



**REPORT ON THE IMPLEMENTATION
OF THE THREE EGF CONSTRUCTION PROGRAMMES
FOR THE PERIOD UP TO 2nd MARCH 2012**

prepared for

**EGF Managing Authority
Department of Education and Skills**

by the

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EXECUTIVE SUMMARY

A total of 578 individuals from the cohort of construction workers and apprentices notified of their EGF eligibility accessed the services of the EGF Construction Contact Centre between the 19th December 2011 and the 2nd March 2012. This figure corresponds to 6.6% of the 8,779 persons issued letters of notification of EGF eligibility on the 19th December 2011. Of the total number accessing the services of the EGF Construction Contact Centre, 126 did so between 28th January and 2nd March 2012.

The main reasons eligible individuals initially sought assistance from the EGF Construction Contact Centre were to access EGF Training Grants or to make a claim for Reimbursement of Fees Paid (283 corresponding to 49.0%), to make a general enquiry (160 corresponding to 27.7%), or to access guidance courses being provided by local Vocational Education Committees (88 corresponding to 15.2%).

A total of 308 supportive actions were made by the EGF Construction Contact Centre on behalf of EGF eligible individuals between 19th December 2011 and 2nd March 2012. The main interventions provided included processing EGF Training Grant Applications and Reimbursement Forms (147 corresponding to 47.7%), referring clients to guidance courses being provided by local Vocational Education Committees (113 corresponding to 36.7%), and referring clients to specific Higher Education Authority funded institutions (30 corresponding to 9.7%). In a small number of instances clients were referred to FÁS (8) or the County and City Enterprise Boards (10).

Between the 19th December 2011 and 27th January 2012 a total of 99 completed applications were received in respect of EGF Training Grants and Reimbursement of Fees Paid. During the following five weeks to the 2nd March 2012 an additional 132 completed applications were received in respect of EGF Training Grants and Reimbursement of Fees Paid. Almost three quarters (171 corresponding to 74.0%) of all completed applications received were approved by 2nd March 2012.

Data on the status of the 578 EGF eligible individuals who accessed the services of the EGF Construction Contact Centre up to or on 2nd March show that 430 (corresponding to 74.4% of all EGF eligible persons contacting the EGF Construction Contact Centre) had accessed (123) or were accessing (307) specific interventions on the 2nd March 2012. Over half (166) of the individuals in the latter group are either submitting documentation supporting a claim for an EGF Training Grant / Reimbursement of Fees paid or are awaiting the outcome of their completed application. Many of these individuals are expected to commence specific EGF supported interventions in during March 2012.

The pattern of interventions being sought indicates that the major category of intervention in demand is EGF Training Grants for FETAC approved courses.

1 INTRODUCTION

In June 2010, the EGF Managing Authority submitted an application, which was subsequently revised into three separate NACE 2 applications in February 2011, in respect of workers and apprentices made redundant in the construction sector. The applications sought support for 9,089 construction workers and apprentices made redundant between 1st July 2009 and 31st March 2010 in the following sectors:

- construction of buildings - NACE 41;
- specialised construction services - NACE 43; and,
- architectural and engineering services - NACE 71.

The EGF eligible redundant construction workers and apprentices were identified based on evidence of statutory redundancy payments (RP50) and on data from the apprenticeship database held by FÁS, respectively.

A range of supports were outlined in the three applications which were approved by the EU authorities on the 14th November 2011. They include:

- career guidance supports;
- training supports delivered by FÁS, including both on and off the job apprenticeship supports to allow redundant apprentices to progress their apprenticeships;
- providing EGF Training Grants where a particular training or education measure cannot be delivered by a public institution but can be through the private sector;
- further education and higher education supports delivered by the VECs and HEA funded institutions, respectively; and,
- enterprise and self-employment advice and guidance supports delivered by the County and City Enterprise Boards.

The three programmes will run until the 9th June 2012.

1.1 The Cohort of EGF Eligible Workers and Apprentices Receiving Letters of Notification of EGF Eligibility

An analysis of data concerning the 9,089 redundant construction workers and apprentices covered by the three EGF construction applications was undertaken in November 2011. The results of the analysis identified a number of duplicate entries and the cohort of EGF eligible construction workers and apprentices was revised to 8,925. A subsequent control identified one further ineligible person bringing the EGF eligible cohort to 8,924. Of that number, 8,779 EGF eligible clients were identified as having a home address in this jurisdiction and letters of notification of eligibility for EGF services were issued on the 19th December 2011 to all of these persons.

Table 1 shows the breakdown of the eligible cohort by NACE 2 sector. Just over half (53.9%) of the eligible cohort is covered by the NACE 41 programme. This programme is targeted at workers and apprentices previously employed by companies involved in the construction of residential and non-residential buildings. Just over one third (36.8%) of the cohort is covered by the NACE 43 programme. This programme is targeted at workers and apprentices previously employed in companies providing a range of trades allied to construction (e.g., plastering, carpentry, painting, roofing etc.). The third programme (i.e., NACE 71) accounts for 9.3% of the eligible cohort and is targeted at workers previously employed in companies providing architectural and engineering services.

Table 1.1
EGF Eligible Construction Workers and Apprentices by NACE 2 Sector

	NACE 41	NACE 43	NACE 71	Total
Redundant Workers	4,060	1,646	816	6,522
Redundant Apprentices	669	1,588	0	2,257
Total	4,729	3,234	816	8,779
%	53.9	36.8	9.3	100.0

The distribution of the eligible cohort by county of residence is presented in Annex 1. It shows that almost one quarter (23.4%) of the eligible cohort resided in Dublin with a further 14.1% residing in Cork. Other large clusters of eligible workers and apprentices are found in counties bordering Dublin (notably Meath and Kildare). Smaller numbers are distributed across the remaining 22 counties.

1.2 Informing the Cohort of EGF Eligible Workers

As noted above, letters of notification of EGF eligibility were issued to 8,779 persons on the 19th December 2011. That date also saw the launch of a website (www.egf.ie) to provide additional information to redundant workers and apprentices provided with postal notification of their eligibility for EGF support. The EGF Construction Contact Centre commenced operations on the 19th December 2011. It provides advice and information to construction workers and apprentices notified of their eligibility for EGF support. It also processes applications for EGF Training Grants and Reimbursement of Fees Paid.¹

¹ EGF Training Grants pay fees for approved courses in private education and training companies. Approved courses lead to recognised qualifications that are relevant to pursuing employment in sectors where there are reasonable chances of getting a job or evidence of skills shortages. In general, there are two types of approved courses: courses recognised and accredited by the Further Education and Training Awards Council (FETAC); and, courses recognised and accredited by the Higher Education and Training Awards Council (HETAC). The maximum EGF Training Grant in the case of courses accredited by FETAC is €3,000. In the case of courses accredited by HETAC the maximum grant is €5,000. In all cases the grant is made payable to the institute, college, or company providing the training course.

1.3 Scope and Purpose of Report

This is the second report on the implementation of the three EGF Construction programmes. It includes the period from the 28th January to 2nd March 2012 and provides cumulative data from the 19th December 2011 to 2nd March 2012. The purpose of the report is to provide the EGF Managing Authority with data relevant to monitoring the implementation of the three EGF construction programmes. In that regard, this report identifies the uptake of supports provided for the eligible cohort during the reporting period and provides data on a number of performance indicators, particularly the status of recipients of services at the beginning of March 2012.

2 AGGREGATE INDICATORS FOR UPTAKE AND DELIVERY OF SERVICES

This section presents data on website visits and the number of eligible workers and apprentices contacting the EGF Construction Contact Centre.

2.1 Website Statistics for www.egf.ie

During the period between the 19th December 2011 and 2nd March 2012 the total number of visits to www.egf.ie was 4,396. Excluding repeat visits the number of unique visits is 2,799. On average, each visit to the site lasted just over six minutes. The majority (i.e., 94.5%) of unique visits originated in Ireland. Annex 2 presents a breakdown of unique visits by county.

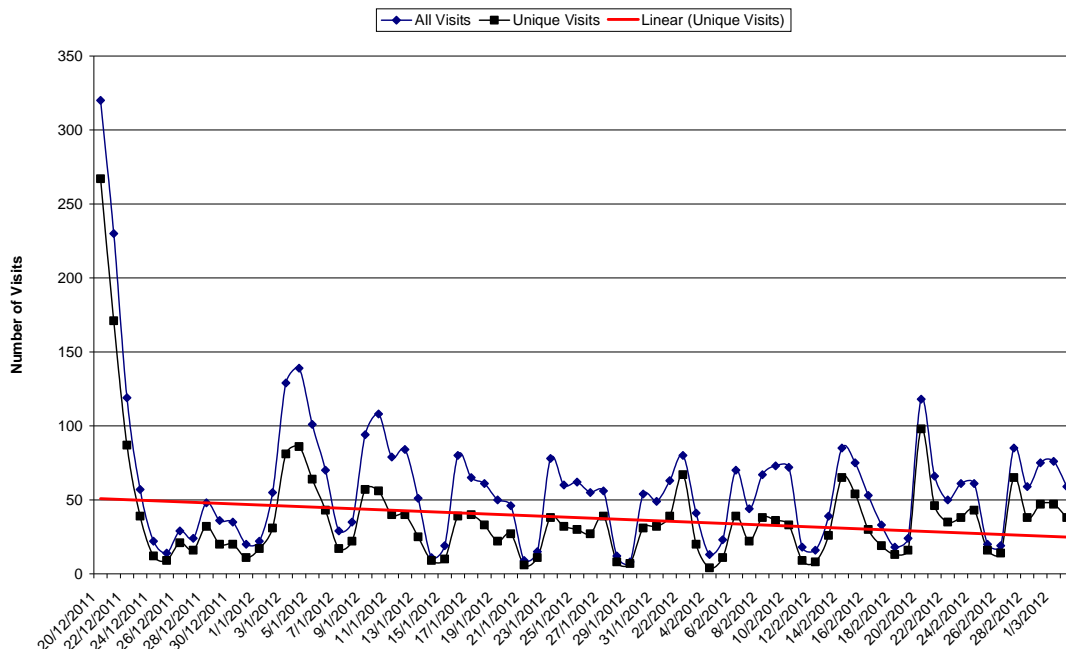


Figure 2.1 Website Visits 19-12-2011 to 02-03-2012

Following an initial peak in visits following the launch of the website the number of visits has declined somewhat over time. The trend over time is shown in Figure 2.1. During the period covering 28th January to 2nd March 2012 the average number of

unique daily visits was 33. The corresponding figure for the period between 19th December 2011 and 27th January is 42.

2.2 Online Applications for EGF Training Grants

A total of 289 online applications for EGF Training Grants were received between 19th December 2011 and 2nd March 2012 (see Table 2.1).

Table 2.1
EGF Online Applications Submitted by Programme

	Number during 19-12-11 to 27-01-12	Number during 28-01-12 to 02-03-12	Total	% of Programme Submitting EGF TG Application
NACE 41	72	65	137	3.1
NACE 43	39	74	113	3.4
NACE 71	20	19	39	4.8
Total	131	158	289	3.3

The proportions of eligible persons from each construction programme submitting online applications are broadly consistent with the distribution of the eligible cohort in each programme, with some over-representation from the NACE 71 programme. Further information on the processing of these applications is presented in Section 4.

2.3 Number of Eligible Workers and Apprentices Accessing Services Provided by the EGF Construction Contact Centre

A total of 452 individuals from among the cohort of persons informed of their EGF eligibility accessed the services of the EGF Construction Contact Centre on or before the 27th January 2012. During the following five week period (to 2nd March) an additional 126 individuals accessed the services of the EGF Construction Contact Centre bringing the overall total to 578 (see Table 2.2). This figure corresponds to 6.6% of the eligible cohort.

In broad terms, the proportion of eligible individuals from each construction programme accessing the services of the EGF Construction Contact Centre is consistent with the distribution of the eligible cohort in each programme (as in Table 1.1). Annex 3 presents a breakdown of the 578 EGF eligible individuals who have accessed the services of the EGF Construction Centre by county of residence.

An analysis of the numbers contacting the EGF Construction Contact Centre on a daily basis shows that the number declined over the five week period (see Figure 2.2). Based on the trend observed it is likely that the majority of EGF eligible construction workers and apprentices interested in accessing supports provided the EGF have already do so.

Table 2.2
Number of Eligible Construction Workers and Apprentices Accessing Services
of the EGF Construction Contact Centre by NACE 2 Sector

	NACE 41	NACE 43	NACE 71	Total
19-12-11 to 27-01-12				
Redundant Workers	231	83	52	366
Redundant Apprentices	19	67		86
Sub-total	250	150	52	452
28-01-12 to 02-03-12				
Redundant Workers	66	24	17	107
Redundant Apprentices	3	16	0	19
Sub-total	69	40	17	126
to 02-03-12				
Redundant Workers	297	107	69	473
Redundant Apprentices	22	83	0	105
Total	319	190	69	578
% Accessing Services	55.2	32.9	11.9	100.0
% of Eligible Cohort	7.2	5.9	8.5	6.6

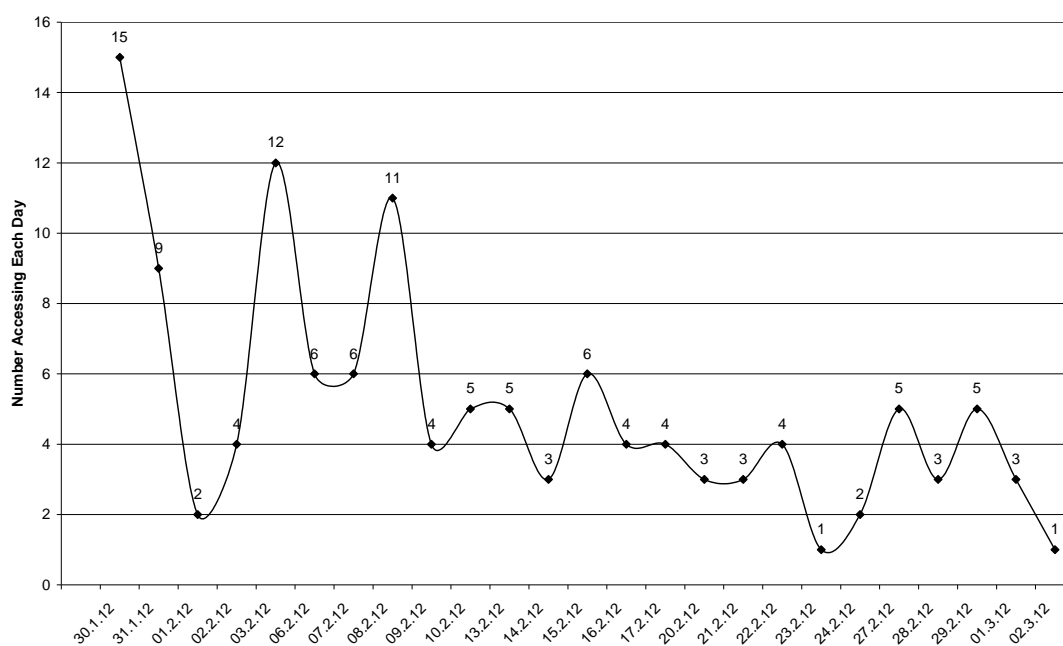


Figure 2.2 Number of Unique Eligible Individuals Accessing the Services of EGF Construction Contact Centre on Daily Basis (28-01-2012 to 02-03-2012)

All calls to the EGF Construction Contact Centre are logged and the purpose of each initial call is noted. Examination of the reasons for first contact shows that the single largest category of calls made to the EGF Construction Contact Centre by EGF eligible individuals concern EGF Training Grants (see Table 2.3). Numbering 271, enquiries concerning EGF Training Grants account for 46.9% of all queries. It is

notable that, among the 126 eligible individuals contacting the EGF Construction Contact Centre between 28th January and the 2nd March 2012, 96 (corresponding to 76.2%) made enquiries concerning EGF Training Grants. The corresponding proportion for the period 19th December 2011 to 27th January 2012 is 38.7%.

Table 2.3
Main Purpose of Initial Enquiry to Construction Contact Centre

	19-12-11 to 27-01-12	28-01-12 to 02-03-12	19-12-11 to 02-03-12
EGF Training Grant	175	96	271
General Enquiry	145	15	160
VEC Guidance	86	2	88
Multiple Issues	26	5	31
EGF Training Grant Retrospective	12	0	12
Higher Education (HEA)	5	5	10
FAS Training	3	0	3
Enterprise	0	3	3
Total	452	126	578

Numbering 160 individuals, the second largest category of enquiries were general enquiries regarding the EGF and related matters arising from the receipt of the postal notification of eligibility subsequent to the 19th December 2011. Many of the individuals making these enquiries sought clarification regarding what was available but did not wish to pursue any of the specific interventions being provided. The majority of individuals making general enquires do not progress to taking up interventions funded by the EGF.

Eighty eight (15.2%) of the eligible individuals calling the EGF Construction Contact Centre were interested in receiving information on guidance courses being provided by their local VEC or being referred for access to a guidance course.² All persons actually interested in pursuing a guidance course are referred by the EGF Construction Contact Centre to a Co-ordinator acting on behalf of local VECs who then case manages the contact between referred individuals and the relevant local VEC.

The numbers actually interested in pursuing guidance services has declined over time. Just 11.9% of queries during the period from 28th January to 2nd March 2012

² With EGF support Vocational Educational Committees (VEC) are offering a career planning course. The course is designed to develop career management skills. It covers topics such as the changing nature of work and assists participants to identify the skills needed to manage their career and improve their employment prospects. The course also provides practical guidance in job searching and preparing a CV. Participants receive three hours of one-to-one guidance.

concerned guidance compared to 32.1% in the period 19th December 2011 to 27th January 2012.

All other enquiries were made by smaller numbers of individuals and mainly concerned reimbursement of course fees paid, multiple issues covered by the enquiry, access to higher education options, access to FÁS training, and access to enterprise supports.

3 SPECIFIC INTERVENTIONS PROVIDED TO EGF ELIGIBLE WORKERS AND APPRENTICES

The EGF Construction Contact Centre was established to provide support to construction workers and apprentices notified of their eligibility for EGF support under the three construction applications on the 19th December 2011. In addition to dealing with queries from EGF ineligible persons and the general public, it provides:

- phone and on-line information, advice, and support;
- access to professional services in the areas of career and occupational guidance; and,
- referrals to other service providers.

It also processes applications for EGF Training Grants and for Reimbursement of Fees Paid.

The specific services of the EGF Construction Contact Centre can only be accessed by persons possessing an EGF Eligibility Number provided to them by the EGF Managing Authority in their postal notification of EGF eligibility.

Table 3.1
Main Actions Taken by EGF Construction Contact Centre in Respect of Eligible Persons Accessing its Services

	19-12-11 to 27-01-12	28-01-12 to 02-03-12	19-12-11 to 02-03-12
Referred to VEC for Guidance / Education	108	5	113
Processing of EGF Training Grant & Reimbursement Applications	99	48	147
Referred to Third Level Institution	22	8	30
Referred for FÁS Training	7	1	8
Referred to County & City Enterprise Board	3	7	10
Total Interventions	239	69	308

In overall terms, a total of 308 supportive actions were made on behalf of 578 EGF eligible individuals since the 19th December 2011 (see Table 3.1). During the reference period for this second implementation report (i.e., 28th January to 2nd March

2012), 69 supportive interventions were made in respect of the 126 new EGF eligible clients contacting the Construction Contact Centre.

Table 3.1 shows that the supportive interventions provided include referring clients to VEC guidance provision (including notifying the VEC Co-ordinator of referral), processing EGF Training Grant Applications and Applications for Reimbursement of Fees Paid, and referring clients to specific HEA funded institutions (including those seeking reimbursement of fees paid). In a small number of instances clients were referred to FÁS or the County and City Enterprise Boards. As noted above there has been a decline in referrals to guidance services over time and processing applications for EGF Training Grants (mainly FETAC) and retrospective claims are now the main services being provided to EGF eligible construction workers and apprentices.

4 OUTPUT INDICATORS

Between the 19th December 2011 and 27th January 2012 a total of 99 completed applications were received in respect of EGF Training Grants and Reimbursement of Fees Paid. During the following five weeks to the 2nd March 2012 an additional 132 completed applications were received in respect of EGF Training Grants and Reimbursement of Fees Paid. Of the total of 231 completed applications, 80.1% (corresponding to 185) were from eligible individuals that had accessed the services of the EGF Construction Contact Centre on or before 27th January 2012. Of the 126 eligible persons accessing the services of the EGF Construction Contact Centre for the first time between 28th January and 2nd March 2012, 36.5% (corresponding to 46) made a completed application for an EGF Training Grant or Reimbursement of Fees Paid.

Table 4.1
Status of EGF Training Grant Applications on 02-03-2012

	FETAC	HETAC	Reimburse- ment	Total
Applications in Respect of which Additional Documentation is Being Sought	94	2	10	106
Completed Applications				
Being Processed	46	1	13	60
Approved / Awarded	149	2	20	171
Total Received	195	3	33	231
Approval Rate %	76.4	66.6	60.6	74.0
Total Applications				
	289	5	43	337

The figures presented in Table 4.1 show the status of all completed applications on the 2nd March 2012. Almost three quarters (74.0%) of all applications received were

approved by 2nd March 2012. The approval rate was slightly lower in the case of applications for HETAC Grants and Reimbursement of Fees Paid. A breakdown of total grant approvals by county is presented in Annex 4.

In addition to the completed EGF Training Grant Applications, the EGF Construction Contact Centre is also awaiting documentation in respect grant applications from an estimated 106 eligible individuals. Should these application be completed in the coming weeks, it would put the total number of eligible persons completing grant applications at 337 or well over half (58.3%) of the total number of eligible workers and apprentices accessing the services of the EGF Construction Contact Centre since they were notified of their EGF eligibility on December 19th 2011.

Table 4.2
Status of Eligible Cohort by NACE 2 on 02-03-2012

	NACE 41	NACE 43	NACE 71	Total
General Enquiry – No Uptake	45	33	9	87
Being Processed / Case Managed	153	91	33	277
Awaiting VEC Guidance	22	5	3	30
Enrolled on Course	31	14	7	52
Course Started	36	16	14	66
Course Completed	4	1	0	5
Not Interested / Other (Includes persons who stated they are no longer interested in an intervention, persons stating they are retired, sick, or are emigrating, and persons in employment).	28	30	3	61
Total	319	190	69	578
% of Eligible in Cohort in Programme	7.2	5.9	8.5	6.6

Data on the status of the 578 EGF eligible individuals who accessed the services of the EGF Construction Contact Centre up to or on 2nd March show that 430 (corresponding to 74.4% of all EGF eligible persons contacting the EGF Construction Contact Centre) had accessed (123) or were accessing (307) specific interventions on the 2nd March 2012. Many of the individuals in the latter category are expected to commence specific EGF supported interventions in March 2012. Additional data on the status of eligible individuals

Table 4.2 shows the main outputs achieved to 2nd March 2012 by NACE 2 sector. In overall terms, 123 persons had enrolled (52), started (66) or completed courses. A total of 30 persons were waiting to participate in VEC guidance courses, and a further 277 persons were being case managed by the EGF Construction Contact Centre. As noted above, a large proportion of the latter figure is accounted for by the 106 eligible persons who are in the process of supplying supporting documentation to the EGF

Construction Contact Centre in respect of their applications for EGF Training Grants / Reimbursement of Fees Paid.

Persons allocated to the *General Enquiry - No Uptake* and *Not Interested / Other* categories are considered to be unlikely to avail of EGF supported interventions over the coming month.

For information, Annex 5 presents a more detailed breakdown of the outputs achieved to 2nd March 2012.

5 CONCLUSION

By March 2nd 2012, almost three quarters (74.4%) of all eligible individuals accessing the services of the EGF Construction Contact Centre had or were in the process of securing specific interventions. The pattern of interventions being sought indicates that the major category of intervention in demand is EGF Training Grants for FETAC approved courses.

Annex 1
Distribution of EGF Eligible Cohort by County of Residence

	Number	%
Carlow	196	2.2
Cavan	162	1.8
Clare	179	2.0
Cork	1,238	14.1
Donegal	190	2.2
Dublin	2,056	23.4
Galway	391	4.5
Kerry	274	3.1
Kildare	483	5.5
Kilkenny	256	2.9
Laois	179	2.0
Leitrim	52	.6
Limerick	374	4.3
Longford	45	.5
Louth	254	2.9
Mayo	239	2.7
Meath	422	4.8
Monaghan	88	1.0
Offaly	125	1.4
Roscommon	94	1.1
Sligo	85	1.0
Tipperary	356	4.1
Waterford	258	2.9
Westmeath	150	1.7
Wexford	373	4.2
Wicklow	260	3.0
Total	8,779	100.0

Annex 2
Unique Website Visits by County (19-12-2011 to 02-03-2012)

County	Unique Visits	%
Carlow	15	0.6
Cavan	5	0.2
Clare	4	0.2
Cork	175	6.6
Donegal	3	0.1
Dublin	2040	77.1
Galway	45	1.7
Kerry	27	1.0
Kildare	36	1.4
Kilkenny	18	0.7
Laois	3	0.1
Limerick	153	5.8
Louth	5	0.2
Mayo	4	0.2
Meath	3	0.1
Roscommon	1	0.0
Sligo	30	1.1
Tipperary	11	0.4
Waterford	43	1.6
Westmeath	12	0.5
Wexford	10	0.4
Wicklow	2	0.1
Total	2,645	100.0

Annex 3
Number of Individuals Accessing Services of EGF Construction Contact Centre
by County (19-12-2011 to 02-03-2012)

	Number	%
Carlow	16	2.8
Cavan	4	0.7
Clare	17	2.9
Cork	66	11.4
Donegal	7	1.2
Dublin	144	24.9
Galway	24	4.2
Kerry	11	1.9
Kildare	39	6.7
Kilkenny	18	3.1
Laois	16	2.8
Leitrim	7	1.2
Limerick	28	4.8
Longford	1	0.2
Louth	18	3.1
Mayo	15	2.6
Meath	35	6.1
Monaghan	5	0.9
Offaly	8	1.4
Roscommon	6	1.0
Sligo	4	0.7
Tipperary	18	3.1
Waterford	17	2.9
Westmeath	5	0.9
Wexford	29	5.0
Wicklow	20	3.5
Total	578	100.0

Annex 4
Number of EGF Training Grants and Reimbursement of Fees Paid Awarded
(19-12-2011 to 02-03-2012)

	Number	%
Carlow	3	1.8
Cavan	2	1.2
Clare	5	2.9
Cork	23	13.5
Donegal	1	0.6
Dublin	53	31.0
Galway	4	2.3
Kerry	5	2.9
Kildare	16	9.4
Kilkenny	3	1.8
Laois	6	3.5
Leitrim	1	0.6
Limerick	7	4.1
Longford	0	0.0
Louth	4	2.3
Mayo	7	4.1
Meath	3	1.8
Monaghan	0	0.0
Offaly	1	0.6
Roscommon	1	0.6
Sligo	0	0.0
Tipperary	5	2.9
Waterford	6	3.5
Westmeath	3	1.8
Wexford	6	3.5
Wicklow	6	3.5
Total	171	100.0

Annex 5
The Intervention Status on 2nd March 2012 of the 578 Eligible Persons Accessing the Services
of the EGF Construction Contact Centre by Type of Support Received from the EGF Construction Contact Centre

Intervention Status on 2 nd March 2012									
Type of Support ↓	No Progression	Being Processed / Case Managed	Awaiting VEC Guidance	Enrolled on Course	Started Course	Completed Course	Not Interested / Other	Individuals	Interventions
19th December 2011 to 27th January 2012 (452)									
Referred to VEC for Guidance Education	0	49	27	8	6	1	17	108	108
Processing of EGF Training Grants and Reimbursement Applications	0	38	0	8	37	2	4	89	99
Referred to Third Level Institution	2	17	0	1	0	0	2	22	22
Referred to FÁS Training	0	4	0	0	1	0	2	7	7
Referred to County and City Enterprise Board	0	1	0	0	1	0	1	3	3
All Supports	2	98	27	17	39	2	25	210	
Phone Information and Advice	67	105	0	20	18	1	31	242	
Total	69	203	27	37	57	3	56	452	
28th January to 2nd March 2012 (126)									
Referred to VEC for Guidance Education	0	2	3	0	0	0	0	5	5
Processing of EGF Training Grants and Reimbursement Applications	0	23	0	14	8	2	0	47	48
Referred to Third Level Institution	1	7	0	0	0	0	0	8	8
Referred to FÁS Training	0	0	0	1	0	0	0	1	1
Referred to County	0	3	0	1	2	0	7	7	7

and City Enterprise Board									
All Supports	1	34	3	14	8	2	1	63	
Phone Information and Advice	17	40	0	1	1	0	4	63	
Total	18	74	3	15	9	2	5	126	
All to 2nd March 2012 (578)									
All Supports	3	132	30	31	47	4	26	273	
Phone Information and Advice	84	145	0	21	19	1	35	305	
Total	87	277	30	52	66	5	61	578	