DWP Provider Guidance ESF 2014 – 2020

Annex 1: Contract Package Area Specific Information

This annex gives additional information you may require for each separate Contract Package Area for the ESF 2014-2020 Programme.

Click on the Local Enterprise Partnership below, this will take you directly to the information relating to your specific Contract Package Area.

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Aims and Objective of the Provision

A1.1 This provision is voluntary and aims to support individuals in receipt of Employment and Support Allowance (ESA) with a mental health condition into employment. The provision will deliver tailored packages of support to increase wellbeing, and will provide in-work support where appropriate to aid transition to unsupported and sustained employment.

Activities to Support the Provision

A1.2 As a minimum the framework of support will include the following elements:
- Delivery of practical advice, tools and strategies to enable individuals to move into work
- Support for personal development – confidence building, improving self esteem, mindfulness and increasing motivation
- CV writing
- Interview techniques
- Career advice
- Signposting to Literacy & Numeracy support
- Work placements
- Volunteering opportunities
- Support for participants with childcare costs, transport costs and debt management
- Self Employment advice and signposting to mainstream provision for Self Employment support
- Employer engagement to source vacancies and working with them; signposting to support available to assist new employees with appropriate technologies and workplace adaptations

Priority Groups

A1.3 The LEP has requested that you should target the following group as a priority, but not exclusively:
- Employment Support Allowance claimants aged 18+ with a self declared mental health condition who are not participating on the Work Programme.
Contract Package Area

A1.4 The contract will cover the three Local Authority areas within the Cheshire and Warrington LEP area: Cheshire West and Chester; Cheshire East; Warrington.

A1.5 The Districts of Lewes and Uttlesford lie within the Coast to Capital LEP area but are not covered within this contract.

A1.6 Troubled Families provision is being delivered through ESF 2014–2020 in the London LEP area, which overlaps with the Coast to Capital LEP area in the Borough of Croydon. Therefore, you must not recruit participants onto your provision in the Borough of Croydon if the qualifying eligibility criteria is because they are from a Troubled Family, as defined at Para 3.15 in the specification.

A1.7 However if an individual under your provision is identified and is eligible for the Troubled Families Provision, they should be signposted to the London Provider covering the Croydon area.
Coast to Capital Local Enterprise Partnership (LEP)

Aims and Objective of the Provision

A1.1 This provision is voluntary and will aim to tackle worklessness amongst the most disadvantaged by moving the maximum number of unemployed and inactive people in priority groups into sustained employment. It will identify and engage these people then, provide a package of help and support to address and overcome their barriers to employment.

Activities to Support the Provision

A1.2 You will:

- Conduct an initial needs assessment with participants and agree a personalised action plan that will address individual barriers to work
- Assign a mentor/coach/key worker to each participant to assist them with their journey into employment and they will deliver the necessary intensive and personalised support
- Signpost and support access to relevant measures based on individual need
- Regularly review progress with each participant and agree further actions where appropriate
- Provide in work support to participants where required and appropriate to help individuals sustain employment

A1.3 Support will be tailored to individual participant needs however, you must offer a range of support including as a minimum:

- 1-2-1 support based on the participants action plan
- Careers support and Information, Advice and Guidance
- Building knowledge, expertise and confidence through the development of employability skills – communications, self presentation, timekeeping, attitudes/behaviours at work, team building and working relationships
- Work experience, work placements, work trials, work tasters and internships where relevant
- Advice on Self Employment for those who may be thinking of starting their own business
• Jobsearch skills, job preparation, interviews, understanding employer requirements, CVs
• Digital skills training and support where required
• Supported jobsearch with advice, access to relevant stationery, IT, internet, sources of vacancies, apprenticeships etc.
• Short vocational skills training (such as First Aid Certificate) where these are relevant to the individual participant

A1.4 You will be expected to work closely with those organisations delivering relevant local Provision, particularly ESF provision delivered through the BIG Lottery Fund and the SFA, where this is relevant to the individual participant need and does not conflict with DWP ESF provision. Other examples of this are community based provision, New Enterprise Allowance, sector based work academies, Basic Skills and ESOL.

A1.5 In addition, you should engage with specialist providers delivering provision such as mental health support, condition management, occupational therapy etc. You must conduct effective employer engagement activities to provide opportunities for employment and relevant work experience.

A1.6 The options above are not exhaustive and will vary according to participant needs. You will be expected to assist participants in overcoming the specific barriers to work which might include helping with the purchase of work clothing or equipment, transport costs and one off provision.

Priority Groups

A1.7 The LEP has requested that you should target the following groups as a priority, but not exclusively, unemployed and inactive people who are:
• Disabled including those with learning difficulties and mental health problems
• Members of the black and ethnic minority community
• Lone Parents
• Older unemployed aged 55 years and over
• Long term unemployed
• Those with debt and money management problems
• Individuals requiring help that have been identified by the Troubled Families team

Local Signposting Agent

A1.8 The LEP has identified a signposting agent who is specific to the local area, for you to create links with to market your provision to generate referrals. This is the Troubled Families Teams/Advisers.

Contract Package Area

A1.9 The contract will cover the local authority areas of Brighton and Hove; the whole of West Sussex and the Surrey districts of Mole Valley; Reigate &
Banstead; Epsom & Ewell and Tandridge; the London Borough of Croydon. The Districts of Lewes and Uttlesford lie within the Coast to Capital LEP area but are not covered within this contract.

A1.10 Troubled Families provision is being delivered through ESF 2014–2020 in the London LEP area, which overlaps with the Coast to Capital LEP area in the Borough of Croydon. Therefore, you must not recruit participants onto your provision in the Borough of Croydon if the qualifying eligibility criteria is because they are from a Troubled Family, as defined at Para 3.15 in the specification.

A1.11 However if an individual under your provision is identified and is eligible for the Troubled Families Provision, they should be signposted to the London Provider covering the Croydon area.
Aims and Objective of the Provision

A1.1 It is a voluntary employment and employability provision that will tackle worklessness amongst disadvantaged people. The aim of this provision is to provide a package of flexible and personalised support to targeted unemployed and inactive participants to enhance their engagement with the labour market and work readiness and enable them to enter sustained employment. The provision will be delivered through a series of interventions which will focus on the specific needs of the individual along with in work support to those that find work in order to help achieve sustainability.

Activities to Support the Provision

A1.2 The success of this provision is based on key workers who have the ability to use their mentoring/advocacy skills to gain the trust of participants and be able to give them impartial professional advice tailored to meet individual needs and personal circumstances. Key workers must have up to date knowledge of the local labour market, local training provision and local employment issues.

A1.3 The provision will encompass one to one mentoring through the key worker centred on:

- Identifying and addressing particular barriers to work
- Identifying transferable skills
- Considering and exploring employment options
- Finding and keeping work
- Signposting to relevant provision delivered by DWP, Community Learning, Colleges and other ESF funded provision
- Discussing and referring to relevant work experience, work trials and training options
- Discussing and referring to relevant opportunities for self employment and support through enterprise start up programmes
- Identifying practical support to help participants secure and retain a job
- Helping to reduce any sense of isolation and assisting participants to become more independent
- Structured Volunteering linked to progression towards and sustaining paid employment
• Accompanying and supporting the participant where required when they initially access other services
• In work support to assist participants to remain in employment

A1.4 You should also deliver as required, individual or group sessions on:
• Motivation and confidence building
• CV building – how to produce and tailor a CV for postal or online use taking account of particular job requirements
• Jobsearch skills including the use of electronic channels
• Digital skills to enable the participant to access job opportunities, manage money and benefits and access additional support to progress their careers
• Money and debt management skills
• Work skills specific to, and in partnership with local employers

A1.5 The options above are not exhaustive and will vary according to participant needs. You will expected to assist participants in overcoming the specific barriers to work which might include helping with the purchase of work clothing or equipment, transport costs and one off provision.

Priority Groups

A1.6 The ITI Board has requested you target the following groups as a priority, but not exclusively:
• People with disabilities and health problems including mental health and learning difficulties
• Lone Parents and Carers
• Those who have multiple or complex barriers to employment including those who are long term unemployed or from an ethnic minority background
• Those who are aged 50 years and over

Contract Package Area

A1.7 The contract will cover the whole of the County of Cornwall and the Isles of Scilly which is co-terminus with the Cornwall and Isles of Scilly LEP area.

[End]
Aim and Objective of the Provision

A1.1 This provision will tackle inequality in the labour market by providing tailored, intensive support to marginalised groups to help them to find sustainable employment. The provision will be voluntary for participants.

Activities to Support the Provision

A1.2 Primarily you will deliver the support for participants on a one to one basis. Each participant will be assigned to a designated Caseworker. However, some activities may be run as group sessions where that is more appropriate. As a minimum, you will be expected to deliver the following:

- Intensive support for those assessed to have the greatest need
- Coaching and mentoring
- Sessions for participants that will increase their self-awareness, motivation, confidence, sense of ownership in their own destiny and self-esteem which will ultimately lead to their active participation in their own search for work
  - Interview techniques including:
    - the undertaking of mock interviews
    - teaching participants the communication skills that will enable them to sell themselves to a prospective employer, and
    - personal presentation at an interview
  - The creation of a CV for each participant and / or pen pictures for those with particularly complex barriers to work
  - Practical assistance with looking for and applying for work which will include jobseeking techniques and accessing the job opportunities that are available online, and
  - Helping participants to overcome work related obstacles that are caused by ill health. For example, this might include advising participants on how to progress the disclosure of a disability to a prospective employer such that reasonable adjustments can be made for them. (Employers who need support in making those reasonable adjustments will need to be signposted to the relevant organisations for the appropriate advice and guidance)

A1.3 If a participant has a job to start but actually beginning work is
jeopardised by a lack of protective clothing, work tools / equipment or initial travel fares, you may choose to intervene and make the necessary purchase where it is appropriate to do so. This will only be in instances where it not the responsibility of the employer to provide what is required, the participant need is deemed to be genuine and support is not being received from another source – e.g. the Flexible Support Fund administered by Jobcentre Plus. (You have the discretion to set a maximum monetary limit on the financial support that you will give to each participant if you think that is appropriate).

**A1.4** You will be expected to build strong collaborative partnerships with statutory and third sector organisations and other services. Having established these relationships, participants with certain barriers to employment can be signposted by you to these partners for their expert support. Some specific examples might include:
- Drug / alcohol dependency
- Debt and budgeting problems
- Management of health conditions
- Literacy and numeracy needs, and
- Gaining basic IT skills (where this is a barrier to work)

**A1.5** You must build relationships with employers to broker the following for participants:
- Job opportunities
- Work Trials and Work Tasters
- Work Experience opportunities, and
- Alternative employer recruitment methodologies that assist those who struggle with application forms and / or job interviews

**A1.6** Through your employer engagement activities you will aim to:
- Give participants the opportunity to make informed choices about employment sectors and careers
- Enable participants to gain work experience, develop their skills, acquire a reference and build their stamina, and
- Place individuals in to employment

**A1.7** You must be proactive and innovative with your employer engagement. For example, you might run employer events to forge links between the provision and business or invite employers to deliver presentations to participants.

**Priority Groups**

**A1.8** The LEP has requested you target the following groups as a priority, but not exclusively:
- People who have not worked for the last 2 years (whether they are claiming benefit or not) who face significant or complex barriers to work. Specific examples might include:
  - Mental ill health
  - Disability
  - Lone parents
  - Ex-offenders
  - Drug or alcohol addiction
  - Housing and debt problems
- ESOL needs
- No or low qualifications
  (This is a non-exhaustive list)

The LEP would like you to particularly focus your attention on getting those that are claiming Employment Support Allowance/Incapacity Benefit into sustained employment.

**Contract Package Area**
A1.9 The contract will cover the local authority areas of Coventry; Warwick; Stratford on Avon; North Warwickshire; Nuneaton and Bedworth; Rugby.

[End]
Cumbria Local Enterprise Partnership (LEP)

Aims and Objective of the Provision

A1.1 This provision is to help unemployed and economically inactive people enter, progress in and sustain employment. Through flexible, bespoke support to eligible individuals, it will deal with the underlying causes of unemployment with the aim of supporting people into sustained work.

A1.2 Delivery should be focussed on providing tailored provision that meets the needs of a hard to reach participant group, with a clear aim of supporting individuals into sustainable employment. You should demonstrate suitably flexible provision and ability to respond to the changing needs of the participant, to economic needs and to fluctuations in the labour market.

Activities to Support the Provision

A1.3 The priority groups that the provision is aimed at are the hardest to help. Each and every participant will be provided with a named Key Worker who will be responsible for supporting them throughout their time on the programme. The Key Worker will undertake an individual assessment of a participant upon their joining of the programme, evaluating personal interests, goals, barriers to employment, skills and confidence levels. The Key Worker will be involved in all elements of support provided to an individual and should also provide follow up support once a person secures employment.

A1.4 You are required to demonstrate your delivery methodology as part of your tender submission but as a minimum, the framework of support must include the following elements:

- Consideration of and solutions to barriers to employment – including consideration of how appropriate childcare, other caring support or transport can be identified and where eligible, support provided. Such barriers, particularly transport, are critical factors to overcome in a rural county
- Employer engagement – You should demonstrate your ability to engage with a range of local employers. Working with local businesses to broker employment solutions that provide suitable opportunities for participants. These could include work tasters, trials or pre-employment programmes aimed at creating sustainable employment
opportunities. It could also include work placements that are of benefit to the community

- Ability to support local economic growth – You should demonstrate knowledge of as well as offer methods for capitalising on significant economic opportunities to deliver employment outcomes. This could include brokering job outcomes linked to strategically important infrastructure projects or supporting key sectors in the Cumbrian economy such as tourism or healthcare

- Appropriate skills provision, including signposting to existing provision where appropriate – You must tailor these to the needs of the individual. Skills interventions should include, but are not limited to:
  - Motivation and confidence building
  - Financial advice
  - Job-specific skills – including one off provision for vocational certificates e.g. CSCS training and tests
  - Job search skill (Basic Skills), and
  - Enterprise skills

- Cooperation with other Partners – You should demonstrate how you will build links and work collaboratively with other relevant partners, which could include those undertaking activity funded by EU funds or through mainstream resources, social housing providers, healthcare providers, the public sector, voluntary and community organisations, skills providers and further education colleges.

Priority Groups

A1.5 The LEP has requested you target the following groups as a priority, but not exclusively:

- Individuals claiming Employment Support Allowance (ESA) who are in the Work Related Activity Group (WRAG)
- Over-50s claiming JSA/UC
- Income Support claimants including lone parents and carers
- Most disadvantaged people including but not limited to JSA claimants aged 18-21 who are care leavers, those who have health limiting conditions and ex-army forces personnel

Contract Package Area

A1.6 The contract will cover the local authority area of Cumbria however we expect that you will focus delivery in wards demonstrating high levels of unemployment and deprivation.

These wards are: Ewanrigg; Moorclose; Moss Bay; St Michael's; Barrow Island; Central; Ormsgill; Risedale; Botcherby; Castle; Denton Holme; Morton; St Aidans; Upperby; Harbour; Mirehouse; Sandwith.

[End]
D2N2 Local Enterprise Partnership (LEP)

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Contract Package Area

A1.1 The contract will cover the local authority areas of Derby, South Derbyshire, Erewash, Amber Valley, North East Derbyshire, Chesterfield, Nottingham, Bassetlaw, Newark and Sherwood, Mansfield, Gedling, Broxtowe, Ashfield, Rushcliffe, Bolsover, High Peak and Derbyshire Dales.

Aims and Objective of the Provision

A1.2 The aim and objective of the provision will be to help economically inactive people to find sustained employment. You will deliver that will help those not supported or engaging with the support offered by existing employment programmes. Through flexible, tailored and personalised packages of employment and employability support you will enhance engagement with and deliver work readiness activities to the priority groups. Attendance on the provision will be voluntary for participants.

A1.3 The provision that you will deliver will aim to:
- help unemployed and economically inactive people with disabilities or health conditions to enter and remain in work
- extend working lives by re-engaging inactive older workers, including those who have become disabled or developed health conditions
- help young people on health related benefits to prevent them becoming longer term unemployed, and
- tackle the barriers to work faced by those in the priority groups who are in rural areas through community-based activities and outreach

A1.4 The ultimate aim of the provision is for sustained employment outcomes to be attained - preferably within the key employment sectors in the D2N2 area which will support economic growth and prosperity.
Eligibility for this Provision

A1.5 As of December 2017 the wider eligibility comes into force for D2N2 as detailed as chapter 3 section 3.8-3.10. It is crucial the provider still target the narrow eligibility at A1.6-1.7 below to ensure the original contract requirement is being met but you should now supplement this with the wider referral base.

A1.6 To be eligible for ESF, all participants must be legally resident and have the right to take paid employment in the UK. Participants must be aged 16 or over. There is no upper age limit for participants.

A1.7 Also, to be eligible for this provision participants must be unemployed or inactive and fall into one of the following categories:

- People aged 25 and over on health related benefits - particularly existing Employment and Support Allowance claimants with a longer term prognosis of being ready for work.
- Unemployed and / or inactive people aged 50 and over. Unemployed claimants aged over 50 will need to have been unemployed for 6 months or more to be eligible to join the provision. Inactive claimants aged over 50 will be eligible from day one.
- Young people aged 18-24 on health related benefits (particularly existing Employment and Support Allowance claimants with a longer term prognosis of being ready for work) who would benefit from the additional support the ‘INSPIRE Local’ programme will provide.

Wider Eligibility Criteria

A1.8 You have been advised by DWP to widen the eligibility criteria from December 2017. Participants from the eligibility groups in Chapter 3 can now also be recruited onto your provision. See the paragraph below for information on the Minimum Performance Levels (MPL) for the Wider Eligibility Groups.
Activities to Support the Provision

A1.9 The key to the success of the provision that you will deliver will be the role of your Personal Mentors. They will use their mentoring and advocacy skills to gain the trust of participants and give them practical, professional advice tailored to meet their individual needs and personal circumstances. Your Personal Mentors must have knowledge of employment issues, the local labour market and local training provision.

A1.10 The provision itself consists of 2 distinct stages. They are:
  - **Stage 1: ‘Engage and Inspire’**
  - **Stage 2: ‘Support on the Pathway to Work’**

**Stage 1: ‘Engage and Inspire’**

A1.11 You will deliver a motivational course at the start of the provision to participants which will usually be for 15 hours a week for two weeks. The ‘Engage and Inspire’ course is the Gateway to the provision. Delivered as a group session, ‘Engage and Inspire’ will challenge the way that people think and behave. It must address motivation and confidence issues and inspire participants and raise their aspirations. The course, which you will design and deliver, must:
  - Energise, enthuse and instil self-belief and aspiration
  - Teach positive thinking and the skills to achieve that mind-set
  - Empower participants to succeed
  - Challenge negativity and low self-esteem and other barriers to employment (real and psychological) and help participants to overcome them
  - Develop long term improved positive attitudes towards life and work, and
  - Deliver and emphasise the message that ‘work pays’

**Stage 2: ‘Support on the Pathway to Work’**

A1.12 Having completed Stage 1 ‘Engage and Inspire’, your Personal Mentor will meet with the participant and conduct a comprehensive and holistic diagnostic assessment of their needs. This will lead to the Action Plan being updated with the inclusion of the ‘Pathway to Work’ that is agreed between Personal Mentor and participant.

A1.13 The support provided by the Personal Mentor on the ‘Pathway to Work’ must include the following:
  - Mentoring and advocacy
  - Motivation and confidence building
  - Unlocking the potential in each individual
  - Identifying and addressing particular barriers to work – such as childcare and travel
  - The identification of transferrable skills
  - Jobseeking advice and support, applying for work online and other work search activities
  - Reviewing the existing CV of each participant and updating it if necessary. If a participant does not have a CV one must be created.
Each participant on the provision must have a comprehensive CV that will be an asset to them in their quest to find employment

- Practical soft skills training such as interview techniques and presenting oneself to a prospective employer (which will include undertaking mock interviews)
- Advice on staying in work once it has been attained
- Discussing and promoting the merits of work experience, work trials, work tasters and volunteering. You will be expected to broker these opportunities as part of your employer engagement activities
- Practical work skills specific to and in partnership with local employers
- Discussing self-employment options and where necessary signposting to New Enterprise Allowance and local enterprise start-up programmes.

A1.14 The support that you will deliver on the ‘Pathway to Work’ stage will predominantly be one to one with the participant. However, when it is most appropriate and beneficial to the participant, group sessions may be delivered.

A1.15 Signposting to local specialist support may be appropriate for some barriers that will need to be addressed where a level of expertise will be required. Examples might include:

- Financial management and budgeting advice
- Access to childcare and care for dependents
- Housing issues
- Dependency issues

A1.16 Signposting will also be appropriate when a participant would benefit from additional support available as existing provision. Examples might include:

- Careers advice from the National Careers Service
- Community learning
- Skills for Life including literacy and numeracy
- Vocational and workplace skills training
- Training at educational establishments including provision funded through the Adult Skills Budget
- Other Skills Funded Agency provision including pre-employment training such as Sector Based Academies
- DWP provision
- Any other provision that meets the needs of the individual

A1.17 If a participant has a potential job to start but requires quick, low cost training or job related certification to be able to start work, you will be expected to fund that. Typical examples might include Food Hygiene, Manual Handing, SIA and, CSCS courses/certification for example. This will only be applicable where the absence of that certification is identified as the barrier preventing individuals from moving into work, where a real and current job opportunity is available for the individual and the certificate is at the request of the employer.

A1.18 You must also help the personal development of participants and help them to become more independent by reducing any sense of isolation and stress that they may feel. Examples of this might include addressing rural
transport issues through developing individual confidence with public transport and/or accompanying a participant when accessing other services when it is appropriate.

A1.19 The ‘Pathway to Work’ activities described are not exhaustive. They will vary by location and will be determined by and tailored to individual need. They will also evolve throughout the life of the contract and be flexible to meet the changing nature of the local economy and labour market.

Minimum Performance Levels – Wider Eligibility Groups

A1.20 The following additional Minimum Performance Levels will apply if you are advised by DWP to extend the participant eligibility criteria to include the eligibility groups in Chapter 3 and will be in addition to MPLs 1-8 in Annex 9.

A1.21 9. The providers specified percentage increase that will be applied to each Short Job Outcome Cohort conversion rate in relation to the Wider Eligibility Groups shall be a Minimum Performance Level. Short Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL6

A1.22 10. The providers specified percentage increase that will be applied to each Sustained Job Outcome Cohort conversion rate in relation to the Wider Eligibility Groups shall be a Minimum Performance Level. Sustained Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL7

Performance relating to eligibility criteria

A1.23 You will be performance managed against the Minimum Performance Level number 3, ‘as a minimum the number of provision starts will never be below 85% of the cumulative starts profile’ (See Annex 9). This will be monitored throughout the lifetime of the contract, for the eligibility criteria stated above for this provision.

A1.24 DWP will review performance against starts from the specific groups identified above. This will be undertaken on a monthly basis, looking at the previous rolling six months of performance. If the performance is below 70% of Profile for starts within any six month period, this will be the trigger point for DWP to consider widening eligibility to include eligibility groups set out in Chapter 3. This will be done in consultation with the LEP. DWP will reserve the right to extend eligibility.

Eligibility criteria extended to additional groups in Chapter 3

A1.25 If DWP exercises its right to extend the eligibility criteria to include the eligibility groups set out in Chapter 3, you will be required to include the percentage of additional Short and Sustained Job Outcomes achievement from starts for these additional eligibility groups. This additional percentage will be applied to each Job Outcome Cohort conversion rate
with Cohort Profiles remaining the same.

A1.26 You will not be asked to achieve specific volumes of starts in relation to the additional eligibility groups; rather the performance measurement in relation to these groups will focus on the conversion of starts to outcomes. For example, if a Provider’s tender shows they will achieve a 20% conversion of starts into Sustained Job Outcomes for each Cohort conversion rate for the eligibility groups above and show that by opening up the provision to include the additional eligibility groups they will increase outcomes by a further 2 percentage points, then for each Cohort DWP would expect a 22% outcome conversion rate. DWP will use this metric of additional outcomes achieved as the performance management tool for these additional eligibility groups. This will be a separate and additional performance metric to that being used to deliver the provision requirements in respect of the groups above for this provision.

A1.27 You will be managed against the Minimum Performance Levels for both sets of eligibility criteria (eligibility criteria above for this provision and the additional eligibility groups in Chapter 3), i.e. Minimum Performance Levels numbered 6 (Annex 9) and 9 (above) in relation to Short Job Outcomes and those numbered 7 (Annex 9) and 10 (above) in relation to Sustained Job Outcomes. If either is not achieved, Performance Improvement Notices may be issued. If improvements are not realised then DWP may terminate the contract. Not only does this impact on this particular contract, but it may also be taken in to account if you submit tenders for any future public contracts.

[End]
**Aims and Objective of the Provision**

A1.1 This voluntary provision aims to focus on ESA claimants who have mental and/or physical barriers to work by providing specialist interventions, delivered against an individual action plan. It will break down perceived and real barriers to work through a ‘place and train’ approach which will secure re-entry into the workplace at the earliest opportunity. Once the participant is in employment the aim is to provide in-work support to secure sustained job outcomes. The participant focussed provision will be delivered via a series of specialised interventions tailored to each individual participant.

**Activities to Support the Provision**

A1.2 This provision is also expected to include (but is not limited to) the following activities as agreed with individual participants:

- fit for purpose work experience whereby the participant is actively supported in line with the areas of improvement on their action plan; or
- return to paid employment whereby the participant will be actively supported by a coach or mentor
- development of a CV
- assisting participants in their job search
- ‘in work’ support which meets the needs of the participant; supports them in managing their health condition and builds confidence in the workplace
- specialist interventions and support made available through the programme that address issues which put at risk sustainable paid employment in the longer term for example occupational therapists, talking therapies, specialist mentors, coaches etc.

A1.3 Additional interventions could include:

- signposting to existing local provision that is paid for from other sources
- signposting participants to a range of DWP and non-DWP provision where further support is required
- use of occupational therapists
- condition management programmes
- Stay Active programmes designed to support condition management and confidence building
• support to build positive working relationships using effective communications
• specialist support for those with mental health, domestic violence, substance and alcohol abuse, caring responsibilities etc

Priority Groups

A1.4 The LEP has requested you target the following groups as a priority, but not exclusively:
• claimants who are waiting for their ESA Work Capability Assessment
• ESA claimants, post Work Capability Assessment, and assessed as more than 12 months away from work
• ESA claimants who have completed the Work Programme who want to work and require specialist and/or intensive interventions
• ESA claimants who have been transferred post-assessment to JSA and whilst able to work, still have significant barriers

Contract Package Area

A1.5 The contract will cover the local authority areas of Bournemouth; Poole; West Dorset; North Dorset; East Dorset; Christchurch; Purbeck; Weymouth and Portland.
Enterprise M3 Local Enterprise Partnership

Aims and Objective of the provision

A1.1 The Provision will be a personalised and individually tailored package of support that will be delivered by designated Caseworkers. The aims of the Provision are to;

- Complement and add value to existing Provision;
- Enhance engagement with the priority groups;
- Support those that are not fully assisted by existing employment programmes;
- Improve employability skills and work readiness activities;
- Enhance access to jobs;
- Tackle entrenched worklessness, and;
- Achieve sustained employment outcomes for disadvantaged people that face multiple barriers to work.

Activities to Support the Provision

A1.2 Specifically the Provision will;

- Help unemployed and economically inactive people with disabilities or health conditions to enter and remain in work;
- Assist lone parents, economically inactive benefit recipients with children and other disadvantaged parents to enter and make progress in the workplace, and provide signposting to organisations who can advise on childcare where that is a barrier to work;
- Deliver tailored and personalised packages of support that will include mentoring and advocacy, practical soft skills training, job-related customised training (including the acquisition of job specific qualifications that cannot be funded via existing mainstream government programmes), labour market orientation and work experience.
- Deploy measures which ensure early identification of the needs of disadvantaged people, including individual action plans and personalised support, work search activities, information, advice and guidance and signposting to organisations for the expertise that they can provide (e.g. the Money Advice Service for those with financial and budgeting problems).
- Engage with inactive older workers to extend their working lives. This will include engaging with those who have become disabled or have developed health conditions;
- Undertake activities that will support local recruitment such as brokering work
trial and work experience opportunities;

- Provide short pre-employment training courses and enable the acquisition of certification where the opportunity to start work exists and it is the absence of the training or the certification that is the final barrier to a Participant securing employment;

- Help those who have a limited work history and difficulty in attaining sustained employment by identifying and addressing the circumstances that lead to frequent / repeat benefit claims being made;

- Increase the participation by people from ethnic minorities in the labour market;

- Develop the skills and employability of ex-offenders to help them enter the labour market, and;

- Tackle specific barriers to work faced by unemployed inactive people in rural areas.

A1.3 The Provision will consist of two strands;

- Intensive Work Focussed Support, and;

- Work Focussed Training.

Priority Group

A1.4 The LEP has requested that the Provider should target the following groups as a priority, but not exclusively:

- Unemployed people – short and long-term with multiple barriers (including those identified as part of the national Troubled Families programmes - branded as the Surrey Family Support Programme or the Supporting Families Hampshire programme);

- Young people aged 18-24 who are not in education, employment or training;

- Unemployed disadvantaged people (e.g. homeless people, people with drug or alcohol dependency, persistent returners to JSA);

- Unemployed and inactive people with disabilities or health conditions (particularly existing claimants of incapacity benefit and ESA);

- Unemployed people aged 50 and over;

- Ethnic minorities and those with English language needs;

- Ex-offenders;

- Lone parents including those on Income Support (IS); and

- Other people with children, including teenage parents (18-20 year olds).
Contract Package Area

A1.5 Providers are expected to be able to show detailed knowledge of the Enterprise M3 LEP local labour market and barriers that affect access to employment. There should be a clear linkage between current labour market needs and requirements and proposed solutions.

The Provider is required to deliver the Provision across the entire contract area via a range of engagement methods that should include but is not limited to fixed delivery premises (on a full and/or part time basis) and outreach services to ensure that the Provision is accessible to all Participants.

The initial engagement meeting must take place at Provider premises within the Contract Package Area (CPA).

All premises must be easily accessible to Participants using public transport, meet all legal requirements and provide facilities commensurate with the requirements of this specification.

As a minimum the LEP has a preference that there are delivery premises in both the Hampshire or Surrey areas, that are easily accessible by public transport and within reasonable distance for clients accessing the services. The LEP is keen to ensure that consideration is given to areas with higher levels of deprivation (see Annex 3) and that providers consider how they intend to cover clients in the towns of:

- Aldershot
- Basingstoke
- Andover
- Camberley
- Guildford
- Bordon
- Staines Upon Thames and
- Woking in particular.
Gloucestershire Local Enterprise Partnership (LEP)

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Aims and Objective of the Provision

A1.1 It is voluntary employment and employability provision that will tackle worklessness amongst disadvantaged people. It will provide a package of support that is tailored to individual need with practical and meaningful interventions that address their barriers to work. The objective of the provision is to move participants into sustained employment. In work support will be given to those that find work in order to help achieve sustainability.

Activities to Support the Provision

A1.2 The provision will:
- Identify each participant’s barriers to gaining employment and seek to overcome them
- Give personalised support to participants to help move them into employment;
- Support access to relevant measures suited to individual circumstances
- Provide in work support to participants to help them sustain employment

A1.3 You are free to demonstrate their delivery methodology as part of the tender submission, but the framework of support must include the following elements as a minimum:
- One to one support based on an in depth needs assessment
- Careers support and Information, Advice and Guidance
- Employability skills – communications, self presentation, timekeeping, attitudes and behaviours at work, team building and working relationships
- Debt and money management – budgeting and debt advice, better off calculations, applying for relevant working age benefits
- IT skills and access training to include the use of the internet
- CV building – how to produce and tailor a CV for postal or online use taking account of particular job requirements
- Jobsearch support – searching and applying for jobs, setting up a Universal Jobmatch account, online applications and effective interview techniques
- Enterprise advice for those wishing to become self employed
• Work Trials for those that need to sample specific employment opportunities
• Work placements for those who need to put employability skills into practice
• Mentoring for those who need individual support
• Non certificated work related literacy, numeracy and ESOL support
• Brokering voluntary work
• Motivational courses for those who have become disheartened
• Short work related courses for those that require specific skills and / or qualifications such as first aid or food handling certificates

A1.4 The participant should also be made aware of and signposted to other relevant existing opportunities as appropriate such as:
• Basic Skills training
• ESOL training
• Princes Trust programmes
• ESF provision provider through the SFA or Big Lottery Fund
• National Careers Service
• SFA funded vocational and employability provision
• Enterprise Clubs and New Enterprise Allowance
• Work Clubs
• Community Based provision delivered by Adult Education
• Traineeships
• Apprenticeships
• Drugs and alcohol support
• Condition management programme for those who have medical conditions that are a barrier to entering employment

Priority Groups

A1.5 The LEP has requested that you should target the following groups as a priority, but not exclusively:
• People with disabilities and health barriers including autism
• Those declaring mild to moderate mental health / learning issues
• Carers
• People living in rural areas such as the Cotswolds, Forest of Dean and Stroud Valleys
• Those young people not in employment, education or training (NEET)

Local Signposting Agents

A1.6 The LEP has identified signposting agents who are specific to the local area, for you to create links with to market your provision to generate referrals. These are:
• The Youth Support Team
• The ‘Families First’ Troubled Families Programme
• Social Housing providers
• Neighbourhood projects
• Debt Management organisations
Contract Package Area

A1.7 The contract will cover the whole county of Gloucestershire which is co-terminus with the Gloucestershire LEP area.

[End]
Aims and Objective of the Provision

A1.1 This voluntary provision will be a participant led package of tailored support to help reduce worklessness amongst disadvantaged people. It will be delivered by Key Workers who will engage with the defined target groups, primarily on a one to one basis, to identify and address their barriers to work through proactive intervention and effective signposting. As a consequence participants will gain an improved chance of securing sustained employment.

A1.2 This provision will deliver a range of support measures tailored to the needs of each participant. The personalisation, breadth and flexibility of this provision will ensure that the barriers to employment faced by participants are systematically identified, challenged and addressed.

Activities to Support the Provision

A1.3 This provision is expected to include (but is not limited to) the following activities as agreed with individual participants:

• Helping participants to look and apply for work which will include assistance with application form completion
• The creation of a CV for every participant
• Providing participants with interview techniques and how to present themselves to prospective employers
• The provision of soft skills such as the raising of aspirations, motivation, self-development, confidence building, time management and health and well-being
• Brokering work experience opportunities with employers in the LEP key business sectors and, for those who need it, facilitating participant attendance at the opportunities generated
• Encouraging entrepreneurial activity by signposting participants to existing New Enterprise Allowance contracted provision and / or other local self-employment initiatives
• Delivering digital inclusion and digital awareness to participants;
• Preparing participants for attendance at training and the goal of acquiring qualifications so that they are fully aware of what each
entails, what they need to do and how they can maximise their chances of achieving their goals
• Encouraging part time work, breaking down negative stereotypes and explaining how the Universal Credit system ensures that ‘Work Pays’
• Practical advice and guidance that address barriers to starting work
• Signposting to specialist support in order to tackle complex barriers to entering the labour market (such as money management, debt advice, budgeting, health issues, substance abuse etc)
• Procuring basic, low value, job-related skills certification - such as short courses to acquire Food Hygiene, Manual Handling, SIA and, CSCS certificates for example - where the absence of that certification is identified as the barrier preventing individuals from moving into work

Priority Groups

A1.4 The LEP has requested you target the following groups as a priority, but not exclusively:
• People with disadvantages in the labour market – e.g. minority ethnic groups, offenders, those with histories of drug and alcohol misuse and the homeless
• People on ESA / IB
• Lone parents
• Income Support benefit claimants
• People aged 50 and over who are not being supported by the mainstream Jobcentre Plus offering, and
• JSA claimants (it is the LEPs expectation that no more than 20% of participants will be from this group)

Contract Package Area

A1.5 The contract will cover the local authority areas of: Rutland; Peterborough; King’s Lynn and West Norfolk; Fenland; East Cambridgeshire; Huntingdonshire; Cambridge; South Cambridgeshire; St Edmundsbury; Forest Heath.

[End]
Hertfordshire Local Enterprise Partnership (LEP)

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Aims and Objective of the Provision

A1.1 This provision will deliver a package of support to help unemployed and economically inactive people within the Hertfordshire LEP area to find and keep a job. It will be targeted at different groups and delivery is expected to be appropriately tailored to meet the needs of the participant to engage, address barriers to work, and improve their chances of securing and sustaining employment. In-Work support delivered by you will increase the likelihood of employment secured becoming sustained.

Activities to Support the Provision

A1.2 The following activities as a minimum will feature as part of the provision:

• One to one support for the participant that includes an in depth needs assessment and the development of an Action Plan which is reviewed on a monthly basis for the duration of participation in provision
• Confidence building including interactive group sessions that allow peer support
• Motivational and mentoring support
• Employability training – communication skills, self presentation, time keeping, attitudes / behaviours at work, team building, working relationships
• Effective modern job search skills – how to use IT to search and apply for work, setting up a Universal Jobmatch account, online application forms, electronic CVs
• Effective interview techniques
• IT skills – Basic IT skills, to include setting up an e-mail account if participants do not already have one
• Financial management – budgeting and debt advice, better off calculations, help applying for Working Tax Credit, Housing Benefit, Child Tax Credits, Council Tax Benefit
• Work related literacy and numeracy support
• Support to overcome barriers to work including Travel, Language, Caring responsibilities, Health, Drug and/or Alcohol abuse
• Access to one to one careers coaching sessions with a qualified careers adviser
• Brokering opportunities and providing advice and support to enable participants to access voluntary work, work trials and work experience
• Specialist activities tailored to the specific target groups
• Signposting participants to a range of DWP and non-DWP provision where further support is required. This includes but is not limited to:
  o ESOL
  o New Enterprise Allowance
  o Prince’s Trust
  o Sector Based Work Academies
  o Apprenticeships / Traineeships
  o National Careers Service
  o Basic Skills support
  o Specialist support suited to the needs of the participant; for example Mentoring, Signposting to Drug / Alcohol abuse support groups etc.
  o ESF provision provided by Skills Funding Agency and/or the Big Lottery Fund

Priority Groups

A1.3 The LEP has requested that you should target the following groups as a priority, but not exclusively:
  • Short term unemployed, or
  • Post- Work Programme long term unemployed unless mandated to other programmes
  and in one of the following groups:
  • NEET 18-24
  • Older workers (50+)
  • Lone parents
  • Individuals claiming a health related benefit
  • Ex-offenders
  • Those facing barriers returning to the labour market because they are covered by one of the protected characteristics as defined by the Equality Act 2010
  • Those who are economically inactive and not claiming benefits e.g. returners to the labour market following child or elder care responsibilities

Contract Package Area

A1.4 The contract will cover the County of Hertfordshire based on the boundary for Hertfordshire County Council which is co-terminus with the Hertfordshire LEP area.

A1.5 The Hertfordshire LEP CPA covers: Broxbourne; Dacorum (Hemel Hempstead); East Hertfordshire (Bishop’s Stortford / Hertford); Hertsmere (Borehamwood); St Albans; Stevenage; Three Rivers (Rickmansworth); Watford; Welwyn Hatfield (Welwyn Garden City); North Hertfordshire (Letchworth).]
Humber LEP and Greater Lincolnshire LEP

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Aims and Objective of the Provision

A1.1 This provision is voluntary and aims to support those who are furthest from the labour market, including those in entrenched worklessness, to tackle barriers which prevent unemployed individuals from moving into sustained employment. The provision will provide a coordinated and holistic approach by focussing on personalised tailored support for individuals with multiple barriers; to improve work readiness and employability skills.

Activities to Support the Provision

A1.2 The provision must provide individually tailored and one-to-one mentoring support which focuses on:
  • Identifying and addressing barriers to work
  • Understanding and influencing participants’ motivation and attitude
  • Considering medical needs, including mental health conditions and referring to existing support/provision in the locality
  • Identifying transferable skills
  • Considering and exploring employment options
  • Finding and keeping work
  • Referral to existing provision in the locality, community learning, Skills for Life including literacy and numeracy, vocational and workplace skills training; and educational establishments
  • Discussing and promoting high quality work experience (tasters/trials) and training options
  • Discussing opportunities for self-employment and referral to enterprise start-up programmes
  • Identifying what practical support may be available to help individuals secure and retain employment, including traineeships and apprenticeships
  • Where appropriate, accompanying the participant when accessing other services
  • Contributing to the participant’s personal development including reducing any sense of isolation and stress, assisting them to become more independent
  • Structured volunteering linked to progression and sustained employment
A1.3 You should also deliver, as required, individual or group sessions on:
• Motivation and confidence building
• Job search skills, including using electronic channels
• Money and debt management
• Work skills specific to the local employment market

A1.4 You should use your existing networks and/or build relationships with appropriate resources, agencies, charities, local organisations etc. to fully support the range of needs of the priority group.

A1.5 You will need to build links with local employers to broker work tasters, work trials, pre-employment programmes and employment opportunities, including work experience, apprenticeships and traineeships for participants.

Priority Groups

A1.6 The LEP has requested you target the following groups as a priority, but not exclusively:
• Jobseekers Allowance (JSA) claimants – especially persistent returners and households with multigenerational worklessness
• Employment and Support Allowance (ESA) claimants and claimants of other health related benefits
• Individuals with a self-declared mental health condition
• Individuals with substance and/or alcohol addiction
• Victims of domestic violence/abuse
• Long term benefit claimants
• Lone parents
• People with caring responsibilities including unpaid carers
• Ethnic minorities
• Ex-service personnel
• Those with housing/homelessness issues
• Ex-offenders
• Unemployed older-workers aged over 50
• Care leavers
• Young unemployed/workless aged 18-24
• Returners to the labour market

Contract Package Area

A1.7 The contract will cover the whole of the Humber and Greater Lincolnshire LEP areas.

[End]
Aims and Objective of the Provision

A1.1 This provision is to help unemployed and economically inactive people enter, progress in and sustain employment. Through flexible, bespoke support to eligible individuals, it will deal with the underlying causes of unemployment with the aim of supporting people into sustained work.

A1.2 Delivery should be focussed on providing tailored provision that meets the needs of a hard to reach participant group, with a clear aim of supporting individuals into sustainable employment. You should demonstrate suitably flexible provision and ability to respond to the changing needs of the participant, to economic needs and to fluctuations in the labour market.

Activities to Support the Provision

A1.3 The priority groups that the provision is aimed at are the hardest to help. Each and every participant will be provided with a named Key Worker who will be responsible for supporting them throughout their time on the programme. The Key Worker will undertake an individual assessment of a participant upon their joining of the programme, evaluating personal interests, goals, barriers to employment, skills and confidence levels. The Key Worker will be involved in all elements of support provided to an individual and should also provide follow up support for any employment which falls in the participant's provision duration.

A1.4 You are required to demonstrate your delivery methodology as part of your tender submission but as a minimum, the framework of support must include the following elements:

• Consideration of and solutions to barriers to employment – including consideration of how appropriate childcare, other caring support or transport can be identified and where eligible, support or signposting provided. Such barriers, particularly transport, are critical factors to overcome in a rural county. You will expected to assist participants in overcoming the specific barriers to work which might include helping with the purchase of work clothing or equipment, transport costs and one off provision.

• Employer engagement – Ability to engage with a range of local employers. You should work with local businesses to broker employment solutions that provide suitable opportunities for
participants. These could include work tasters, trials or pre-employment programmes aimed at creating sustainable employment opportunities.

• It could also include work placements that are of benefit to the community.

• Awareness of local job opportunities to support local economic growth – you should demonstrate knowledge of as well as offer methods for capitalising on significant economic opportunities to deliver employment outcomes. This could include brokering job outcomes linked to strategically important infrastructure projects or supporting key sectors in the Lancashire economy such as visitor economy, health and social care, and construction, as well as manufacturing and engineering, energy and environment, finance and professional services and creative and digital.

• Appropriate employability skills provision, including signposting to existing provision where appropriate – Must be tailored to the needs of the individual. Employability skills should include, but are not limited to:
  o Motivation and confidence building
  o Job-specific skills – including one off provision for vocational certificates e.g. CSCS training and tests
  o Job search skill (including digital skills and support)
  o Skills for life, and
  o Enterprise skills

• Cooperation with other Partners – you should demonstrate how you will build links and work collaboratively with other relevant partners, which could include those undertaking activities funded by EU funds (for example, the 'Building Better Opportunities' projects targeting 50+ and the hardest to reach) or through mainstream resources, social housing providers, healthcare providers, the public sector and voluntary and community organisations.

Priority Groups

A1.5 The LEP has requested you target the following groups as a priority, but not exclusively:

• People with disabilities and health conditions including drug and alcohol dependencies
• Lone parents and other disadvantaged parents and carers
• Over-50’s
• Most disadvantaged people to include but not limited to JSA claimants aged 18-21 who are care leavers or ex-armed forces personnel
• People from ethnic minorities
• People with low or no qualifications

Contract Package Area

A1.6 The contract will cover the local authority area of Lancashire however we expect that you will focus delivery in wards demonstrating high levels of unemployment and deprivation. These are:
Blackburn with Darwen Unitary Authority
Shadsworth with Whitebirk; Sudell.

Blackpool Unitary Authority
Talbot; Claremont; Bloomfield

Lancashire County Council Local Authority areas

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<td>Hyndburn</td>
<td>Altham; Barnfield; Baxenden; Central; Church; Clayton-le-Moors; Huncoat; Milnshaw; Peel; Spring Hill; St. Andrew's.</td>
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<td>Bradle; Brierfield; Clover Hill; Marsden; Reedley; Southfield; Walverden; Whitefield.</td>
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<tr>
<td>Preston</td>
<td>Brookfield; Deepdale; Fishwick; Ribbleton; St. Matthew's; Moor Park; St. George's; Town Centre; Tulketh; Ingol; Larches; Riversway.</td>
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<tr>
<td>Rossendale</td>
<td>Facit and Shawforth; Greensclough; Hareholme; Healey and Whitworth; Irwell; Stacksteads.</td>
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[End]
Leeds City Region Local Enterprise Partnership (LEP)

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Eligibility criteria extended to additional groups in Chapter 3

Contract Package Area

A1.1 There are two contracts within the Leeds City Region LEP area:
• Contract 1 covers the Bradford and Leeds Local Authority areas.
• Contract 2 covers the Calderdale, Kirklees and Wakefield Local Authority areas.

Aims and Objective of the Provision

A1.2 It is voluntary employment and employability provision that will deliver a package of tailored support to address worklessness amongst unemployed disadvantaged individuals. The provision will engage with the participant and identify and address their barriers to work using a range of specialist support/provision to move them into sustained employment at the earliest opportunity. In work support will be given to those that find work in order to help achieve employment sustainability.

Eligibility for this Provision

A1.3 As of 1st December 2017 the wider eligibility comes into force for Contract 2 (Calderdale, Kirklees and Wakefield) as detailed as chapter 3 section 3.8-3.10. It is crucial the provider still target the narrow eligibility at A1.4-1.5 below to ensure the original contract requirement is being met but you should now supplement this with the wider referral base.

As of 19th February 2018 the wider eligibility also comes into force for Contract 1 (Bradford and Leeds).

A1.4 To be eligible for ESF, all participants must be legally resident and have the right to take paid employment in the UK. Participants must be aged 16 or over. There is no upper age limit for participants.
A1.5 Also, to be eligible for this provision participants must be unemployed or inactive and fall into one of the following categories:

- Customers unemployed over 26 weeks who have not participated in the Work Programme
- ESA claimants at any point in their claim, who are in the Work Related Activity Group and who have not participated in the Work Programme
- Lone Parents claiming Income Support with a youngest child aged one year or over
  - and have one or more of the following barriers:
    - Drug and alcohol misusers who are in recovery or have their addiction under control
    - Ex-offenders
    - Those declaring mild to moderate mental health issues / learning difficulties;
    - Those with autism and / or dyslexia
    - Ethnic minorities
    - Young people in particular those leaving care (16-24)
    - Homeless people

Wider Eligibility Criteria

A1.6 You have been advised by DWP to widen the eligibility criteria for Contract 2 from 1\textsuperscript{st} December 2017. Participants from the eligibility groups in Chapter 3 will February 19\textsuperscript{th} 2018 also be recruited onto the provision on the Leeds and Bradford Contract 1. See the paragraph below for information on the Minimum Performance Levels (MPL) for the Wider Eligibility Groups.

A1.7 To ensure that the contracts maximises the original narrow intent of the provision we will add Homeless People to the additional barriers included in Chapter 3. This will allow post-Work Programme customers who are homeless to be eligible for this 14/20 provision. We have added the wider eligibility below with the bold section showing the change to the generic chapter 3 version:

Individuals must be either unemployed or inactive and must fall into one or more of the following categories:

- Long term Unemployed and/or inactive (26 weeks or longer);
- Basic Skills need (Below NVQ level 1 or equivalent)
- Have more than one barrier to employment. Barriers may include:
  - a lone parent
  - an older worker (50+)
  - an ex-offender (please see Glossary of Terms for definitions)
  - Caring Responsibilities (including those returning to
employment when caring responsibilities end)
  o have physical disability or health condition, including
    Sensory Impairments
  o Mental Health
  o Learning Disability
  o Drug/Alcohol dependency
  o an ethnic minority
  o have low or no qualifications (Below NVQ level 2 or equivalent
  o language barrier (English not first language)
  o homeless people

Activities to Support the Provision

A1.7 The provision is expected to include (but is not limited to) the following activities as agreed with individual participants. Your activities will include:
  • Personalised support to participants to help them move into and sustain employment
  • Identifying and addressing barriers to work
  • Understanding and influencing participant motivation and attitudes, in particular confidence and self-esteem
  • Supporting participants to develop effective modern job search skills which includes using IT to search and apply for work, setting up a Universal Jobmatch account, completing online application forms, creating electronic CVs and using social media to seek work
  • Brokering access to a range of other existing services and specialist provision, for example literacy and numeracy, vocational and workplace skills training
  • Motivation and confidence building including interactive group sessions that allow peer support
  • Financial management – budgeting and debt advice, better off calculations, help applying for Working Tax Credit, Housing Benefit, Child Tax Credits, Council Tax Benefit
  • Assisting participants to explore employment options
  • Employability training which will include communication skills, self presentation, time keeping, attitudes/behaviours at work, team building, working relationships, work related literacy and numeracy support
  • Effective interview techniques, including mock interviews and feedback
    IT skills –
  • Basic IT skills, to include setting up an e-mail account if participants do not already have one
  • Work skills specific to, and in partnership with, local employers
  • Providing vocational training as appropriate to employer requirements, such as Food Hygiene Certificate, Health and Safety CSCS
  • Delivering or sourcing modular provision for the participant or group
sessions to help participants overcome barriers e.g. managing conditions in order to access employment, help with substance misuse or alcohol abuse, managing mental health issues. This can be in the form of guidance, counselling, or a specific course, dependent on the need of the participant

- Group sessions to address language and cultural barriers
- Enabling participants to gain experience of work by arranging voluntary work opportunities with employers and providing advice and support to the participant
- Discussing opportunities for self-employment and referral to enterprise start-up programmes
- General life skills e.g. assisting participants to become more independent; helping them to obtain and retain sustainable accommodation by offering housing advice or signposting to relevant organisations
- Providing in work support which meets the needs of the participant to help them sustain the employment that they acquire
- Signposting participants to a range of DWP and non-DWP provision where further support is required, and accompany the participant, where appropriate. Services include but not limited to:
  - ESOL
  - New Enterprise Allowance
  - Prince’s Trust
  - Sector Based Work Academies
  - Apprenticeships / Traineeships
  - National Careers Service
  - Basic Skills support
  - Specialist support suited to the needs of the participant
  - ESF provision provided by Skills Funding Agency and/or the Big Lottery Fund

This menu is not exhaustive, and will vary across locations according to participant need.

**Business Engagement**

A1.8 You are expected to engage with local businesses to encourage them to offer placements and sustainable jobs to unemployed people. There must be a clear link to maximise the employment opportunities that will be created through the Business Growth plans in European Structural and Investment Fund/Regional Growth Fund to maximise the opportunities through job creation.

**Minimum Performance Levels – Wider Eligibility Groups**

A1.9 The following additional Minimum Performance Levels will apply if you are advised by DWP to extend the participant eligibility criteria to include the eligibility groups in Chapter 3 and will be in addition to those in Annex 9.

A1.10 The providers specified percentage increase that will be applied to each Short Job Outcome Cohort conversion rate in relation to the Wider Eligibility
Groups shall be a Minimum Performance Level. Short Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL6;

A1.11 The providers specified percentage increase that will be applied to each Sustained Job Outcome Cohort conversion rate in relation to the Wider Eligibility Groups shall be a Minimum Performance Level. Sustained Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL7.

Performance relating to eligibility criteria

A1.12 You will be performance managed against the Minimum Performance Level number 3, ‘as a minimum the number of provision starts will never be below 85% of the cumulative starts profile’ (See Annex 9). This will be monitored throughout the lifetime of the contract, for the eligibility criteria stated above for this provision.

A1.13 After an initial [six] month period DWP will review performance against starts from the specific groups identified above. This will subsequently be undertaken on a monthly basis after the initial review, looking at the previous rolling six months of performance. If the performance is below [70%] of Profile for starts within any six month period including at or after the initial review, this will be the trigger point for DWP to consider widening eligibility to include eligibility groups set out in Chapter 3. This will be done in consultation with the LEP. DWP will reserve the right to extend eligibility.

Eligibility criteria extended to additional groups in Chapter 3

A1.14 If DWP exercises its right to extend the eligibility criteria to include the eligibility groups set out in Chapter 3, you will be required to include the percentage of additional Short and Sustained Job Outcomes achievement from starts for these additional eligibility groups. This additional percentage will be applied to each Job Outcome Cohort conversion rate with Cohort Profiles remaining the same.

A1.15 You will not be asked to achieve specific volumes of starts in relation to the additional eligibility groups; rather the performance measurement in relation to these groups will focus on the conversion of starts to outcomes. For example, if a Provider’s tender shows they will achieve a 20% conversion of starts into Sustained Job Outcomes for each Cohort conversion rate for the eligibility groups above and show that by opening up the provision to include the additional eligibility groups they will increase outcomes by a further 2 percentage points, then for each Cohort DWP would expect a 22% outcome conversion rate. DWP will use this metric of additional outcomes achieved as the performance management tool for these additional eligibility groups. This will be a separate and additional performance metric to that being used to deliver the provision requirements in respect of the groups above for this provision.
A1.16 You will be managed against the Minimum Performance Levels for both sets of eligibility criteria (eligibility criteria above for this provision and the additional eligibility groups in Chapter 3), i.e. Minimum Performance Levels numbered 6 (Annex 9) and 9 (above) in relation to Short Job Outcomes and those numbered 7 (Annex 9) and 10 (above) in relation to Sustained Job Outcomes. If either is not achieved, Performance Improvement Notices may be issued. If improvements are not realised then DWP may terminate the contract. Not only does this impact on this particular contract, but it may also be taken in to account if you submit tenders for any future public contracts.

[End]
Leicester and Leicestershire Local Enterprise Partnership (LEP)

Aims and Objective of the Provision

Activities to Support the Provision

Bespoke Employability Training

Additional Support for those with Complex Barriers

Priority Groups

Contract Package Area

Aims and Objective of the Provision

A1.1 This provision is voluntary and will help those furthest from the labour market to find sustained employment by providing them with intensive support tailored to individual participant need. It will engage with economically inactive people that are not claiming benefits and benefit claimants with complex needs. Participants must be aged 25 or over on their official start date.

A1.2 Whilst the provision must be participant led and looking after the employment aspirations of each participant, you will be expected to make links and form strong working relationships with employers in local growth sectors. Ultimately such relationships will enhance the chances of provision participants finding work.

A1.3 The ultimate objective of the provision is to achieve sustained employment outcomes. You will provide In-Work Support to those that require it and this will enhance the likelihood of work sustainability being achieved.

Activities to Support the Provision

A1.4 The priority groups that the provision is aimed at are the hardest to help. Many will:
   • Be significantly disadvantaged and vulnerable
   • Have complex needs and several barriers to work
   • Be disengaged
   • Have previously been resistant to engagement, and
   • Be outside of the labour market

A1.5 Whilst the provision is voluntary and support will always be tailored to individual need, it is anticipated that you will need to invest a significant amount of time in participants. The complexity and severity of the barriers to work faced by most participants will require intensive support from you in order for job outcomes to be achieved. This intensity of support and your investment will equate to an extension of the existing offer for the unemployed.
A1.6 You must deliver an intensive and enhanced Information Advice and Guidance (IAG) service alongside practical interventions. The in-depth service that you provide will be delivered by Case Workers who will ensure that added value is achieved. As a minimum the service must consist of:

- Mentoring and advocacy
- Confidence building
- Raising aspirations
- Exploring realistic training and career opportunities
- The creation of an up to date CV for each participant
- Digital awareness and digital inclusion (incorporating looking for work online)
- Helping participants to look for and apply for work
- Assistance with application form completion
- Interview skills training (including undertaking mock interviews and how to present oneself to a prospective employer)
- Brokering supported work experience and volunteering opportunities with local employers and organisations and arranging participant attendance on these opportunities
- Access to mentors from local companies. (This might also include enlisting peer mentors from former provision participants that have successfully gained employment)
- Promoting self-employment and, where appropriate, signposting to New Enterprise Allowance and other local entrepreneurial provision
- Encouraging part time work, breaking down negative stereotypes about it and explaining how Universal Credit ensures that ‘Work Pays’
- Addressing childcare or transport concerns where they represent (or are perceived by the participant to represent) the main barrier to work, and
- Researching and signposting participants to the most appropriate provision given their individual circumstances

**Bespoke Employability Training**

A1.7 Short bespoke employability training may be required when barriers to work have been identified that need to be overcome and the courses themselves do not already exist locally or as national mainstream provision. You will be expected to deliver these courses. ‘Healthy Living’, ‘Managing Personal Finances’ or ‘Health and Safety’ are examples of the type of bespoke courses which might need to be run. (Where such courses do already exist, signposting participants to them is the appropriate action, the cost of attendance being met by you).

A1.8 Whilst the provision will principally be delivered on a one to one basis by a Case Worker, these bespoke courses may be run as group sessions.
Additional Support for those with Complex Barriers

A1.9 For those with the most severe needs, even more intensive support will need to be provided to address their barriers. In addition to the support already listed above, participants may also benefit from signposting to:

- Specialist help with complex barriers (e.g. housing, drug and alcohol misuse, mental health etc)
- Information and Communication Technology (ICT) support (e.g. accessing and using assistive technology which will increase, maintain, or improve the IT capabilities of participants with disabilities for day to day living and social interaction)
- Literacy, numeracy, and English for Speakers of Other Languages (ESOL) provision including pre-entry level ESOL support, and
- Bespoke vocational training

Priority Groups

A1.10 The LEP has requested you target the following groups as a priority, but not exclusively:

- People with no qualifications. (i.e. persons with no formal qualifications attained from education or working in any business sector. This group is likely to have poor numeracy and literacy skills)
- Women returners to the labour market. (i.e. those who have not worked in the 12 months prior to starting the provision)
- Those with learning difficulties and / or disabilities
- People with mental and / or physical health problems
- Carers
- Ex-offenders including people supervised by the Probation Service
- People at risk of offending. (i.e. persons who are members of gangs or who have received minor cautions from the police)
- Substance misusers. (i.e. persons showing symptoms of drug and alcohol dependency)
- Participants in troubled families programmes. The Troubled Families webpage on GOV.UK gives further information about these target groups.
- People aged over 50 (i.e. persons who have reached or passed their 50th birthday on the date of signposting to the provision)
- Other vulnerable groups (e.g. black and minority ethnic (BME) groups, travellers, victims of domestic abuse)

Contract Package Area

A1.11 The contract will cover the local authority areas of Leicester City Council and Leicestershire County Council which incorporates seven District Councils: Blaby; Charnwood; Harborough; Hinckley and Bosworth; Melton; North West; Leicestershire; Oadby and Wigston.
Liverpool City Region Local Enterprise Partnership (LEP)

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Activities to Support the Provision
Mental Health Support
Employment Support
Priority Groups
Contract Package Area

Aims and Objective of the Provision

A1.1 This provision is voluntary and will provide personalised, flexible, tailored employment support for those with mental health conditions who are in receipt of Incapacity Benefit / Employment Support Allowance. The ultimate objective of the provision is for participants to secure sustained employment.

Activities to Support the Provision

A1.2 There are two strands to the provision and you will run those in tandem mindful of the fact that the objective is to move participants in to work.

Mental Health Support

A1.3 You must be aware that the needs of participants will be complex and multifaceted. You will need to be mindful of the fact that participants might not be:

• accessing any mental health services
• aware of the support that is available for their condition
• familiar with condition management techniques
• sufficiently resourceful to get assistance for themselves, and / or
• in possession of their own support network

A1.4 You will help participants to:

• understand and manage their conditions
• access and navigate the mental health system
• tackle their complex barriers to work, and
• identify and recognise their job goals

A1.5 In order to be able to help participants you will need to build collaborative working partnerships with local mental health services and community and voluntary sector organisations. This will ensure that participants can be made aware of and signposted to the support that they need. For some this support might be vital in order to help them find employment.
A1.6 You will need to be aware of all of the ‘free at the point of use’ NHS services available and those offered by community and voluntary sector organisations for your signposting to occur. For example, participants might benefit from:
• Condition management
• Cognitive behavioural therapy
• Neuro-linguistic programming, and / or
• Counselling

A1.7 The strength of the collaborative working partnerships that you will build may enable group or one to one sessions to be delivered on your premises.

Employment Support

A1.8 The activities that you must deliver but should not be limited to are:
• Signposting to specialist organisations that provide expert advice on issues such as debt management, childcare and travel problems where they represent barriers to work for the participant
• Active and preventative measures to support participants with multiple needs through personalised advice and signposting to relevant, specialist services such as existing mainstream health services
• Tailored and personalised packages of support based on individual need such as motivation, confidence and self-esteem building
• Providing careers advice and exploring and giving consideration to realistic employment options
• Practical jobsearch activities and ensuring that each participant is able to search for and apply for work online
• Delivering interview techniques sessions including the undertaking of mock interviews and how to present oneself to a prospective employer
• The creation of an up to date CV for each participant that needs one
• Signposting those with literacy and numeracy needs to mainstream ‘free at the point of use’ educational services

A1.9 Employer engagement will be another essential aspect of the provision. Your objective with this activity is to create suitable job and volunteering opportunities for participants. You will be expected to facilitate applications being made for the vacancies that you broker and for attendance at the volunteering opportunities that you generate.

Priority Groups

A1.10 The LEP has requested you target the following groups as a priority, but not exclusively:
• Individuals with self-diagnosed mental health conditions who are in receipt of Incapacity Benefit / Employment Support Allowance. The provision is for those aged 18 and over who are not on Work Programme.
Contract Package Area

A1.11 The contract will cover the local authority areas of Halton; Knowsley; Liverpool; Sefton; St. Helens; Wirral.

A1.12 This Contract Package Area has two Categories of Region which are:

- More Developed – Halton
- Transitional – all other areas except Halton

See Chapter 1 and the Glossary of Terms for more information on Categories of Region.
London Local Enterprise Partnership - Support for Older Workers Contracts

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London Employability Performance Rating

Contract Package Area

A1.1 There are four contracts within the London LEP area:

- Contract 1 covers the North and East London Local Authority boroughs: Enfield; Haringey; Hackney; Waltham Forest; Newham; Redbridge; Barking and Dagenham; Greenwich; Havering; Tower Hamlets.

- Contract 2 covers the Central London Local Authority boroughs: Camden; Islington; City of London; Southwark; Lewisham; Lambeth; Wandsworth; Kensington and Chelsea; Westminster.

- Contract 3 covers the West London Local Authority boroughs: Ealing; Hillingdon; Barnet; Brent; Hounslow; Harrow; Hammersmith and Fulham.

- Contract 4 covers the South London Local Authority boroughs: Richmond; Kingston; Sutton; Merton; Croydon; Bromley; Bexley.

Aims and Objective of the Provision

A1.2 The aim of this provision is to provide bespoke support to participants who are unemployed or inactive and aged 50+ to assist them in overcoming any barriers that are preventing them from entering and sustaining employment. Through flexible and personalised packages of support, it will enhance engagement and work readiness activity for disadvantaged older people who face multiple barriers to work.
Eligibility for this Provision

A1.3 For the North and East; West and South contracts, the wider eligibility criteria at A1.7 below does not apply.

A1.4 As of February 19th 2018 the wider eligibility comes into force for the London Central Older Workers contract only as detailed at section A1.7 below. It is crucial the London Central provider still target the narrow eligibility at A1.4-1.5 below to ensure the original contract requirement is being met but you should now supplement this with the wider referral base.

The eligibility criteria detailed in Chapter 3 must not be used for this provision.

A1.5 To be eligible for ESF, all participants must be legally resident and have the right to take paid employment in the UK. Participants must be aged 16 or over. There is no upper age limit for participants.

A1.6 To be eligible for this provision, individuals must be aged 50 or over. There is no upper age limit for participants. They must be unemployed or inactive and fall into one or more of the following categories:

- Long term Unemployed and/or inactive (26 weeks or longer)
- Work Programme Completers
- Inactive people aged over 50
- Have an additional barrier to employment. Barriers may include:
  - An ex offender
  - Caring Responsibilities (including those returning to employment when caring responsibilities end)
  - Have physical disability or health condition, including Sensory Impairments
  - Mental Health or Learning Disability
  - Drug/Alcohol dependency
  - Have low or no qualifications (Level 2 or below)
  - Language barrier (English not first language, etc.)
  - An ethnic minority, specifically from the following groups:
    - Black African
    - Black Caribbean
    - Additional barriers agreed by DWP include other ethnic minorities
  - This list is not exhaustive, however, any additional barriers must be agreed with DWP. Please raise this via your PM or ESFM.
Please note for these Older Workers contracts:

- The Long-term criteria can be a combination of unemployment and inactive periods to make the 26 week period and
- Work Programme Completers are defined as anyone who has completed the Work Programme and therefore will include customers aged 50+ who have been employed since leaving the Work Programme but are either unemployed or inactive at the time of referral to this provision.

**Wider Eligibility Criteria**

A1.7 If you are advised by DWP to widen the eligibility criteria (London Central from 19th February 2018), participants who satisfy the eligibility criteria in Para A1.8 can also be recruited onto the provision. See below for information on the Minimum Performance Levels (MPL) for the Wider Eligibility Groups.

A1.8 To be eligible for this provision individuals must be aged 40 or over unemployed or inactive and fall into one or more of the following categories:

- Long term Unemployed and/or Inactive (26 weeks or longer)
- Work Programme Completers
- Have more than one barrier to employment. Barriers may include:
  - An ex offender
  - Caring Responsibilities (including those returning to employment when caring responsibilities end)
  - Have physical disability or health condition, including Sensory Impairments
  - Mental Health or Learning Disability
  - Drug/Alcohol dependency
  - An ethnic minority, specifically from the following groups:
    - Black African
    - Black Caribbean
  - Have low or no qualifications (Level 2 or below)
  - Language barrier (English not first language, etc.) Please note for these Older Workers contracts, wider eligibility:

- The Long-term criteria can be a combination of unemployment and inactive periods to make the 26 week period and
- Work Programme Completers are defined as anyone who has completed the Work Programme and therefore will include customers aged 40+ who have been employed since leaving the Work Programme but are either unemployed or inactive at the time of referral to this provision.

**Activities to Support the Provision**

A1.9 The provision is expected to include (but is not limited to) the following activities as agreed with individual participants. Your activities will include:

- A flexible and responsive adviser regime which includes careers advice
• Understand and influence participants motivation and attitudes and support to overcome barriers/ hurdles be they physical, psychological or emotional
• Financial management, directly or by referral which could include budgeting and debt advice, better off calculations, help applying for Working Tax Credit, Housing Benefit, Child Tax Credits, Council Tax Benefit
• Assist participants to explore employment options and challenge their expectations where appropriate
• Support participants to develop modern job search skills which includes using IT to search and apply for work, CV writing, setting up a Universal Jobmatch account, completing online application forms and using social media to seek work
• Employability training – communication skills, self-presentation, time keeping, attitudes/behaviours at work, team building, working relationships, work related literacy and numeracy support
• Effective interview techniques, including mock interviews and feedback
• IT skills – Basic IT skills, to include setting up an e-mail account if participants do not already have one
• Work skills specific to, and in partnership with, local employers. Where possible you should seek to identify appropriate skills provision which is funded by the Skills Funding Agency
• Providing or sourcing vocational training as appropriate to employer requirements, such as Food Hygiene Certificate, Health and Safety CSCS
• Deliver or source as required, modular provision for the participant or group sessions made up of participants of a similar age (where possible) to help them overcome barriers e.g. managing your condition in order to access employment, help with substance misuse or alcohol abuse, managing mental health issues. This can be in the form of guidance, counseling, or a specific course, dependent on the need of the participant
• Enable participants to gain experience of work by arranging voluntary work opportunities with employers and providing advice and support to the participant
• Discussing opportunities for self-employment and referral to enterprise start-up programmes if appropriate
• Signposting participants to a range of DWP and non-DWP provision where further support is required, for which they are available, and accompany the participant, where appropriate. Services can include but are not limited to:
  o ESOL
  o New Enterprise Allowance
  o Prince’s Trust
  o sector based work academies
  o Apprenticeships /Traineeships
  o National Careers Service
  o Basic Skills support
  o Specialist support suited to the needs of the participant
  o ESF provision provided by Skills Funding Agency and/or the Big
Lottery Fund.
These options are not exhaustive, and will vary across locations according to participant needs.

Employer Engagement

A1.10 You are expected to engage with local businesses to encourage them to offer placements and sustainable jobs to unemployed people. You are expected to advocate the benefits of employing older workers and should work to broker more flexible employment opportunities such as part time work.

Integration with Local Services

A1.11 You are expected to build sustainable partnerships with existing local provision and organisations that are active in offering support to unemployed people, especially those aged over 50. Integration with local services should aim to join up the support offered to participant’s based on the needs identified through the assessment and action planning process. It is expected integration will span the public (especially Local Authorities), private, health, voluntary and community sectors and further education institutions.

Minimum Performance Levels – Wider Eligibility Groups

A1.12 The following additional Minimum Performance Levels will apply if you are advised by DWP to extend the participant eligibility criteria to include the eligibility groups in Para A1.7 and will be in addition to MPLs 1-8 in Annex 9.

9. The providers specified percentage increase that will be applied to each Short Job Outcome Cohort conversion rate in relation to the Wider Eligibility Groups shall be a Minimum Performance Level. Short Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL6.

10. The providers specified percentage increase that will be applied to each Sustained Job Outcome Cohort conversion rate in relation to the Wider Eligibility Groups shall be a Minimum Performance Level. Sustained Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL7.

Performance relating to eligibility criteria

A1.13 You will be performance managed against the Minimum Performance Level number 3, ‘as a minimum the number of provision starts will never be below 85% of the cumulative starts profile’ (See Annex 9). This will be monitored throughout the lifetime of the contract, for the eligibility criteria stated at Para A1.5 above for this provision.

A1.14 DWP will review performance against starts from the specific groups identified in the eligibility criteria at Para A1.5 above. This will be undertaken on a monthly basis, looking at the previous rolling six months of performance. If the performance is below [70%] of Profile for starts within any six month period,
this will be the trigger point for DWP to consider widening eligibility to include eligibility groups set out at Para A1.7. This will be done in consultation with the LEP. DWP will reserve the right to extend eligibility.

**Eligibility criteria extended to additional groups in Para A1.7**

A1.15 If DWP exercises its right to extend the eligibility criteria in accordance with Para A1.7 to include Wider Eligibility Groups, you will be required to include the percentage of additional Short and Sustained Job Outcomes achievement from starts for the Wider Eligibility Groups. This additional percentage will be applied to each Job Outcome Cohort conversion rate with Cohort Profiles remaining the same.

A1.16 You will not be asked to achieve specific volumes of starts in relation to the additional eligibility groups; rather the performance measurement in relation to these groups will focus on the conversion of starts to outcomes. For example, if a Provider's tender shows they will achieve a 20% conversion of starts into Sustained Job Outcomes for each Cohort conversion rate for the eligibility groups above and show that by opening up the provision to include the additional eligibility groups they will increase outcomes by a further 2 percentage points, then for each Cohort DWP would expect a 22% outcome conversion rate. DWP will use this metric of additional outcomes achieved as the performance management tool for these additional eligibility groups. This will be a separate and additional performance metric to that being used to deliver the provision requirements in respect of the eligibility groups set out at Para A1.5 for this provision.

A1.17 You will be managed against the Minimum Performance Levels for both sets of eligibility criteria (eligibility criteria at Para A1.5 for this provision and the additional eligibility groups at Para A1.7), i.e. Minimum Performance Levels numbered 6 (Annex 9) and 9 (above) in relation to Short Job Outcomes and those numbered 7 (Annex 9) and 10 (above) in relation to Sustained Job Outcomes. If either is not achieved, Performance Improvement Notices may be issued. If improvements are not realised then DWP may terminate the contract. Not only does this impact on this particular contract, but it may also be taken in to account if you submit tenders for any future public contracts.

**Change of Address and transfer to other DWP ESF 2014-2020 Employment Support for Older Workers in London**

A1.18 This information should be read in conjunction with Chapter 5.

A1.19 Participants who change address during the provision period, such that they reside outside of the London LEP Area, can choose to change to another DWP ESF 2014-2020 provision outside London if they are eligible.

A1.20 If a participant changes address during the provision period and moves outside the CPA but stays within the London LEP area, it will not be permissible for them to move from one DWP ESF Employment Support for Older Workers contract to another. They will however be able to move to other DWP ESF 2014 – 2020 provision if it has a different focus or is outside the
London LEP area.

A1.21 Once a participant has completed provision, including early completion, they can only access DWP ESF 2014-2020 provision if it is outside the London LEP area or has a different focus.

**London Employability Performance Rating**

A1.22 You are required to participate in the Greater London Authority’s (GLA) London Employability Performance Rating (EPR), which uses management and performance information, supports participant choice and collects evidence of customer satisfaction. The London EPR provides an evidence-based track record of delivery against contract, improves transparency of performance management and provides a framework for lead providers to perform objectively.

A1.23 Participation in the London EPR is in addition to and can form part of DWP’s Performance Management Regime described in Annex 9.

A1.24 The London EPR system is a tool to benchmark the achievements of employability service providers in GLA. The London EPR awards a performance rating based on three key areas:

- Contract Delivery Performance
- Quality
- Compliance

A1.25 Contract Delivery Performance - Performance Scoring will be taken from published short and sustained job outcomes. 60% of the London EPR total score is weighted on performance.

A1.26 Quality - This assessment criteria will call on your knowledge and awareness of the quality of the provision, continuous improvement and participant satisfaction. You will be expected to complete a self-assessment questionnaire and participant satisfaction surveys. 30% of the London EPR total score is weighted on quality. A1.26 Compliance – This includes timeliness of claims returns; variance of claim forecasts; accuracy of returns and general adherence to customer service levels. 10% of the London EPR total score is weighted on compliance.

A1.27 Further information about the London EPR and your role in the process can be found on the GLA’s website: [http://data.london.gov.uk/london-employability-performance-rating/](http://data.london.gov.uk/london-employability-performance-rating/)
This website includes the London EPR Provider guidance which gives a detailed process of your role in capturing and reporting against the required performance, quality and compliance scores.

A1.28 To ensure you have the right understanding of these products and can apply your learning to the London EPR tool you should refer to the guidance on the GLA website. The GLA and DWP will work together to provide further support where necessary.
A1.29 You are required to undertake the initial phase of the London EPR assessment using the calculation tool accessible in the hyperlink above. The information that you enter into the tool will generate a series of scores. These scores will be transposed into a star rating.

A1.30 It is a requirement of London EPR that you also undertake a separate rating of your sub-contractors. You will also need to report your sub-contractor star rating to your Performance Manager (PM).

A1.31 You must complete the London EPR calculation tool on a yearly basis throughout the lifetime of the contract and submit to your PM by 10th working day of April.

A1.32 DWP will conduct checks to verify the information you provide. DWP will liaise with you if there are any discrepancies before the ratings are issued to the GLA for publication. DWP will submit the agreed London EPR to the GLA during May each year to ensure they are published in time for the annual summer release.

A1.33 Provider ratings will be published by the GLA on a yearly basis.

[End]
Northamptonshire Local Enterprise Partnership (LEP)

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Aims and Objective of the Provision

A1.1 The aim of the provision is to reduce the number of working age people with multiple barriers claiming key out of work benefits, by supporting them back into sustained employment, thereby reducing the pressure on public services and breaking the cycle of dependency. You will address the holistic needs of individuals and link them to the significant economic opportunities available in the Northamptonshire LEP area. Attendance on the provision is voluntary for participants.

A1.2 The provision will:
- Reduce poverty and worklessness in deprived areas
- Enable local communities to prosper
- Deliver extra support in key locations where additional barriers exist for some people
- Provide the intensity of support required by those with complex and / or multiple barriers to work
- Add value to the range of provision available
- Encourage entrepreneurial activity and fill the gap that exists prior to participation on the New Enterprise Allowance contracted provision

Activities to Support the Provision

A1.3 As a minimum, you must deliver the following for participants:
- Activities that increase confidence and motivation and build individual resilience
- Mentoring
- Identifying skills gaps and helping the individual to bridge them
- One-to-one practical employability support and job search activities such as help with applying for work, looking for work online and assistance with application form completion
- Interview techniques including the undertaking of mock interviews and how to present oneself to a prospective employer
- The development of relevant soft skills that might enable an individual to take entry level employment
• One to one practical employability support and the development and nurturing of skills that are required by employers
• Matching individuals to vacancies (and in particular vacancies in the key growth sectors)
• The creation of a CV for each participant
• Signposting to other training and employment support
• Discussing potential transport solutions for those who have this as a barrier to work

Self Employment Support

A1.4 A gap exists whereby individuals may have an interest in self-employment but are insufficiently prepared to join New Enterprise Allowance contracted provision. You will be expected to deliver the following workshops to bridge that gap:
• Pre Start Up - exploring with participants whether self-employment and starting a business is the best option for them and to provide an introduction to the basics of managing change and the legal frameworks of business
• Business Planning - guiding participants through the process of writing a business plan
• An Introduction to Sales - techniques that can be used in sales campaigns for products and services
• An Introduction to Marketing - how to promote a business.
• Accounting for Small Businesses - to inform participants how to keep accurate and appropriate records and make timely financial decisions

A1.5 Where necessary you must also provide a range of bespoke one to one support including:
• One to One Mentoring - Assigning participants to a named business adviser who will provide one to one mentoring support to develop a business plan
• Business Planning Coaching - one to one and group coaching. The group sessions would support ‘softer skills’ to support confidence building and networking skills
• Advice and Information Services - on business planning and specialist areas (finance, legal, HR, Premises, marketing etc.)

Complex Barriers

A1.6 You will need to signpost participants with complex barriers to organisations that can offer the expertise that you will be unable to provide. For example, those with:
• Debt or budgeting problems must be signposted to expert, independent financial advice organisations such as the Money Advice Service
• Alcohol or drug dependency issues must be signposted to those offering that specialist support
• Homelessness or housing issues must be signposted for practical assistance from the local charities, community organisations, housing associations or local authority services operating in this field
Employer Engagement

A1.7 You must work with employers to:
• Broker work placement and voluntary work opportunities that participants will be able to attend in order to gain skills, recent work experience and a job reference that will help them in their quest to find employment
• Broker job opportunities, and
• Prepare and encourage them to recruit from the provision

Partner Engagement

A1.8 You must work with local partner organisations and existing agencies to:
• Avoid duplication of service and activity, and
• Enable activity at a community level and to dovetail with local projects that will be geared towards reaching out to those most in need of support

Priority Groups

A1.9 The LEP has requested that you target the following groups as a priority, but not exclusively:
• Young persons (aged 18-24), especially those that are NEET
• Older persons (aged 50 and over)
• Vulnerable adults with complex barriers to work. Examples of vulnerable adults are those with physical or mental health illness, disabilities, homelessness and / or housing issues, alcohol and drug related dependency and those who are ex-offenders. (This is a non-exhaustive list)
• The long term unemployed (12 months plus)
• Troubled families, including lone parents, and
• Carers

A1.10 In addition, you must assist unemployed people who are considering moving in to self employment who are either ineligible for New Enterprise Allowance or who are not sufficiently advanced in their planning to be signposted to that provision or to any other local support for entrepreneurs.

Contract Package Area

A1.11 The contract will cover the local authority areas of Daventry; Kettering; Corby; Northampton; East Northamptonshire; Wellingborough; South Northamptonshire.

[End]
North East Local Enterprise Partnership (LEP)

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Performance relating to eligibility criteria
Eligibility criteria extended to additional groups in Chapter 3

Contract Package Area

A1.1 The contract will cover the local authority areas of Northumberland; North Tyneside; Newcastle upon Tyne; Gateshead; South Tyneside; Sunderland; County Durham.

A1.2 This Contract Package Area has two Categories of Region which are:
   • Transitional – County Durham
   • More Developed – all other areas except County Durham

   See Chapter 1 and the Glossary of Terms for more information on Categories of Region

Aims and Objective of the Provision

A1.3 This provision is voluntary and will aim to improve Job Outcome rates for participants who have completed the Work Programme without a successful outcome, preventing them from becoming longer term unemployed and further detached from the labour market. You will identify and address participant’s barriers to work using a range of specialist support/provision, improving the participant’s chances of securing and sustaining employment at the earliest opportunity.

A1.4 The provision will provide intensive support to gain employment which is tailored to the needs of the individual and delivered by an Employment Coach.

Eligibility for this Provision

A1.5 As of 1st December 2017 the wider eligibility comes into force as detailed
as chapter 3 section 3.8-3.10. The wider eligibility will apply to participants in the more developed category of region only. It is crucial that providers still target the narrow eligibility at A1.7-1.8 below to ensure the original contract requirement is being met but you should now supplement this with the wider referral base.

A1.6 To be eligible for ESF, all participants must be legally resident and have the right to take paid employment in the UK. Participants must be aged 16 or over. There is no upper age limit for participants.

A1.7 Also, to be eligible for this provision participants must be unemployed or inactive and fall into one of the following categories:

• Work Programme completers who remain unemployed or inactive (both new and ‘stock’) and with one or more of the following characteristics:
  o Unemployed after completing Work Programme
  o Health condition and/or Disability lasting more than 12 months including Physical, Mental Health and Behavioural issues
  o Recovering from Drug or Alcohol abuse

A1.8 It is expected that LEP priority group participants will mainly fall into one of the following groups:

• ESA Claimants in the Work Related Activity Group
• JSA Claimants with a health condition
• JSA or ESA ex-Incapacity Benefit Claimants
• Universal Credit Claimants who are ex JSA or ESA claimants and have completed Work Programme.

Wider Eligibility Criteria

A1.9 You have been advised by DWP to widen the eligibility criteria for the more developed customer group. Participants from the eligibility groups in Chapter 3 can now also be recruited onto the provision. See below for information on the Minimum Performance Levels (MPL) for the Wider Eligibility Groups.

Local Signposting Agents

A1.10 The LEP has identified signposting agents who are specific to the local area, for you to create links with to market your provision to generate referrals.

These are Work Programme providers.

Integration with Local Services

A1.11 You are expected to build sustainable partnerships with existing local provision and organisations that are active in offering support to unemployed people, especially those with Health Conditions and Disabilities. Integration with local services should aim to join up the support offered to participants based on the needs identified through the assessment and action planning process.
A1.12 It is expected integration will span the public (especially Local Authorities), private, health, voluntary and community sectors and further education institutions. Service Integration will be more extensive than a simple signposting function. You should show capacity and resource to support integration boards and actively facilitate integration activities to Support the Provision

A1.13 This provision is expected to include (but is not limited to) the following activities as agreed with individual participants:

- Understand and influence participants’ motivation and attitudes, in particular confidence and self-esteem which includes interactive group sessions that allow peer support
- Financial management – budgeting and debt advice, better off calculations, help applying for Working Tax Credit, Housing Benefit, Child Tax Credits or Council Tax Benefit
- Assist participants to explore employment options
- Support participants to develop modern job search skills which includes using IT to search and apply for work, setting up a Universal Jobmatch account, completing online application forms and using social media to seek work
- Employability training – communication skills, self presentation, time keeping, attitudes/behaviours at work, team building, working relationships, work related literacy and numeracy support
- Effective interview techniques, including mock interview and feedback
- IT skills - Basic IT skills, to include setting up an e-mail account if participants do not already have one
- Work skills specific to, and in partnership with, local employers
- Providing or sourcing vocational training as appropriate to employer requirements, such as Food Hygiene Certificate, Health and Safety, CSCS
- Deliver or source as required, specialist provision to help participants overcome barriers, e.g. managing your condition in order to access employment, help with substance misuse or alcohol abuse, managing mental health issues
- Group sessions to address language and cultural barriers
- Brokering opportunities and providing advice and support to enable participants to access voluntary work, work trials and work experience
- General life skills, e.g. assisting participants to become more independent in order to access employment
- Discussing opportunities for self-employment and referral to enterprise start-up programmes if appropriate
- Signposting participants to a range of provision where further support is required. This includes, but is not limited to:
  - ESOL
  - New Enterprise Allowance
  - Prince’s Trust
  - Sector based work academies
  - Apprenticeships/Traineeships
  - National Careers Service
  - Basic Skills Support
o Specialist support suited to the needs of the participant
o ESF provision provided by Skills Funding Agency and/or the Big Lottery Fund.

Minimum Performance Levels – Wider Eligibility Groups

A1.14 The following additional Minimum Performance Levels will apply if you are advised by DWP to extend the participant eligibility criteria to include the eligibility groups in Chapter 3 and will be in addition to MPLs 1-8 in Annex 9.

A1.15 The providers specified percentage increase that will be applied to each Short Job Outcome Cohort conversion rate in relation to the Wider Eligibility Groups shall be a Minimum Performance Level. Short Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL6.

A1.16 The providers specified percentage increase that will be applied to each Sustained Job Outcome Cohort conversion rate in relation to the Wider Eligibility Groups shall be a Minimum Performance Level. Sustained Job Outcome Cohort conversion rates and Cohort Profile will remain the same as submitted by the Provider for MPL7.

Performance relating to eligibility criteria

A1.17 You will be performance managed against the Minimum Performance Level number 3, ‘as a minimum the number of provision starts will never be below 85% of the cumulative starts profile’ (See Annex 9). This will be monitored throughout the lifetime of the contract, for the eligibility criteria stated above for this provision.

A1.18 After an initial [six] month period DWP will review performance against starts from the specific groups identified above. This will subsequently be undertaken on a monthly basis after the initial review, looking at the previous rolling six months of performance. If the performance is below [70%] of Profile for starts within any six month period including at or after the initial review, this will be the trigger point for DWP to consider widening eligibility to include eligibility groups set out in Chapter 3. This will be done in consultation with the LEP. DWP will reserve the right to extend eligibility.

Eligibility criteria extended to additional groups in Chapter 3

A1.19 If DWP exercises its right to extend the eligibility criteria to include the eligibility groups set out in Chapter 3, you will be required to include the percentage of additional Short and Sustained Job Outcomes achievement from starts for these additional eligibility groups. This additional percentage will be applied to each Job Outcome Cohort conversion rate with Cohort Profiles remaining the same.

A1.20 You will not be asked to achieve specific volumes of starts in relation to the additional eligibility groups; rather the performance measurement in relation
to these groups will focus on the conversion of starts to outcomes. For example, if a Provider’s tender shows they will achieve a 20% conversion of starts into Sustained Job Outcomes for each Cohort conversion rate for the eligibility groups above and show that by opening up the provision to include the additional eligibility groups they will increase outcomes by a further 2 percentage points, then for each Cohort DWP would expect a 22% outcome conversion rate. DWP will use this metric of additional outcomes achieved as the performance management tool for these additional eligibility groups. This will be a separate and additional performance metric to that being used to deliver the Provision requirements in respect of the groups above for this provision.

A1.21 You will be managed against the Minimum Performance Levels for both sets of eligibility criteria (eligibility criteria above for this provision and the additional eligibility groups in Chapter 3), i.e. Minimum Performance Levels numbered 6 (Annex 9) and 9 (above) in relation to Short Job Outcomes and those numbered 7 (Annex 9) and 10 (above) in relation to Sustained Job Outcomes. If either is not achieved, Performance Improvement Notices may be issued. If improvements are not realised then DWP may terminate the contract. Not only does this impact on this particular contract, but it may also be taken in to account if you submit tenders for any future public contracts.

[End]
South East Local Enterprise Partnership (LEP)

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Aims and Objective of the Provision
Activities to Support the Provision
Priority Groups
Contract Package Area

Aims and Objective of the Provision

A1.1 This provision is voluntary and will aim to tackle the worklessness of disadvantaged individuals who have been unemployed or inactive for three months or more. You will identify and address participant’s barriers to work using a range of specialist support/provision, improving the participant’s chances of securing and sustaining employment at the earliest opportunity.

Activities to Support the Provision

A1.2 This provision is expected to include (but is not limited to) the following activities as agreed with individual participants:

- Understand and influence participants motivation and attitudes, in particular confidence and self-esteem which includes interactive group sessions that allow peer support
- Financial management – budgeting and debt advice, better off calculations, help applying for Working Tax Credit, Housing Benefit, Child Tax Credits or Council Tax Benefit
- Assist participants to explore employment options
- Support participants to develop modern job search skills which includes using IT to search and apply for work, setting up a Universal Jobmatch account, completing online application forms and using social media to seek work
- Employability training – communication skills, self presentation, time keeping, attitudes/behaviours at work, team building, working relationships, work related literacy and numeracy support
- Effective interview techniques, including mock interview and feedback;
- IT skills - Basic IT skills, to include setting up an e-mail account if participants do not already have one
- Work skills specific to, and in partnership with, local employers
- Offering vocational training as appropriate to employer requirements, such as Food Hygiene Certificate, Health and Safety, CSCS
- Brokerage of specialist provision to help participants overcome barriers, e.g. managing your condition in order to access employment, help with substance misuse or alcohol abuse, managing mental health issues
- Group sessions to address language and cultural barriers
• Brokering opportunities and providing advice and support to enable participants to access voluntary work, work trials and work experience
• General life skills, e.g. assisting participants to become more independent in order to access employment
• Help to obtain and retain sustainable accommodation
• Signposting participants to a range of provision where further support is required. This includes, but is not limited to:
  o ESOL
  o New Enterprise Allowance
  o Prince’s Trust
  o Sector based work academies
  o Apprenticeships/Traineeships
  o National Careers Service
  o Basic Skills Support
  o Specialist support suited to the needs of the participant
  o ESF provision provided by Skills Funding Agency and/or the Big Lottery Fund.

Priority Groups

A1.3 The LEP has requested you target the following groups as a priority, but not exclusively:
• Adults aged 18+ who are unemployed or inactive and who have been unemployed for a minimum of 13 weeks, or
• Claiming ‘out of work’ benefits with a small part time job

And who need support to move into and sustain employment because they:
• Have a low level of skills or lack experience
• Have outdated skills
• Have vocational skills that do not meet the needs of growing sectors
• Are 18 – 24 and lack employability skills or have a narrow idea of the job opportunities open to them
• Have recently become motivated to seek a career but lack work readiness skills
• Are an inactive adult in a household where there is a wage earner
• Have additional barriers to entering or sustaining work such as a disability or physical or mental health condition

Contract Package Area

A1.4 The contract will cover the local authority areas of Essex; Southend-on-Sea; Thurrock; Kent; Medway; East Sussex (excluding Lewes).
South East Midlands Local Enterprise Partnership (LEP)

Aims and Objective of the Provision

A1.1 This provision will deliver a package of support to help unemployed and economically inactive people within the South East Midlands LEP area to find and keep a job. It will be targeted at different groups and delivery is expected to be appropriately tailored to meet the needs of the participant to engage, address barriers to work, and improve their chances of securing and sustaining employment. In work support delivered by you will increase the likelihood of employment secured becoming sustained.

Activities to Support the Provision

A1.2 The following activities as a minimum will feature as part of the provision:

- One to one support for the participant that includes an in depth needs assessment and the development of an Action Plan which is reviewed on a monthly basis for the duration of participation in the provision
- Confidence building including interactive group sessions that allow peer support (please note work clubs are already provided under existing and other planned ESF provision and should therefore not be proposed under this activity)
- Motivational and mentoring support
- Employability training – communication skills, self presentation, time keeping, attitudes/behaviours at work, team building, working relationships
- Effective modern job search skills – how to use IT to search and apply for work, setting up a Universal Jobmatch account, online application forms, electronic CVs
- Effective interview techniques
- IT skills – Basic IT skills, to include setting up an e-mail account if participants do not already have one
- Work related literacy and numeracy support
- Support to overcome barriers to work including Travel, Language, Caring responsibilities, Health, Drug and/or Alcohol abuse
- Access to one to one careers coaching sessions with a qualified careers adviser
- Brokering opportunities and providing advice and support to enable participants to access voluntary work, work trials and work experience
- Specialist activities tailored to the specific target groups, including transport where needed
• Ensure there is no duplication with existing provision, and signpost participants to a range of DWP and non-DWP provision where further support is required or where this support is considered more appropriate. This includes but is not limited to:
  o ESOL support
  o New Enterprise Allowance
  o Prince’s Trust
  o Sector Based Work Academies
  o Apprenticeships / Traineeships
  o National Careers Service
  o Basic Skills support
  o Specialist support suited to the needs of the participant; for example, Mentoring, Signposting to Drug / Alcohol abuse support groups etc.
  o Financial advice and support as provided by the BIG Lottery "Financial Support" strand
  o ESF provision by Skills Funding Agency and/or the Big Lottery Fund or Open Call projects.

A1.3 It is critical that the successful provider is willing to work in partnership with the LEP and its partners. Provision must be delivered flexibly to meet the needs in each local authority area, supporting, gap filling and enhancing local delivery.

Priority Groups

A1.4 The LEP has requested you target the following unemployed or inactive groups as a priority, but not exclusively:
  • ESA claimants
  • Older Workers (50+)
  • Migrant workers
  • Those living in rural areas
The priority groups may include participants who are post-Work Programme, however it is critical that this provision must prioritise claimants who are hardest to help, who are furthest from the labour market and it is therefore anticipated that intensive support will be required.

Contract Package Area

A1.5 The contract will cover the local authority areas of Aylesbury Vale; Cherwell; Milton Keynes; Bedford; Central Bedfordshire; Luton.

[End]
Stoke-on-Trent and Staffordshire Local Enterprise Partnership (LEP)

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Aims and Objective of the Provision
Activities to Support the Provision
Strand 1: Intensive Work Focussed Support
Strand 2: Work Focussed Training
Priority Groups
Contract Package Area

Aims and Objective of the Provision

A1.1 This provision will be a package of tailored support for unemployed and economically inactive individuals - particularly those who are disadvantaged and facing multiple barriers to employment and those that are not fully supported by existing employment programmes. The provision is voluntary for participants.

A1.2 The provision will enhance engagement with the specified priority groups. It will develop their employability skills, improve their work readiness activity and move them into employment.

A1.3 The ultimate objective of the provision is to achieve sustained employment outcomes. You will provide In-Work Support to those that require it and this will enhance the likelihood of work sustainability being achieved.

Activities to Support the Provision

A1.4 The provision will be comprised of two strands and it is expected to include (but is not limited to) the following activities as agreed with individual participants:

Strand 1: Intensive Work Focussed Support

A1.5 This strand will require you to address the barriers and issues of those participants who are furthest away from the labour market including those who are not engaged with Jobcentre Plus. Your Caseworkers will deliver a comprehensive package of support that will move participants in to employment. This must include:

• Building a rapport with each participant
• Understanding and influencing the motivation and attitudes of each participant
• Motivation and confidence building activities
• Identifying any transferrable skills that a participant possesses
• Exploring and giving consideration to all realistic employment options
• Identifying and addressing particular barriers to work
• Practical jobsearch activities and ensuring that each participant is able to search for and apply for work online
• Promoting existing opportunities that are free at the point of use and undertaking the necessary signposting
• Brokering work experience, work trial and volunteering opportunities with employers and arranging the attendance of provision participants on these opportunities where it is deemed appropriate
• Signposting to money management and debt counselling services where financial difficulties represent a significant barrier to work
• Discussing and promoting self-employment and signposting to New Enterprise Allowance or local business start-up programmes where appropriate
• Delivering interview techniques sessions including the undertaking of mock interviews and how to present oneself to a prospective employer
• Travel planning for both rural and urban areas so that participants have an awareness of how they can access training, support and job opportunities across a wide and diverse geographical area such that travel is not perceived as a barrier
• Signposting to organisations that can assist participants with finding suitable accommodation where housing difficulties represent a barrier to work
• Accompanying a participant when accessing services directly associated with their quest to find work should they require that support
• Contributing to the personal development of participants such as reducing any sense of isolation and stress and assisting them to become more independent which will give them the confidence and mindset to look for and find work
• Encouraging participants to undertake volunteering opportunities where it will enhance their self-development and employment prospects
• Providing support for individuals that require pre-entry level work focused ESOL. This will support those with ESOL needs below Entry Level 1. The activity will focus on unemployed and economically inactive participants who are prevented from accessing mainstream SFA provision due to age, or not receiving a qualifying benefit or because a fully funded place is not available in their location. It must only be an intensive short-term focused intervention in order to promote progression into work. It must be tailored to the learning and training needs of the individual, and must incorporate a work experience placement or volunteering opportunity to assist with language development.

Strand 2: Work Focused Training

A1.6 This strand of the provision will be those participants who are:
• unable to access training via mainstream funded provision such as those available through the Skills Funding Agency Adult Skills Budget or Skills Funding Agency ESF programme or Jobcentre Plus offerings. It must only be used to fill gaps in the existing provision, and
• in need of a short bespoke training and / or the acquisition of certification to be able to start work, for example, Fork Lift Truck, Construction Skills Certification Scheme (CSCS) card, Construction Plant Competence Scheme (CPCS) card and associated training, Food Safety and Security Industry Authority (SIA) licence.

A1.7 This strand will require you to deliver specific work related provision that must be flexible and specifically designed to support the individual. Whilst it must be participant led, you will endeavour to meet the needs of the local labour market and local business requirements - in particular those within growth sectors.

A1.8 Short bespoke training courses might also be provided by you for a specific employer recruitment where there are job opportunities and a realistic chance of work being secured upon completion of the training. These courses will target and support those unemployed individuals who are ready for work. You must only deliver such courses when:

• they would not be available / funded through mainstream sources and thus they would deliver added value, and
• the employer is unable to provide the training.

Priority Groups

A1.9 The LEP has that requested you target the following groups as a priority, but not exclusively:

• Unemployed people – short and long-term with multiple barriers (including those identified as part of the national Troubled Families programmes – branded as 'Building Resilient Families and Communities' within Staffordshire and 'Family Matters' within the city of Stoke-on-Trent)
• Young people aged 18-24 who are not in education, employment or training
• Unemployed disadvantaged people (e.g. homeless people, people with drug or alcohol dependency, persistent returners to JSA)
• Unemployed and inactive people with disabilities or health conditions (particularly existing claimants of incapacity benefit and ESA)
• Unemployed people aged 50 and over
• Ethnic minorities and those with English language needs
• Ex-offenders
• Lone parents including those on Income Support (IS), and
• Other people with children, including teenage parents (18-20 year olds).

Contract Package Area

A1.10 The contract will cover the local authority areas of Cannock Chase; East Staffordshire; Lichfield; Newcastle Under Lyme; South Staffordshire; Stafford Staffordshire Moorlands; Stoke-on-Trent; Tamworth.
Aims and Objective of the Provision

A1.1 This provision is voluntary and will aim to tackle worklessness by moving the maximum number of unemployed and inactive people in the target groups into sustained employment. It will engage these people and provide a package of help and support to address and overcome barriers to employment.

Activities to Support the Provision

A1.2 You will:

- Conduct an initial needs assessment with participants and develop an agreed, personalised action plan that will address individual barriers to work
- Assign a mentor/coach/key worker who will support the participant throughout their journey
- Support access to relevant measures suited to individual circumstances
- Regularly review progress and agree further actions where appropriate
- Provide in work support to participants to help them to sustain employment where appropriate and within the participants provision period

A1.3 Support will be tailored to suit the needs of the individual, however you must offer a range of support including as a minimum:

- 1-2-1 support based on an agreed action plan
- Careers support and Information, Advice and Guidance
- Development of employability skills – communications, self presentation, timekeeping, attitudes/behaviours at work, team building and working relationships
- Work experience, work placements and work trial opportunities where relevant
- Specialist support for those with health problems such as condition management
- Jobsearch skills, job preparation, interviews, understanding employer requirements and CVs
• Digital skills training and support where required
• Supported Jobsearch with advice, access to relevant stationery, IT, internet, sources of vacancies, apprenticeships etc.
• Advice on Self Employment for those who may be thinking of starting their own business
• Short vocational skills training (such as First Aid Certificate) where these are relevant to the individual participant

A1.4 You are expected to make use of relevant local provision delivered by DWP, SFA, BIG, Community organisations etc., where this is relevant to the individual participant need and does not conflict with DWP ESF provision. Examples of this are NEA, sector based work academies, Basic Skills and ESOL. In addition, you should engage with specialist providers delivering provision such as mental health support, condition management, occupational therapy etc. You must conduct effective employer engagement activities to provide opportunities for employment, work experience, work placements and work trials.

Priority Groups

A1.5 The LEP has requested that you should target the following groups as a priority, but not exclusively:
• People with disabilities and health barriers
• Carers
• Care Leavers
• Lone Parents
• Those who declare mild to moderate mental health/learning issues
• Those aged 55 years and over
• Young people not in employment, education or training (NEET)

Local Signposting Agents

A1.6 The LEP has identified signposting agents who are specific to the local area, for you to create links with to market your provision to generate referrals. These are Wiltshire Probation Trust; 1 Artillery Brigade; Wiltshire Money; School Area Partnerships; Care to Learn Scheme; Children’s Centres; Youth Support Service; Youth Engagement Workers.

Contract Package Area

A1.7 The contract will cover the unitary local authority areas of Swindon and Wiltshire.

[End]
The Marches Local Enterprise Partnership

Aims and Objective of the provision

Aim
A1.1 The Provision will be a personalised and individually tailored package of support that will be delivered by designated Caseworkers. The aims of the Provision are to;

- Complement and add value to existing Provision;
- Enhance engagement with the priority groups;
- Support those that are not fully assisted by existing employment programmes;
- Improve employability skills and work readiness activities;
- Enhance access to jobs;
- Tackle entrenched worklessness, and;
- Achieve sustained employment outcomes for disadvantaged people that face multiple barriers to work.

Activities to Support the Provision
A1.2 You will,

- You will, help unemployed and economically inactive people with disabilities or health conditions to enter and remain in work;
- Assist lone parents, economically inactive benefit recipients with children and other disadvantaged parents to enter and make progress in the workplace, and provide signposting to organisations who can advise on childcare where that is a barrier to work;
- Deliver tailored and personalised packages of support that will include mentoring and advocacy, practical soft skills training, job-related customised training (including the acquisition of job specific qualifications that cannot be funded via existing mainstream government programmes), labour market orientation and work experience.
- Deploy measures which ensure early identification of the needs of disadvantaged people, including individual action plans and personalised support, work search activities, information, advice and guidance and signposting to organisations for the expertise that they can provide (e.g. the Money Advice Service for those with financial and budgeting problems).
- Engage with inactive older workers to extend their working lives. This will include engaging with those who have become disabled or have developed health conditions;
- Undertake activities that will support local recruitment such as brokering work trial and work experience opportunities;
• Provide short pre-employment training courses and enable the acquisition of certification where the opportunity to start work exists and it is the absence of the training or the certification that is the final barrier to a Participant securing employment;

• Help those who have a limited work history and difficulty in attaining sustained employment by identifying and addressing the circumstances that lead to frequent / repeat benefit claims being made;

• Increase the participation by people from ethnic minorities in the labour market;

• Develop the skills and employability of ex-offenders to help them enter the labour market, and;

• Tackle specific barriers to work faced by unemployed inactive people in rural areas.

The Provision will consist of two strands;

• Intensive Work Focussed Support, and;

• Work Focussed Training.

Priority Groups

A 1.3 The LEP has requested that the Provider should target the following groups as a priority, but not exclusively:

• Unemployed people –long-term with multiple barriers (including those identified as part of the national Troubled Families programmes - branded as ‘Families First’ in Herefordshire and ‘Strengthening Families’ in Shropshire and Telford and Wrekin);

• Young people aged 18-24 who are not in education, employment or training;

• Unemployed disadvantaged people (e.g. homeless people, people with drug or alcohol dependency, persistent returners to JSA);

• Unemployed and inactive people with disabilities or health conditions (particularly existing claimants of incapacity benefit and ESA);

• Unemployed people aged 50 and over;

• Ethnic minorities and those with English language needs;

• Ex-offenders;

• Lone parents including those on Income Support (IS); and

• Other people with children, including teenage parents (18-20 year olds).
A1.4 Providers are expected to be able to show detailed knowledge of the The Marches LEP local labour market and barriers that affect access to employment. There should be a clear linkage between current labour market needs and requirements and proposed solutions.

A1.5 The Provider is required to deliver the Provision across the entire contract area via a range of engagement methods that should include but is not limited to fixed delivery premises (on a full and/or part time basis) and outreach services to ensure that the Provision is accessible to all Participants.

A1.6 The initial engagement meeting must take place at Provider premises within the Contract Package Area (CPA).

A1.7 All premises must be easily accessible to Participants using public transport, meet all legal requirements and provide facilities commensurate with the requirements of this specification.

A1.8 As a minimum the LEP has a preference that there are delivery premises in;

- Hereford City and Leominster covering the whole of Herefordshire with outreach into the market towns of Bromyard, Kington, Ledbury and Ross and the wider rural areas;
- Telford, Wellington and a location in south Telford (Brookside/Woodside) to cover the Telford and Wrekin local authority area with outreach in deprived and rural neighbourhoods;
- Shrewsbury, Bridgnorth, Ludlow, Oswestry and Market Drayton to cover Shropshire local authority area with outreach in deprived and rural areas.
Aims and Objective of the Provision

A1.1 The purpose of this voluntary provision is to support individuals who are furthest from the labour market, including those in entrenched worklessness. It aims to provide support for both benefit claimants and those people of working age who are not claiming benefits; to provide them with one-to-one support to help individuals address multiple barriers and move them into sustained employment.

Activities to Support the Provision

A1.2 Key to the success of the provision will be ‘key workers’ who have the ability to use their mentoring and advocacy skills to gain the trust of workless people and be able to give professional advice tailored to meet their individual needs and personal circumstances.

A1.3 The framework of support must include the following elements delivered through regular one-to-one mentoring as a minimum:

- identifying and addressing particular barriers to work, including childcare and transport
- understanding and influencing motivation attitudes
- considering medical needs, including mental health conditions
- identifying transferrable skills
- considering and exploring employment options
- referral to other provision in the locality, community learning, Skills for Life including literacy and numeracy vocational and workplace skills training and educational establishments
- discussing and promoting high quality work experience (tasters/trials) and training options
- discussing opportunities for self-employment and referral to enterprise start-up programmes
- identifying what practical support may be available to help individuals secure and retain a job, including traineeships and apprenticeships
- where appropriate, accompanying the participant when they are accessing other services that are directly associated with their quest to find work
- contributing to participants’ personal development including reducing their sense of isolation and stress by supporting them to become more
independent which in turn will give them the mind set and the confidence to find employment
• structured volunteering linked to progression and sustained employment

A1.4 In addition providers will need to deliver or support access to individual or group sessions on:
• Motivation and confidence building
• Job search skills, including electronic channels
• Money and debt management
• Work skills specific to, and in partnership, with local employers

Priority Groups

A1.5 The LEP has requested you target the following groups as a priority, but not exclusively:
• long term unemployed or inactive (26 weeks or longer) people
• individuals with a basic skills need
• individuals with multiple barriers to employment which may include:
  o lone parents
  o older workers (50+)
  o ex-offenders
  o caring responsibilities (including those returning to employment when caring responsibilities end)
  o a physical disability or health condition, including sensory impairments
  o a mental health condition
  o a learning disability
  o drug/alcohol dependency
  o ethnic minorities
  o low or no qualifications
  o language barrier (English not first language)

Contract Package Area

A1.6 The contract will cover the Local Authority areas of York; Craven; Hambleton; Harrogate; Richmondshire; Ryedale; Scarborough and Selby.

[End]