be used when creating case studies to showcase the impact your project is having on participants. The case study guidance contains a consent form that should be signed and completed by the participant for whom the case study is about. The consent form has a section whereby the participant can indicate where they are happy for their case study to be published.
128. A case study may cover anything positive that is happening on the project or that has happened because of the project. The Case Study Guidance provides advice to help you produce a good Case Study. The Case Study Guidance Template can be found on page 37.
129. The Case Study Guidance includes the declaration of consent that must be completed by Participants who are named or identified in the Case Study. Any publicity including information or images of individuals on the project must be approved for use by the individuals themselves, and declarations of consent must be signed and held on the project records as evidence that consent has been provided.

Participant Enrolment Form Template

Participant Enrolment Form

Participant ID Number					
Participant Start Date (the date this form is completed):					
Participant Details					
First Name					
Last Name					
Postcode					
Borough					
Contact Number					
Email address					
Gender	Male	Female	Other	Prefer not to say	
Date of Birth					
Employment Status on joining (Labour Market Status): <i>Please answer questions that apply with yes, no, or not sure answer.</i>					
<p>Question 1: Are you currently in paid work, self-employed, or doing any kind of work (including temporary or occasional)?</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Yes • <input type="checkbox"/> No <p>If 'yes', you are not required to answer the other questions. If 'no', continue to question 2.</p>					
<p>Question 2: Are you currently required to look for work by the Jobcentre or as part of a benefit (e.g., Universal Credit, Job Seekers Allowance)? <i>This usually means you must apply for jobs or attend regular meetings.</i></p> <ul style="list-style-type: none"> • <input type="checkbox"/> Yes • <input type="checkbox"/> No • <input type="checkbox"/> Not Sure <p>If 'yes', you are not required to answer the other questions. If 'no', continue to question 3. If 'not sure', continue to question 3.</p>					
<p>Question 3: Even if you are not required to look for work, are you currently doing so on your own? <i>(e.g., applying for jobs, searching online, speaking to employers, etc.)</i></p> <ul style="list-style-type: none"> • <input type="checkbox"/> Yes • <input type="checkbox"/> No • <input type="checkbox"/> Not Sure <p>If 'yes', you are not required to answer the other question. If 'no', you are not required to answer the other question. If 'not sure', continue to question 4</p>					
<p>Question 4: Are you receiving support or benefits related to health conditions, caring responsibilities, disability, or other personal circumstances?</p>					

(For example: long-term health issues, caring for children or others, mental health, etc.)

- Yes
- No

FOR INTERNAL USE ONLY

Based on the answers above, organisations should determine the category participants fall into, whether employed, unemployed or economically inactive, by using the guidance outline in the Delivery Handbook and Decision Tree in Annex 1.

Organisations should check using the guidance provided however participants answering:

- 'yes' to question 1 = is likely to be 'EMPLOYED'
- 'yes' to question 2 = is likely to be 'UNEMPLOYED'
- 'yes' or 'no' to question 3 = is likely to be 'ECONOMICALLY INACTIVE'
- 'not sure' to question 2 or 3, and 'yes' to question 4 = is likely to be 'ECONOMICALLY INACTIVE'

Following assessment, the participant is (tick one that applies):

- Employed
- Unemployed
- Economically inactive

Highest Education attainment on joining	Highest level of ESOL (if applicable)
<input type="checkbox"/> Below Primary education <input type="checkbox"/> Primary education or equivalent <input type="checkbox"/> Lower secondary education or equivalent <input type="checkbox"/> Upper secondary education or equivalent <input type="checkbox"/> Post-secondary education or equivalent <input type="checkbox"/> Higher education or equivalent <input type="checkbox"/> Not Known <input type="checkbox"/> None	<input type="checkbox"/> Pre-entry <input type="checkbox"/> Entry 1 <input type="checkbox"/> Entry 2 <input type="checkbox"/> Entry 3 <input type="checkbox"/> Level 1 <input type="checkbox"/> Level 2 <input type="checkbox"/> Not Applicable

Ethnicity	
<input type="checkbox"/> White – English/Welsh/Scottish/Northern Irish/British <input type="checkbox"/> White – Irish <input type="checkbox"/> White - Gypsy or Irish Traveller or Roma <input type="checkbox"/> White - Other <input type="checkbox"/> Asian or Asian British – Indian <input type="checkbox"/> Asian or Asian British - Pakistani <input type="checkbox"/> Asian or Asian British – Bangladeshi <input type="checkbox"/> Asian or Asian British – Chinese <input type="checkbox"/> Asian or Asian British - Other <input type="checkbox"/> Black or Black British – African <input type="checkbox"/> Black or Black British – Caribbean	<input type="checkbox"/> Mixed/Multiple Other <input type="checkbox"/> Mixed /Multiple White and Asian <input type="checkbox"/> Mixed /Multiple– White and Black African <input type="checkbox"/> Mixed / Multiple– White and Black Caribbean <input type="checkbox"/> Other Ethnic Group – Arab <input type="checkbox"/> Other Ethnic Group – Eastern European <input type="checkbox"/> Other Ethnic Group – Latin American <input type="checkbox"/> Other Ethnic Group - Other <input type="checkbox"/> Prefer not to say

<input type="checkbox"/> Black or Black British – Other	
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Disability or Health Conditions	Yes	No	Prefer not to say
<p>The Equality Act 2010 defines a disabled person as a person with a disability. A person has a disability for the purposes of the Act if he or she has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.</p> <p>This means that, in general:</p> <ul style="list-style-type: none"> • the person must have an impairment that is either physical or mental • the impairment must have adverse effects which are substantial • the substantial adverse effects must be long-term • the long-term substantial adverse effects must be effects on normal day-to-day activities <p>Under the definition of the 2010 Equality Act, do you consider yourself to be disabled?</p>			

Project Target Group:	
<input type="checkbox"/> Women <input type="checkbox"/> Black, Asian and Minority Ethnic <input type="checkbox"/> Over 50 <input type="checkbox"/> 19-24 years old <input type="checkbox"/> English as a second language (ESOL) <input type="checkbox"/> Seeking asylum <input type="checkbox"/> Refugees <input type="checkbox"/> Low skilled <input type="checkbox"/> Digitally excluded <input type="checkbox"/> Negative experience with adult education <input type="checkbox"/> Impacted by cost-of-living crisis <input type="checkbox"/> Earning below London living wage	<input type="checkbox"/> Long-term health conditions <input type="checkbox"/> Disabled <input type="checkbox"/> Learner with Learning Difficulties and disabilities <input type="checkbox"/> Health conditions <input type="checkbox"/> Parent & single parent <input type="checkbox"/> Care leaver <input type="checkbox"/> Ex-offender or experience of the criminal justice system <input type="checkbox"/> Homeless/insecure housing <input type="checkbox"/> Adult carer <input type="checkbox"/> Other <p>If "other" please state:</p>

Barriers: What barriers does the individual have upon joining the project?
<input type="checkbox"/> Low income <input type="checkbox"/> ESOL needs <input type="checkbox"/> Childcare responsibilities <input type="checkbox"/> Debt <input type="checkbox"/> Money/financial worries <input type="checkbox"/> Unaware of benefit entitlement in work <input type="checkbox"/> Lack of or limited awareness how to access opportunities <input type="checkbox"/> Has a disability or health condition

- Digital exclusion
- Negative experiences of previous learning
- Experiencing homelessness or insecure housing
- Lack of confidence
- Neurodivergent needs
- Experience of the criminal justice system
- Lack of basic life skills
- Mental health needs
- Adult care responsibilities
- Time constraints
- Low skilled/no qualifications
- Earning below London Living Wage
- Impacted by cost-of-living-crisis
- Other

If 'other,' tell us what other barriers the participant needs help with:

Engagement Activities: How are you engaging with the individual?

This is an opportunity for you to showcase how your project is engaging with Londoners.

- In-person, one to one
- Online, one to one
- Online groups
- In-person workshops
- Open-door sessions
- Survey
- Door-to-door knocking
- Local events
- Coffee Mornings
- Food banks
- Community volunteer activities
- Associations (tenants or neighbourhood)
- Faith groups
- Other

Tell us more. Use this space to tell us more if the engagement activity is bespoke to your project. For example, an art or pottery class

Intensity of engagement with the participant:

Based on the engagement activities you offer and the needs and barriers of the participant, tell us how much time you anticipate spending to with the participant to help move them into an adult learning or employment support opportunity.

- Light - up to 3 hours of engagement
- Medium - up to 8 hours of engagement

High - 9 hours+

Signposting: what other services will you be signposting to for help to tackle their barriers to accessing opportunities.

- Housing advice
- Debt advice
- Money Management
- Childcare agencies
- Benefit advice
- Other

If 'other,' tell us more:

Privacy Notice

1. Who we are

The Greater London Authority (GLA) is London's regional government. The Mayor of London provides citywide leadership, and the London Assembly is a watchdog for London responsible for holding the Mayor and his advisors to public account.

2. Purpose

The Skills for Londoners Community Outreach Programme is a vital initiative led by the Mayor of London, dedicated to enhancing adult education and skills provision throughout the city. This Programme is aiming to make adult education more accessible, relevant, and community oriented. The aim of the Programme is to increase participation in education, raise awareness, overcome barriers and to promote opportunities to adult education.

We are collecting data on individuals involved within the Skills for Londoners Community Outreach Programme to help the GLA understand how well the Programme activities are working and if they are achieving their outcomes.

3. The nature of your personal data we will be using

The categories of your personal data that we will be using for this project are:

- your full name
- your postcode
- your email address
- your telephone number
- your date of birth
- your gender
- your employment status
- your prior educational attainment
- your disability and health conditions information
- your ethnic origin
- your barriers and support requirements
- your destination information (where you go when you leave the project)

You should note that our use of your personal data is limited to processing for the purposes listed above.

4. Why we ask providers to collect your personal information on our behalf

- a. Quality checking.

- b. Market Research, engagement and programme tracking to understand which organisations are involved, how we can improve the programme etc.
- c. Research and evaluation purposes including surveys and interviews as part of the process and impact evaluation and User Centred Design interviews and processes.

5. Our legal basis for collecting your personal information.

We collect personal information only where we need to and law permits. In order for our use of your personal data to be lawful, we need to meet conditions in the data protection legislation. For the purpose of this programme, the relevant condition(s) that we are meeting are:

1. Article 6 (1)(e): It is necessary to collect data from users in order to effectively access the service and to evaluate outcomes of the service. The legal basis is public task and the legal gateway is Section 87 of the Education and Skills Act 2008.
2. Article 6 (1)(f): It is necessary to collect data from users as the processing is necessary for the organisation's legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's individual data that overrides those legitimate interests.

6. How we use your personal information

Personal information collected from organisations is treated as confidential and collected only for the purposes set out in point 5. Any information shared publicly will be anonymised so you cannot be identified.

7. Who we will make your personal data available to

We sometimes need to make personal data available to other organisations. These include the Department for Education (DfE) who are Joint Controllers for the purposes of Data Protection Legislation with respect to Learner and Provider participation data and Provider performance data, contracted partners whom we may employ to process your personal data on our behalf and/or other organisations (with whom we need to share your personal data for specific purposes, including research and evaluation).

For the purposes of this project, we need to share your personal data with external evaluators working for the GLA under contract who may:

- Contact you directly to invite you to take part in research (e.g., qualitative interviews and/or surveys) to understand your experience with the programme. Participation in the research is voluntary. If you do not want to participate in these interviews/surveys, you can request this from our 3rd party contractor if you are contacted.

8. How long we will keep your personal data

We will keep your personal data in its original format for a maximum of 7 years, after which point it will be securely destroyed. However, the GLA will conduct reviews every 2 years to test if it is necessary to still retain this data.

9. Request to access, rectify or erase your information

This service is optional for individuals to use. If you decide you do not want your data to be used, you can notify the GLA and withdraw from further involvement.

Under the Data Protection Act 2018, you are entitled to ask if we hold information relating to you and ask for a copy, by making a 'subject access request'. Please visit <https://www.gov.uk/data-protection> for more information.

More information about use of and access to our personal data held by the GLA, details of organisations with whom the GLA regularly shares data, information about how long the GLA retain your data and how to exercise your rights is set out in the GLA Privacy Policy published here: <https://www.london.gov.uk/about-us/governance-and-spending/privacy-policies/gla-privacy-policy>

If you have a concern about the accuracy of personal information about you, if you want to erase or restrict use of your personal information, if you object to use of your personal data, if you wish to exercise rights in relation to automated decision-making or if you are unhappy with how we have used your personal

information, please email: Data.Protection@london.gov.uk

You can also find more information from the Information Commissioner's Office at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you have any questions about how your personal information will be used, please contact us at: SFLCommunityOutreachProgramme@london.gov.uk and enter the Community Outreach Programme as a reference.

Declaration:

I confirm that I have read and agree to the conditions indicated in the above declaration and the information provided is correct to the best of my knowledge. I will inform you of any changes in my circumstances which may affect my eligibility for the project.

Print Name (Participant):

Participant Signature:

Date:

Privacy Notice: Summary Guidance

Privacy Notice: Summary Guidance

The purpose of this document is to provide a summary of the Privacy Notice outlined in the Participant Enrolment Form.

This document does not replace the full version issued in the Participant Enrolment Form and should only be used in conjunction with.

1. Who the GLA are.

- This section outlines who the Greater London Authority (GLA) are.

2. Purpose

- This section outlines the purpose of the privacy notice and why we need this.
- It explains that the GLA collects data on individuals involved in the programme for us to see how well the Programme activities are working.

3. The nature of your personal data we will be using.

- The section outlines the personal data we ask from you including full name, postcode, contact information, date of birth, gender information, employment and education information, ethnic origin, disability and health information, barriers and information on where you might go when you leave the project.

4. Why we ask providers to collect your personal information on our behalf.

- This section provides information on why we ask for this.
 - For quality monitoring purposes
 - For market research purposes
 - For research and evaluation purposes

5. The Legal basis for collecting your personal information.

- This section outlines the legal basis for the GLA collecting the data.

6. How we use your personal information

- This section outlines how we use your personal information.
- Providers are contracted to deliver projects to Londoners on behalf of the GLA so therefore will need to share your information with the GLA

7. Who will the GLA make your personal data available to?

- As the Skills for Londoners Community Outreach Programme is funded by the Adult Skills Fund (ASF) inclusive of Skills Bootcamps, the GLA will need to report some of your personal data to the Department for Education to show how funding has supported Londoners accessing the programme.
- For the purposes of evaluation activities, the GLA will share your personal data with external evaluators working for the GLA. The evaluators may contact you directly to invite you to take part in research.

8. How long we will keep your personal data.

- For a maximum of 7 years (after which it is securely destroyed).
- Every two years the GLA reviews to assess if it is necessary to retain this data.

9. Request to access, rectify or erase your information.

- This section outlines your rights if you decide you do not want your data used and how to notify the GLA of this.

- You can also find further information on the Data Protection Act 2018, Information Commissioner's Office and the GLA'S Privacy Policy.

Case Study Guidance

Case Study Guidance & Consent Form

Background

Case studies are a powerful way to show how the Skills for Londoners (SfL) Community Outreach Programme is making a real difference to people's lives. They highlight participants' experiences, the barriers they face, and how project activities support their learning and employment goals. These stories help demonstrate impact to stakeholders, funders and the wider community, offering insight into both individual journeys and the broader social and economic benefits of the programme.

The GLA welcomes case studies that showcase how funded projects engage with Londoners; promote the support available; and illustrate the challenges faced by different target groups when accessing adult education and employment opportunities.

Requirements

The following guidance sets out the minimum information required for a case study:

- Focus on participants who have accessed programmes across the Mayor's Skills offer.
- Highlight engagement activities delivered by the project.
- Use your own template and ensuring that the minimum information is included.
- Be presented in any format, including short videos with appropriate participant consent.
- Be submitted at a minimum of two per quarter, with a preference for video content

Case Study Guidance

Each case study must include:

- **The 'Supported by Mayor of London' logo.**
- **The participant's join date and the date the case study was completed.**
- **The staff member's name, role, and relationship to the participant.**
- **Explicit participant consent from the participant featured in the case study. Please note for videos, a completed consent form is required for everyone featured.**
- **Background:** a brief overview of the participant (borough, age, key barriers, previous engagement with learning or employment support).
- **Aims:** what the participant hoped to achieve when joining the project.
- **Support provided:** how the project identified their needs, addressed barriers, and the activities used to engage them.
- **Outcomes:** What changed because of the support? Course referrals, participation, completion, soft outcomes (e.g. confidence), and any known status of the participant after they left the project. Try to include as much information on any social and economic improvements realised because of the project.
- **Participant Feedback:** A quote, a photo or short video to bring the story to life.

Consent

Sharing your story: Skills for Londoners Community Outreach – case study collection

Thank you for helping us communicate about learning as part of our Skills for Londoners Community Outreach Programme. By sharing your story and supporting us to develop content such as quotes, photos, and videos, we can raise awareness of adult learning opportunities and encourage more people to gain new skills and progress in work.

About Skills for Londoners Community Outreach

The Skills for Londoners Community Outreach Programme is a vital initiative led by the Mayor of London, dedicated to enhancing adult education and skills provision throughout the city. This programme is aiming to make adult education and support in looking for employment more accessible, relevant, and community oriented. The aim of the programme is to increase participation in adult learning and employment support opportunities, raise awareness, overcome barriers and to promote the opportunities to adult learning and employment support.

How we might use your data and content

The GLA might use your first name, age, where you live, and the content we create with you such as your story, comments, photo, and/or video in/with:

- Internal communications (e.g., intranet, presentations)
- Digital and printed communications (e.g., website, social media, email, leaflet)
- Marketing campaigns, advertising, or media (e.g., events, paid for social media, outdoor advertisements, audio adverts, posters, national/local press)

We may share your information with other government departments and/or third-party organisations such as the Department for Education. There may also be opportunity to include content in PR and media opportunities, locally, regionally, and nationally.

Occasionally we may need to make changes to the content (e.g., use a quote from a transcript, make a video shorter), but we will make sure this does not change the intended meaning.

By signing this form, you are declaring that you understand and are consenting to changes being made.

We may contact you directly to ask for more information or to discuss individual requests from journalists, such as face-to-face or telephone interviews. You are not obliged to take part in any additional activity with the media. If you are directly approached by a member of the media to discuss adult learning initiatives, but you have not been advised by the GLA about a member of the media contacting you, please let us know and we will appreciate it if you do not discuss the offer with them.

We will store your content and contact details in a secure GLA system with access restricted to key project contacts. We will hold your data 7-years after the project has been completed.

After this period, we will delete your personal data from our system. Please look at our [privacy policy](#), which explains how and why we use and store your data.

You can withdraw your consent at any time. If you withdraw consent, we will permanently delete your data relating to this scheme from our system and will not use them in future materials. If your content has been used in the past, we will take practical steps to remove it where possible (e.g., on our website) within a reasonable timeframe. However, we cannot guarantee that your content can be entirely removed from circulation due to the nature of digital / printed materials and advertisements. If you have any questions or you would like to withdraw consent / change your contact details, please email us at SFLCommunityOutreachProgramme@london.gov.uk.

Sharing your story: Skills for Londoners Community Outreach – case study collection – consent form

Please complete and return the form below.

Details:

Full name: (IN BLOCK CAPITALS):

Address: _____

Telephone number: _____

Email address: _____

Date of birth: _____

Consent:

I give permission for my content to be used by the GLA for:

(Tick all that apply)

- Marketing campaigns, advertising, or media
 - Partner/affiliate communications
 - Internal communications
 - Digital and printed communications
 - Publishing on the website
- Please tick to confirm that you are happy to be contacted by GLA and the Department for Education (DfE), as the funder of the Skills for Londoners Community Outreach Programme.

I have read this consent form carefully and fully understand its meaning and implications.

Signature: _____

Date: _____

Data protection: The information that you provide here will only be used to contact you about sharing your story in our communications work. We will not pass any details recorded on this form to any organisations that are not mentioned in our privacy notice without your permission.

Participant Data Collection (PDC) Template

Participant Data Collection (PDC): Participant Information Headings

Participant Information												
A1	A2	A3	A4	A5	A6	A7	A8	A9	A10	A11	A12	A13
Participant Number <i>(Please select from dropdown list)</i>	Organisation Name <i>(Choose from the dropdown list)</i>	Project Name <i>(Please add your project title into the blue box above this will populate this column)</i>	Participant Start date (dd/mm/yyyy) <i>(This date should be the same as the enrolment form)</i>	First name	Last name	Post Code	Borough <i>(Please select from dropdown menu)</i>	Contact Number	Email address	Gender <i>(Please select from dropdown menu)</i>	Date of Birth (dd/mm/yyyy)	Age on joining
A14	A15	A16	A17	A18	A19	A20	A21	A22				
Employment Status on Joining (Labour Market Status) <i>(Please select from dropdown menu based on how the participant responds to the questions in the enrolment form)</i>	Is the Participant Economically Inactive? <i>It is the organisations that must determine if the participant is economically inactive or not using the Decision Tree Annex 4 in the Delivery Handbook</i>	Highest Education Attainment on Joining <i>(Please select from dropdown menu)</i>	Highest Level of ESOL (if applicable) <i>(Please select from dropdown menu)</i>	Ethnicity <i>(Please select from dropdown menu)</i>	Disability or Health Conditions <i>(Please select from dropdown menu)</i>	Project Target Group <i>(Please state what project target group the participant falls into)</i>	If other, please state	Have you obtained a signed declaration from the participant to share their information with us? <i>(The participant must have signed the Privacy Notice to allow their details to be shared. If they haven't signed, details should not be added to the sheet)</i>				

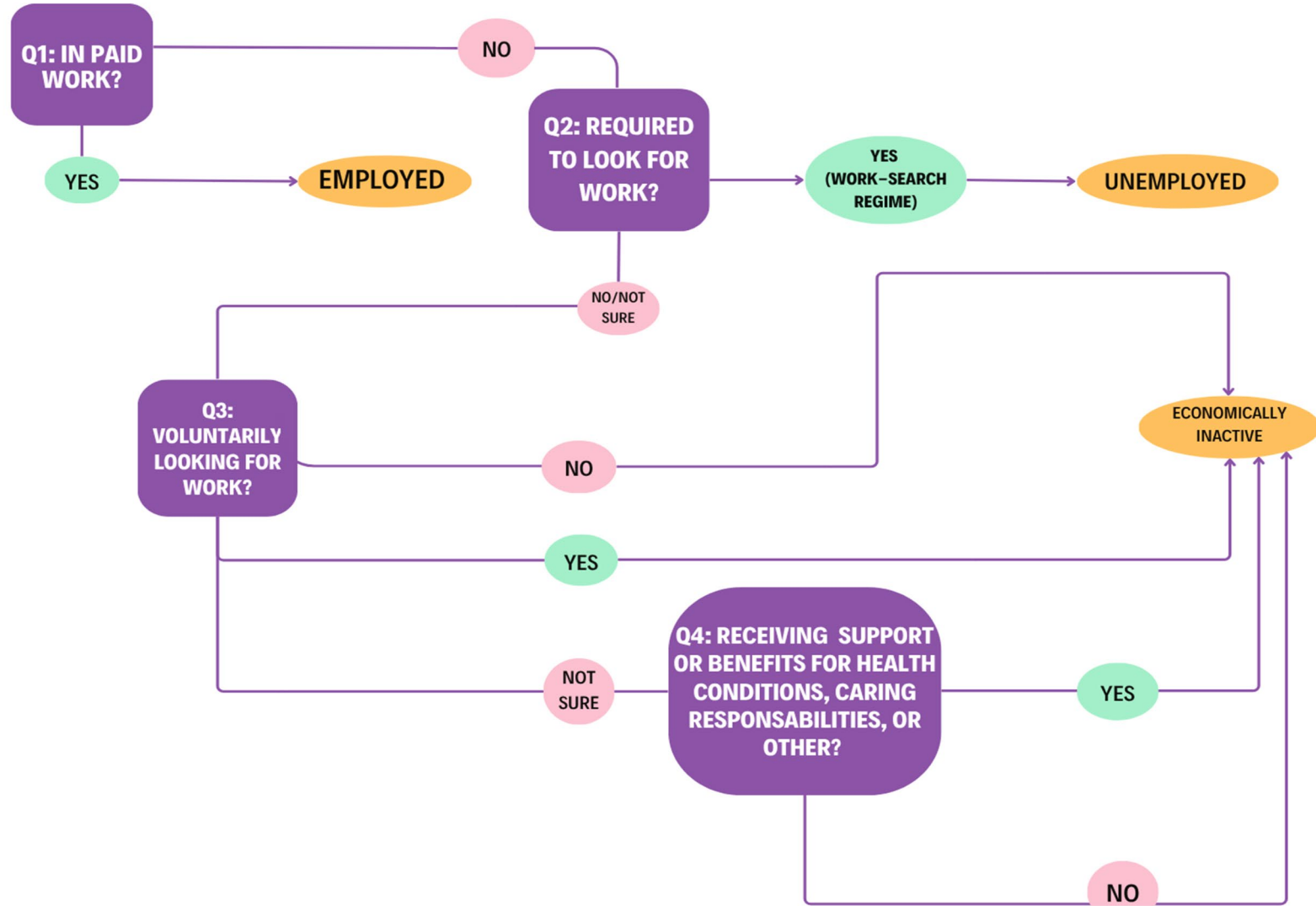
Participant Data Collection (PDC): Barriers and Support Activities Headings

Barriers and Support Activities						
A23	A24	A25	A26	A27	A28	A29
What barriers does the individual have upon joining the project? <i>Option 1 - Please select from the dropdown options</i>	What barriers does the individual have upon joining the project? <i>Option 2 - Please select from the dropdown options</i>	What barriers does the individual have upon joining the project? <i>Option 3 - Please select from the dropdown options</i> <i>If a barrier does not appear in the dropdown selection, click 'other' and tell us in the next column.</i>	If 'other', please tell us more.	Engagement Activities <i>How are you engaging with the individual?</i> <i>Option 1 - Please select the main method of engagement from the dropdown</i>	Engagement Activities <i>How are you engaging with the individual?</i> <i>Option 2 - Please tell us any other way you are engaging with the individual</i> <i>If you select 'workshop' or 'other', tell us more in the next column.</i>	Engagement Activities <i>If 'other' or 'workshop' has been selected, tell us more.</i> <i>You can also use this column to tell us more if the engagement activity is bespoke to your project.</i> <i>For example, an art or pottery class</i>
Intensity of your engagement with the participant <i>Light - up to 3 hours of engagement</i> <i>Medium - up to 8 hours of engagement</i> <i>High - 9 hours+</i> <i>Please select from the dropdown</i>	What other support have you provided (if any)	Information Advice and Guidance <i>Have you sign posted the participant to receive IAG for any of the following services?</i>	If other, please tell us more.	How has the project supported the individual to tackle the barriers outlined upon joining?	Tell us more:	

Participant Data Collection (PDC): Referral and Destination Headings

Referral and Destination											
A28	A29	A30	A31	A32	A33	A34	A35	A36	A37		
<p>Type of referral?</p> <p>Please select from the drop down</p>	<p>Is the referral to a Mol. funded provision?</p> <p>Please select from the drop down</p>	<p>If the referral is to a Mol. funded provision, please tell us which one.</p> <p>Please select from the drop down</p>	<p>If 'other', please specify</p> <p>(If you selected 'other' in previous tab, please specify the type of provision)</p>	<p>Providers Name</p> <p>To be completed for referrals</p>	<p>Providers Name</p> <p>(If "Other", please specify name of the provider)</p>	<p>Course or Programme Title</p> <p>To be completed for all non-ICP referrals</p> <p>For Skills Bootcamp Referrals: Bootcamp Name</p>	<p>For Skills Bootcamps only:</p> <p>The sector of the bootcamp the participant has been referred to</p>	<p>Date of referral</p> <p>Please let us know that date you referred Participant</p>	<p>Do you know if the Participant started?</p> <p>Yes - Participant started No - Participant did not start Unknown</p>	<p>Additional notes or comments</p>	

Annex 1 – Employment Status Decision Tree



***Annex 2 – Referral Opportunities and
Employment Support Information Guide***

**Skills for Londoners
Community Outreach
2026-2029**

Referral Opportunities and Employment Support Information
Guide

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How to use this guide

The Skills for Londoners Community Outreach 2026-29 directly funds community organisations to raise awareness of London's adult education opportunities, increase participation in adult learning skills and employment support provision, and help build links between providers, community groups and the Londoners they work with.

The GLA will endeavour to keep organisations informed of any changes to Mayor of London-funded provision throughout the lifetime of the programme in order to support referral opportunities for Londoners. However, organisations should not rely solely on this and are encouraged to proactively map local provision and develop or strengthen partnerships with relevant local providers. The Community Outreach team leads on communications regarding Mayor of London funded provision, working closely with partner organisations to ensure updates are shared appropriately throughout the lifetime of the programme.

Definitions of the three types of referrals on the programme:

Adult Learning

Definition: Adult education provides learning and training for people aged 19 and over, open to adults at any stage of life. It takes place in various settings, including Further Education colleges, local authority adult learning services, independent training providers, universities and community venues. In London, most adult education is funded by the Mayor through the Adult Skills Fund

Examples: Adults Skills Fund Programmes and Bootcamps.

Job Centre Plus Referrals

Definition: Jobcentre Plus is a public sector, government-funded employment agency that has existed since 2002. It's part of the Department for Work and Pensions. Jobcentre Plus branches exist across the country and provide the resources to help individuals find employment. They also help with benefit claims.

Examples: Someone being referred to apply for Universal Credit.

Other Employment support programmes

Definition: Employment support programmes encompass a variety of services designed to help them find, maintain, or progress in their careers. This includes assistance with job searching, career support, interview skills, CV development, and support within the workplace, often tailored to individual needs and circumstances. Should be a **long-term** support programme or service (not in-house) that works with employers and has job outcomes as the main aim of the support they deliver.

Examples: Examples might include Trailblazers, [Shaw Trust](#), [Maximus](#), [King's Trust Employment Programme for Young People](#), [Catch 22](#), [Employment Plus \(The Salvation Army\)](#).

This guide covers the following programmes:

- **Adult Skills Fund (ASF)**
- **Get Britain Working Together**
- **Skills Bootcamps**

There is also information on how to use our [London Skills Provider map](#) to find the most relevant courses near you.

Adult Skills Fund (ASF)

The [Adult Skills Fund \(ASF\)](#) funds education and training for adults aged 19 and above.

- It covers most 19+ skills training in London. It does not fund apprenticeships and traineeships but does cover the majority of the Mayor's skills programmes for Londoners.
- It is mostly focused on delivering basic skills and learning at Level 2 (equivalent to GCSE) and below, and funds the majority of ESOL provision in London.
- London's ASF can only be used to fund adult learners (aged 19+) who are resident in the capital.
- It is focused on supporting people in low-paid work and unemployed Londoners to find good jobs.
- Courses can vary from six weeks to two years in length.

Who does the ASF fund?

London's ASF is generally used to fund adult learning for those who are:

- Aged 19+
- Resident in London
- Unemployed, in low-paid work (less than the London Living Wage), or eligible for a statutory entitlement.
- Those with British, Irish or EEA nationality, or those who have been granted permission to stay in the UK long term (leave to enter or remain)

Those who are generally not eligible for ASF funding include:

- Those who are in the UK on holiday or student visa
- Those in the UK without lawful status
- Those who have a 'study prohibition' on their condition to stay
- People seeking asylum in their first 6 months in the UK

Learners can evidence their eligibility in a range of ways, and the adult learning provider may have their own evidence requirements. This can include an e-visa, passport, or other evidence from the Home Office.

Detailed information on eligibility and evidence requirements can be found [here](#).

Get Britain Working Trailblazers

The Greater London Authority (GLA) is working with London's four Sub-Regional Partnerships (SRPs, which also lead the No Wrong Door Integration Hubs) to deliver Economic Inactivity Trailblazers and Youth Trailblazers in London. These Trailblazers are part of a wider national initiative aimed at tackling economic inactivity and engaging young people by providing joined-up, locally tailored support.

Programme Structure & Delivery:

Duration: Support varies from short-term intensive interventions to longer-term guidance, with the goal of sustaining employment after completion.

Flexible Learning Options: A variety of blended learning options (combination of online and in-person training), as well as fully online courses, to accommodate the diverse needs of economically inactive participants.

Support Services: Tailored support in areas such as mental health, career coaching, mentoring, and job search assistance. **Employment Integration:** Direct links to employer partners and sector-specific skills training to align participants with high-demand jobs. **Level of Training:** Training options tailored to individuals' experience and needs.

Who Do Trailblazers Fund?

The Trailblazer's Programme is designed for Young Londoners aged 16-24 and Economically Inactive Londoners, including those who may face barriers such as:

- Long-term health conditions
- Caring responsibilities
- Experience of the care system
- Young people (aged 16-24) at risk of being not in employment education or training (NEET)
- Young people who are NEET (16-24)

Eligibility Criteria:

- London residents aged 16+
- Individuals who are economically inactive or long-term unemployed
- Prioritising those with health barriers, disabilities, or additional support needs

Conclusion:

The London Trailblazers Programme provides a unique opportunity for both Londoners and employers to address skills gaps and employment barriers in a way that promotes inclusive growth. By combining personalised support, skills training, and employment readiness, the programme offers a sustainable solution to London's economically inactive population, helping them transition into rewarding work.

Please find further details of the five London trailblazers below:

Pan-London Youth Trailblazer – delivered by the GLA. This Trailblazer will establish a universal youth offer that includes:

- Early identification and outreach to engage Hidden NEETs and young people with mental health challenges, linking them to essential services.
- A digital resource hub providing young people with real-time access to local EET opportunities and wraparound support.
- Stronger service integration through sub-regional youth integration networks, bringing together youth service providers to improve coordination, increase awareness of available support, and align local provision with the broader London-wide youth offer.
- Enhanced data sharing to track young people's journeys and tailor interventions effectively, ensuring services are responsive to individual needs.

This Trailblazer will also include dedicated staffing resources to oversee pan-London coordination, across all four sub-regional youth and economic inactivity Trailblazers.

Youth Trailblazer – delivered by Central London Forward

This Trailblazer supports care leavers aged 18-25 (including after statutory duties end at 22) and early identification of young people aged 16-17 who are transitioning from in-care to care leavers.

The key interventions of this Trailblazer are:

- Personal advisers – giving boroughs resource to recruit more personal advisers to lower caseloads.
- Care leaver starter packs - target the specific needs of young people newly in semi- or independent accommodation.
- Engaging care leavers and supporting them to move towards employment opportunities – engaging employers through an intermediate labour market, exploring data sharing agreements across care leaver teams, and establishing a Youth Champion Group to inform all Central London care leaver interventions.

Economic Inactivity Trailblazer – delivered by West London Alliance.

This Trailblazer targets people with MSK (musculoskeletal) conditions, delivering in 12 boroughs across two Integrated Care Board areas (NWL and NCL).

It looks to build the evidence base on how best to support individuals with MSK into work. The key interventions of this Trailblazer are:

- Community appointment days to support people to reach the provision they need and

encouraging proactive sharing of patient data.

- Six-month high intensity employment support offer which will be delivered through a 'treatment hub' model where multiple practitioners and service providers across health and employment operate in a shared space.

Economic Inactivity Trailblazer – delivered by South London Partnership

This Trailblazer targets people with disabilities and long-term health conditions, those over 50, those with MSK conditions, those in social housing and those from an ethnic minority. The key interventions of this Trailblazer are:

- Systems change interventions - training for frontline health service teams on employment support referral.
- MSK support project - Working with GPs and social prescribers to identify residents to engage in employment support and vocational skills support.
- Community link worker project focused on social housing residents.
- Self-referral digital tool - More elective triaging to GP services or employment support to reduce GP patient lists and pilot new referral pathways.
- Community practitioner outreach and triaging.
- Local employment brokerage - testing new engagement methods.
- Multi-disciplinary team pop ups - Setting up 20 community-based pop ups, to do outreach and triaging within the community.

Skills Bootcamps

Skills Bootcamps are designed to help Londoners aged 19+ to progress in work by giving them access to in-demand skills training and a guaranteed interview after the completion of the course.

The Skills Bootcamps for Londoners programme has courses across 11 priority sectors including: Digital, Green, Construction, Technical (Manufacturing and Engineering) and Logistics (HGV driving), Creative, Hospitality, Retail, Early Years, Financial & Professional Services, and Health & Social Care.

Training ranges from 3 weeks to 16 weeks, with full-time and part-time courses available so that Londoners can find a course that fits with their own schedules.

Course delivery varies between blended (online and in-person) and fully online delivery. Skills bootcamps are delivered at Levels 2-5.

As the delivery is short and focused on areas of skills/employer demand, the Skills Bootcamps for Londoners Programme also benefits employers by helping them to fill specific skills shortage vacancies, increasing productivity within their organisations.

Who do Skills Bootcamps fund?

- Skills Bootcamps are free courses open to adults (aged 19+) who are in work (including self-employed) or unemployed.
- There are no conditions on salary or prior qualification levels for learners starting Skills Bootcamp provision.
- For most Skills Bootcamps, no previous knowledge in the subject is needed – just a good grasp of the English language and the willingness to learn new skills. Some Skills Bootcamps may have additional entry requirements, such as previous education levels or sector experience.

For more information on finding the Skills Bootcamps available in London please go to the GLA [Skills Bootcamps for Londoners | London City Hall](#)

How to find adult learning courses near you

[Our interactive map](#) allows you to locate your nearest college or learning provider and find out more about the courses and training they offer.

Through the tool you can filter providers based on:

- **Location, borough, or proximity**
- **Institution type**

Tips for searching for a course

- Enter your postcode into the 'Full Postcode' box (for example E16 1ZE) and click 'Search Results' to find courses near your location.
- Enter any useful words into the 'Search by term or keyword' box (for example social care, digital, ESOL) to narrow down your search.
- Expand or narrow the area you are searching in using the 'Distance from location' drop down box.
- Use the pink arrows to filter your search by course type, borough or type of institution.
- Once you have searched, scroll down to the map.
- Click on the blue pins to read more about each provider or scroll further to view them in the list below the map.
- Click on the pink 'Translate' button and follow instructions to read the page and search results in your chosen language.

Search options

Full postcode e.g. E16 1ZE Distance from location

Please enter a full postcode for the most accurate results

Search by term or keyword

Search term or keyword

Filter results

Results will update automatically when a filter is selected

Borough **Type of institution** **Essential skills**

Other courses

Annex 3 - Logo Usage and Guidelines

Guidelines for using our ‘Supported by’ logo

By sticking to a few simple rules, the process will be smoother all round – both for you, and for us. Here’s how to get it right first time:

1. Please observe our exclusion zone – double the height of the ‘N’ as clear space on all sides
2. Run the core primary grey logo on light backgrounds and the white logo on dark backgrounds

CORE PRIMARY GREY | C25 M10 Y10 K85 | R54 G62 B66 | P432 | #353D42

3. Check the logo is a minimum of 30 mm wide in print, 150 pixels wide on screen
4. Please share proof with us at least five days in advance. That way if any issues crop up, there’s time to fix them
5. Always batch items together, rather than share them one by one. We’re a small team after all...
6. Send the finished work with the logo to your GLA Provider Manager to sign off.
7. And provided you’ve followed the guidance, that’s it!



Incorrect use of the supported by Mayor of London logo

Please look out for these things when reviewing logo use.



Wrong. The logos have been stretched. Please check the roundness of the 'O' in the logo on page 1 for reference.



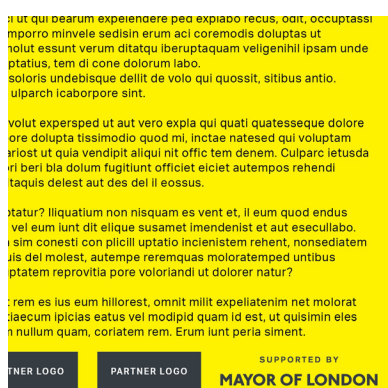
Wrong. The logos have been put on a background that is too busy and distracting.

More examples of incorrect logo use.

Please look out for these things when reviewing logo use.



This use is incorrect as our logo is much bigger than the partner logos.



Incorrect. The logo does not have clear space around it.



The logo is incorrect as it has been placed in a box.



Incorrect. The logo is pixelated and not high resolution.



Annex 4 – Definitions & Terminology

Term	Definition
Case Study Guidance	The ' <i>Case Study Guidance</i> ' is a guidance document that should be used when creating case studies to highlight the impact that your project is having on the chosen target group(s) and wider community.
Deed of Variation (DoV)	A Deed of Variation is a formal legal document used to amend the terms of an existing grant agreement between the GLA and organisations.
GLA Provider Manager	The <i>GLA Provider Manager</i> is a GLA Officer designated as the main point of contact between the organisation and the GLA during the delivery period. They will provide support to organisations from onboarding through to when the project finishes.
Grant Agreement	This is a formal agreement between organisations who have been awarded grant funding to deliver the Community Outreach 2026-29 and the GLA. The agreement acts as a formal binding agreement of what each party will receive on the Programme.
Grant Funding	Grant Funding has been awarded to support your project delivery to achieve the project ' <i>Results</i> ' and ' <i>Outputs</i> ' set out in your Grant Agreement.
Highest Education Attainment Upon Joining	This refers to the most advanced level of formal education a participant had completed before enrolment to The Skills for Londoners Community Outreach 2026-29. This could range from no formal education to higher education or its equivalent. This data is required to measure the participants' progress from their starting point and helps the Programme to tailor provisions that meet the remarkably diverse needs of Londoners more effectively.
Milestone Payments	The payments that will be made for delivery of the project will be referred to as either ' <i>grant funding</i> ' or ' <i>milestone payments</i> '.
Review Meetings	The Review Meeting (formally known as 'Monitoring Visits') are meetings that will occur on a quarterly basis between the GLA and organisations delivering the Programme. The meetings will usually take place following milestone payments. The Review Meetings will cover topics such as verify/assess processes, procedures, evidence, quality, or other matters as deemed appropriate by the GLA.

Open Project System (OPS)	The GLA's Open Project System (OPS) is a secure online portal for project management, submission of claims for Grant Funding, the reporting of Project data, delivery, and risks and issues reporting.
Organisation	The term 'organisation' is used in relation to organisations who have been awarded grant funding by the GLA to deliver on the Skills for Londoners Community Outreach 2026-29.
Output	Outputs are measurable deliverables as defined in the Grant Agreement. Outputs are a measurement of a Participant successfully completing a stage of their journey through the Project. The Output targets for a Programme will be confirmed in the Grant Agreement schedules.
Participant	An individual who is a direct beneficiary of the Project delivered through the Skills for Londoners Community Outreach 2026-29.
Participant Data Collection Template (PDC)	The excel tool which organisations must use to record and report to the GLA data and management information about the Participants supported by their Projects on a quarterly basis.
Participant Enrolment Form	The 'Participant Enrolment Form' is a document that should be completed with each participant you are looking to count as a 'start' on your project.
Privacy Notice	The Privacy Notice is contained within the Participant Enrolment Form. The Privacy Notice is a 'declaration' to be signed by a Participant joining a Project. The declaration details the purposes of data processing, retention of personal data and GDPR implications which relate to their involvement in the Project.
Programme Funding	The Skills for Londoners Community Outreach 2026-29 is funded by both the Adult Skills Fund and Bootcamps. Due to how the project is funded, the GLA must report data and information to the Department for Education.
Project	The support and activities delivered by an organisation in accordance with the Grant Agreement awarded to them through the Mayor's Skills for Londoners Community Outreach 2026-29.
Project Delivery Period	The period from the date that a Grant Agreement or Deed of Variation commences to the date that the final claim for the Project must be submitted.
Project Manager	An individual, appointed by, and accountable to, the COP Provider to manage the Project on their behalf (including ensuring compliance with GLA and COP requirements).

Referral	Referral to an adult learning or long-term employment support programme.
Referral (Adult Learning)	Referrals to adult learning are when organisations identify adults who could benefit from education or training and actively connect them to suitable adult learning courses or providers. It is aimed to people aged 19 years old and above. This could include learning at Further Education colleges, local authority adult education departments, independent training providers, institutes for adult learning, sixth form colleges and universities or community venues.
Referral (Employment Support)	Referrals to an employment support programme is when an individual seeking employment is referred to a variety of services designed to help them find, maintain, or progress in their careers. This includes assistance with job searching, career support, job search, interview skills, CV development, and support within the workplace, often tailored to individual needs and circumstances. Should be a long-term support programme or service (not in-house) that works with employers and has job outcomes as the main aim of the support they deliver.
Referral Opportunities and Employment Support Information Guide	Formally referred to as 'Referral Guide' An interactive map that allows you locate your nearest learning provider and the details of their course and training offerings.
SAP ID	A unique identifier that will allow the GLA to process payments to the organisation once in delivery. The GLA will request information from organisations and set this up.
ShareFile	ShareFile (also referred to as SharePoint) is the GLA's preferred secure online file sharing platform to be used for the transfer of sensitive data between the GLA and external parties, and to upload evidence to support the claims made to the GLA.
Signposting to Services	Signposting to services for wraparound support is the practice of directing individuals to appropriate external or internal services that can address their wider needs.
Unique Participant Identification Numbers (UPIN)	This is a unique alphanumeric code assigned to each participant by the COP provider for tracking and reporting purposes. The Mayor's COP prioritises the security of participants' personal data and the UPIN is used (where possible) rather than names or other direct identifiers.

Background Documents and Links

Please note – these links were up to date as of 01 April 2026

London Growth Plan	London's growth plan - London Growth Plan
Inclusive Talent Strategy	Mayor of London Inclusive Talent Strategy
Community Outreach 2026-2029 Prospectus	Skills for Londoners Community Outreach Programme London City Hall
Community Outreach Programme Mailing List	Skills for Londoners community outreach mailing list
Skills for Londoners Newsletter	Skills for Londoners newsletter
SfL Community Outreach Inbox (email)	sflcommunityoutreachprogramme@london.gov.uk

Other formats and languages

For a large print, Braille, disc, sign language video or audio-tape version of this document, please contact us at the address below:

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City Hall

Kamal Chunchie Way

London

E16 1ZE

Telephone **020 7983 4000** www.london.gov.uk

You will need to supply your name, your postal address and state the format and title of the publication you require.