

Evolve Your Future Limited

▼ 1. Technical Envelope			
▼ 1.1 DRAFT SECURITY PLAN - Question Section			Questions Answered
			1 (out of 1)
	Question	Description	Response
1.1.1	Draft Security Plan 	*Please provide a Draft Security Plan at Annex E detailing how you will comply with the 'DWP Security Policy for Contractors' guidance and Schedule 6 of DWP Standard Terms and Conditions #or appropriate Framework Schedule#.	REDACTED
▼ 1.2 OFFSHORING (INCLUDING LAND RESOURCES) - Question Section			Questions Answered
			1 (out of 2)
	Question	Description	Response
1.2.1	Offshoring	*Please confirm whether you and/or your sub-contractors are proposing to use Offshoring or Landed Resources in the delivery of this Contract.	No
1.2.2	Offshore Proposal  Questionnaire	If 'Yes' please complete the Annex F DWP Offshore Proposal Questionnaire and upload here	(no file attached)
▼ 1.3 TUPE Transfer of Undertakings (Protection of Employment) Regulations 2006 - Question Section			Questions Answered
			1 (out of 1)
	Note	Note Details	
1.3.1	TUPE - Authority's view	It is the Authority's view that TUPE is unlikely to apply in the letting of this contract. (NOTE: It is the responsibility of the potential supplier to legally establish whether or not TUPE applies in the specific circumstances of your tender).	
	Question	Description	Response
1.3.2	TUPE - Supplier  YES/NO response required.	*Do you agree with the Authority's view that TUPE does not apply in the specific circumstances of your tender? (NOTE: If you answer NO and therefore are offering an alternative view to that of the Authority you must complete Annex G and return it via the Bravo messaging system at least 1 week prior to the tender return date).	Yes
▼ 1.4 Delivery Proposal - Question Section			Questions Answered
			1 (out of 1)
	Question	Description	Response

1.4.1	Delivery Proposal 	<p>*Please complete the attached Delivery Proposal document in order to provide a detailed/structured account and breakdown of your proposals for delivery of the Lone Parent Support Programme provision, as detailed in the Specification.</p> <p>Insert your responses to each of the questions in the pre-set shaded spaces on the attached document, observing the stated space limits for each.</p>	See Below
▼ 1.5 Sub-Contractor & Partner Organisations - Question Section			Questions Answered
			1 (out of 2)
	Question	Description	Response
1.5.1	Sub-Contractor & Partner Organisations	*Are you using Sub-Contractor / Partner Organisations to deliver specific elements of the service?	No
1.5.2	Sub-Contractor & Partner Organisations Questionnaire 	If 'Yes', please complete Annex I with details of all organisations proposed to deliver specific elements of the service.	<i>(no file attached)</i>
▼ 1.6 FREEDOM OF INFORMATION ACT - Question Section			Questions Answered
			1 (out of 2)
	Question	Description	Response
1.6.1	Commercially Sensitive Information	*Do you consider any of the information included in your tender to be commercially sensitive?	No
1.6.2	Commercially Sensitive Information Questionnaire 	If 'Yes', please complete and attach Annex Q explaining what harm may result from the disclosure following a request to disclose under the Freedom of Information Act.	<i>(no file attached)</i>
▼ 1.7 DECLARATION BY POTENTIAL SUPPLIERS - Question Section			Questions Answered
			1 (out of 1)
	Question	Description	Response
1.7.1	Declaration by Potential Supplier 	*Please complete and attach the declaration provided to confirm that all of the information requested by the Authority has been provided and uploaded as part of your tender proposal. This document is your offer to enter into a contract with the Authority and should act as a final	See Below

	<p>checklist that all information requested has been supplied. Failure to provide all of the requested information will result in your proposal being classed as non-compliant and will result in your disqualification from the procurement exercise.</p> <p>When completing the template, please ensure that one of the 2 statements relating to TUPE is deleted.</p>	
--	---	--

Service Requirement

1.4.1 Delivery Proposal – Provision Content and Delivery Methods

Please provide a detailed / structured account and breakdown of your proposed content and method of delivering the ‘Lone Parent Support Programme’ provision (together with supporting rationale for your approach), as detailed in the specification. Your response should include:

1.4.1.1 proposed arrangements for handling claimant referrals to the provision from JCP, including claimant speed of access;

1.4.1.1.2 details of the process you will follow (i.e. the content and method of your proposed delivery,) in order to efficiently and successfully deliver all elements of the 5 week course provision requirements outlined in the Specification document;

1.4.1.3 an outline of how you propose to timetable / schedule delivery of the 5 week courses in each of the required locations in the CPA. This should include provisional dates / timings;

1.4.1.4 your proposals for delivery of post course Follow-on Support for claimants who progress into work following their participation on the course. Bidders should include an appropriate rationale for the use of any solutions which are seen as being ‘innovative’;

1.4.1.5 an outline description of the systems your organisation will use to administer the provision effectively (e.g. keep accurate and auditable records on customers, outcomes, claims etc) and to gather / analyse / act upon customer feedback.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 4 sides of A4.

PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.

As an established training and advice/ guidance provider with a track record of delivering high quality services on behalf of the DWP, SFA, ESF and Local Authorities, we have a strong background in supporting the hardest to help groups, including lone parents, to enter and sustain employment. Our proposed model draws upon proven methodologies from our East Midlands delivery of ESF Families on behalf of Working Links, supporting families with multiple problems to tackle issues surrounding 'working and earning'; moving them closer and into the labour market.

Our Tutors are experienced at challenging the myths some lone parents may have related to employment, including financial loss and leaving their children. We understand the sensitivity surrounding parenthood and will ensure all claimants are able to access suitable and friendly childcare facilities whilst attending provision.

Handling claimant referrals to the provision from JCP, including claimant speed of access: Building upon current links with JCP staff in Northamptonshire, we will agree a mutually convenient and efficient referral process. We envisage this to include providing JCP Work Coaches with Eligibility Checklists (including legislation) to support referral decisions. JCP Work Coaches will also be provided with contact details (telephone/ email) for our Administrator and referral forms, allowing the Administrator to subsequently book the claimant onto their nearest next available course. As part of this process, our Administrator is responsible for confirming claimant information such as name, national insurance number, contact number, address, education and work experience, and uploading onto our MI system. This will enable us to identify the type of support the claimant will immediately require e.g. childcare requirements. We will work to internal targets to ensure claimants are notified of course date, location and details within 5 working days of referral.

Processes we will follow to deliver all elements of the 5 week course:

Meet and Greet Event; On day one we will host a welcome event which all claimants will attend. Following introductions, our Tutors will deliver workshops on themes which resonate with the group (e.g. food, local community events), around a free lunch and refreshments. This will ease anxiety over leaving child/children, encourage peer mentoring, confidence and interpersonal development. Past customers who are lone parents and have successfully gained employment will also be invited to attend and network, embedding an attitude of "*if they can do it, so can I*" from the outset. We will also support the development of peer links through local online lone parent forums enabling parents to share employment success stories.

In-depth diagnostic interview; During the first week of the course, claimants will participate in a one-to-one diagnostic interview undertaken in a manner which the MATRIX Information, Advice and Guidance (IAG) practitioner judges as appropriate for Claimant individual needs. No claimant will undertake this during their first day on the course, allowing them time to "settle in" with their group and course attendance. Through our ESF Families delivery we have found this approach supports higher levels of engagement and motivation from the outset. The interview will identify all

actual and perceived barriers to employment. For instance, this will support which teaching methods are employed for each course to ensure we fully take account of individual learning styles. Information obtained at this stage will feed into a realistic individual **Action Plan**. The Action Plan will consist of weekly targets and milestones aimed to address individual barriers, and will guide claimants to reach their potential.

Motivational training; This will be provided to slowly break down any barriers, build confidence and self-esteem and keep the claimant moving forward. Claimants will watch a motivation training video devised by our team wherein working lone parents are portrayed as role models. This will highlight the positive benefits for children who grow up with working parents, encouraging parents to feel confident and at ease about leaving their children whilst at work. Other training will be held in group sessions allowing lone parents to talk openly about barriers and, guided by our Tutor, share ideas as to how to overcome common barriers. We understand direct engagement with parents in similar situations is essential to help motivate claimants to fully engage in provision, which we will use our advantage.

Skills/employability training; To ensure claimants are equipped and ready to enter employment, we will provide one-to-one sessions to calculate how much better off in work claimants could be, develop and improve CVs, and undertake mock interviews. This will equip claimants with the right frame of mind to enter employment.

Supporting childcare arrangements; Claimants will be provided with IAG from the MATRIX qualified practitioner including what financial support they can access towards childcare costs once in employment, and a map of available childcare facilities within a short distance of all proposed course delivery premises.

Delivery of the 5 week course: All claimants will spend 5 weeks on programme with an additional 8 weeks of aftercare available for those who progress into employment within 13 weeks of completing/leaving the course. During the 5 weeks, all claimants will attend 12 hours each week over a 3 day period equating to 60 hours of guided learning. We will deliver the course to fit around schools hours i.e. 10:00am - 2:30pm (30 minutes lunch break) to accommodate parental needs.

We anticipate there to be a total of 8 courses running throughout Northamptonshire and a total of 96 anticipated participant volumes, with an average of 12-16 claimants per course. Following thorough checks of premises commitments between April 2015 and March 2016 and conversations with building owners, the provisional dates we anticipate running the courses include;

Northampton	13 th April-15 th May 2015, 3 rd November-4 th December 2015; 22 nd February-24 th March 2016
Corby	20 th April-22 nd May 2015
Daventry	1st June-3 rd July 2015
Kettering	15 th June-17 th July 2015
Rushden	7 th September-9 th October 2015
Wellingborough	11 th January-12 th February 2016

These proposed dates fully take account of school holidays, bank holidays and training days in Northamptonshire within the delivery timeframe. We have additionally endeavoured for courses running during the same timeframe (e.g. the course running 13th April-15th May 2015 in Northampton and the course running 20th

April-22nd May 2015 in Corby) to be located within towns furthest away from each other. This will allow claimants willing to travel to attend the course different course date options within a maximum travel time of 30 minutes from their home.

We have devised an in-depth week by week delivery plan as below:

<p>Week 1</p>	<p>Taking Stock; Following the Meet and Greet Event (Day 1) and Initial Diagnostic Interview (Day 2), Claimants will be supported by Tutors through group sessions to address: where they are; where they want to be, and how they are going to get there. They will also take part in an 'introduction to working parents' session, where a previous lone parent claimant will talk openly and honestly about their experience of moving into work, arranging quick, easy and safe local childcare and explain how it has truly benefitted their children this will cover feelings and emotions of leaving your child/children. Tutors will signpost to relevant agencies to address further issues (Day 3). Group Rules will be set and agreed by all attendees at the beginning, supporting shared ownership.</p>
<p>Week 2</p>	<p>Self Esteem & Confidence; Claimants will attend "Understanding Self Esteem" (Day 1) and "How to Boost Your Self Esteem" group workshop (Day 2) led by our Tutors. As part of this, claimants will acknowledge what makes them happy and address any negative issues they may have. Claimants will be offered advice and guidance on how to boost their self-esteem, and will partake in confidence building exercises (Day 3) which will include the use of comfort zones where claimants can openly engage with other parents, expressing and discussing any common concerns. An image consultant (REDACTED, You and Your Style) will support planning of appropriate clothing for a job interview. Where possible we would negotiate a clothing budget with JCP to further boost confidence.</p> <p>From experience of running sessions on Self Esteem, extra support is often needed to move forward. As such, we will signpost individuals to relevant agencies where required e.g. Lone-parents.org.uk, Onlydads.org, Gingerbread.org.uk and Northamptonshire.gov.uk.</p>
<p>Week 3</p>	<p>Motivation; Claimants will partake in "What is Motivation?" (Day 1), "Beliefs and Values?" (Day 2), and "What Motivates You?" (Day 3) group motivational classes to address what motivates them. This will cover children, finances, stability and happiness. Tutors will work directly with the claimants to demonstrate, by using a 'better off calculator', how they can budget accordingly and support their family. This will cover the Tax Credit System or Universal Credit depending on JCP geographical areas, and child support. We will endeavour to agree a guest speaker from JCP to provide claimants with live anonymised examples of lone parents who have made the leap into employment and arranged childcare in support of this.</p>
<p>Week 4</p>	<p>Employability; Building on activities to date, week 4 will be dedicated to focusing on a claimant's employability and preparing claimants for the job</p>

	application process. Activities will include tutorials on how to write effective CVs and Covering Letters (Day 1) , Interview techniques , including taking part in mock interviews (Day 2), and a Job Search Skills , including help to create a visible LinkedIn page (Day 3).
Week 5	Moving On: The final week will include activities aligned to preparing the claimant for the practicalities of the world of work. This will include individual and group sessions to explore childcare options , including a visit from local Childminders explaining a day in the life of a nursery (Day 1). It will also include a group session to evaluate different transport options to work , with individual sessions to support mapping routes (Day 2). Finally, video messages from local employers highlighting what they want from employees will be played to claimants alongside a one-to-one session with our Tutors to evaluate the course and voice any worries and anxieties, which we will address before start of employment (Day 3).

Follow on Support: We are committed to maintaining relationships with claimants' post-programme for a minimum period of 8 weeks. Where possible we endeavour to keep in touch with past customers, utilising these links to inspire new claimants. As a minimum, all claimants will receive weekly mentoring telephone support from their dedicated Tutor/ IAG Practitioner for the first 8 weeks of employment/ following completion and additional support as required. Follow-on provision will include:

- **Face-to-Face/ Telephone:** Our Administrator will be able to diarise appointments with Tutors, with at least 2 hours of their time a week reserved for follow such appointments either face-to-face or on the telephone.
- **Online forums:** We will create a unique alumni online forum for lone parents from the programme, encouraging peer support/ mentoring beyond course completion.
- **Question & Answer:** Utilising positive relationships with previous claimants and three of our staff members (single parents and accessing the Tax Credit system) we will share their experiences of moving into work to raise confidence/ motivation.
- **Social Media:** Appropriate interaction between Tutors and claimants will be encouraged through popular social media websites. We will also utilise our live web chat via our website or a mobile App (currently being investigated for feasibility).
- **Parent Clubs:** We will set up parent groups; which will include extra employability training and an opportunity for claimants to socialise with others in similar situations.
- **Home/Workplace Visits:** If possible, we will arrange home and workplace visits, ensuring relationships are sustained and progress continues to be gauged.
- **Newsletters:** monthly newsletters that provide updates regarding support for working lone parent support, child care and links to additional sources of support.

Management Systems to Administer Provision Effectively: We will utilise the expertise of our appointed Operations Manager, who will continuously review and evaluate quality processes, share best practice and monitor any changes to provision guidelines. Our specially developed Management Information System (MIS) will capture accurate and auditable claimant information, and measure/ evaluate the success of provision. The MIS has the ability to record and store claimant data which includes attendance, Action Plans, equality & diversity and customer outcomes. We will ensure that information is collated on a weekly and monthly basis, allowing our delivery team to implement immediate changes. Any

changes will be presented to our Senior Management Team for decision making; which ensures information is continually monitored and managed accordingly. We respect claimant data, and can confirm that only members of staff involved in this programme are able to access DWP data. We adhere to the Data Protection Act and ensure that information is used fairly and lawfully. Our systems are specifically developed to counteract against fraud, and audit trails can be demonstrated to the DWP at any time.

Customer Feedback; Claimant feedback is an integral part of our monitoring system and is gathered by our Data Management Team via suggestion cards and monthly surveys, which are provided electronically (email) and in each of our delivery services. Any suggestions provided are continually monitored and reviewed, with feedback promptly acted upon and associated changes cascaded to all staff.

Our robust Complaints Policy commits to dealing with all issues within 10 working days. In the first instance, claimants are encouraged to speak to the person involved to informally solve the issue. If a positive outcome is not achieved, claimants will be required to follow our Formal Complaints Procedure, with escalation to a higher level of management if required. We work with an Independent Complaints Reviewer if complaints are not resolved internally, to ensure an effective and fair resolution. We ensure that claimant complaints are dealt with in an un-biased manner, without any embarrassment; this includes complaints in relation to discrimination.

1.4.2 Delivery Locations / Premises

Please provide details of the venues / premises from which you propose to deliver the 'Lone Parent Support Programme' provision. Your response should include:

1.4.2.1 full address details, including postcodes, for all premises from which you propose to deliver the 5 week course, together with supporting rationale for choosing these premises, i.e. why do you consider them suitable;

1.4.2.2 details of facilities available at these proposed delivery premises;

1.4.2.3 if you intend to use your existing premises for delivery of any element of this provision, please explain how this would fit with their current use. Alternatively, where new premises are proposed, please give an indication of timescales required to secure these premises.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 2 side of A4.

Evolve Your Future are an established and locally embedded provider in Northamptonshire. For the delivery of this programme we have available six permanent premises across the area, including three existing premises owned/rented by us and three to be rented/hired. All premises owners/landlords have confirmed availability as a minimum of 9am-5pm Monday to Friday between 6th April 2015 and 31st March 2016; aligned to the required hours of the lone parent programme.

Details of the six full time (9am-5pm) premises we will utilise are listed below:

Corby: The TA Building, Elizabeth Street, Corby, NN17 1PN

Rusden: 4A Alfred Street, Rushden, NN10 9YS

Kettering: Kettering Library, Sheep Street, Kettering, NN16 0AY

Northampton: Community Law, 9-53 Hazelwood Road, Northampton, NN1 1LG

Daventry: Elite Assessors Limited, 59 High Street, Daventry, NN11 4BQ

Wellingborough: Victoria Centre, 46-50 Palk Road, Wellingborough, NN8 1HR

We can confirm that all venues outlined above are dispersed and situated throughout all areas in Northamptonshire which include Daventry, Wellingborough, Corby, Rushden, Kettering, Northampton Town and other surrounding areas. We have ensured comprehensive and full coverage across the area and full accessibility for claimants regardless of their location within the area. We will additionally pay for claimant travel costs to and from the above venues, ensuring ease of accessibility.

Additionally, if this better meets the needs of claimants (e.g. to support childcare arrangements), we will utilise our extensive partners' network of temporary outreach locations which we already use of a regular basis to deliver Information, Advice and Guidance (IAG) and employability sessions across the area. We have ensured that our proposed delivery network directly aligns to the requirements of this programme and the Northamptonshire district area.

We can confirm that our premises will be fully prepared and equipped prior to contract go live. Before any delivery centres are used for provision, we will carry out full health & safety checks within each venue, ensuring they are fully compliant with minimum standard requirements. All premises are fully equipped and ready for delivery, ensuring an efficient contract start on the 6th April 2015. We have allowed adequate time to fully prepare rented premises ready for commencement of the programme, and we anticipate programme implementation to be minimal due to our established infrastructure and presence in the Northamptonshire area.

Rationale: We have mapped public transport options for all claimants from within the district to our proposed centres and anticipate a maximum travel time of 30 minutes. All locations are easily accessible by public transport and in close proximity to town centres and Jobcentre Plus (JCP). We have also ensured that our premises are in close proximity to public transport services. An example of this is our Corby office, which is situated across the road from a bus stop and is a 15 minute walk from Corby East Midlands Train Station. Additionally, our office in Rushden is on the number 4 bus route to Northampton Town. We will ensure that we continually work with transport providers to improve accessibility by mapping all available transport options to delivery venues.

We also ensure our premises are in convenient locations which provides easy

access to other services such as JCPs and childcare services; a necessity for our lone parent claimant group. For example, our Kettering office is in close proximity to a Sure Start Children's Centre - only an 11 minute bus ride away; convenient for lone parents who have childcare considerations. We have ensured that there are at least 6 alternative child care options within 1 mile of our delivery centres, guaranteeing our claimants group varied options. We will ensure all claimants are provided with sufficient contact details of all children's centres in the area and that childcare costs and any related expenditures are agreed before commencement on 6th April 2015.

We have carried out thorough checks on all premises to ensure all facilities are able to accommodate our pre and post Work Programme Lone Parents who are currently in receipt of IS, JSA and ESA. This includes claimants with barriers and needs such as physical disabilities and mental health issues. We can confirm full accessibility for disabled lone parent claimants who may move onto the programme.

All delivery centres are equipped to hold the anticipated participant volumes (12 to 16 participants) and we will ensure that we continuously monitor claimant levels, to ensure the maximum capacity is not exceeded. In the event of volume fluctuations, contingencies will be in place to ensure all demands are met (following agreement with JCP). These contingencies will include recruiting extra staff and adopting additional space from other current and standby sites.

Resources/ Facilities available to claimants: Through delivery of this programme, we will offer a variety of support measures, including one-to-one and group sessions. It is therefore vital that our venues are well equipped to provide high quality provision. Our venues offer a variety of sized rooms to suit our different training requirements, including one-to-one job searches and group sessions. For instance, our Corby Centre has a large conference room; accommodating up to 30 people if required.

We will ensure that all venues are equipped with the following facilities:

- *Training Rooms:* With Job Search Suites including secure Wi-Fi, high specification IT facilities and a comprehensive jobs board with the latest vacancies claimants can apply for. In addition to this, our Sales Manager will provide claimants with job opportunities through direct links held with local employers.
- *Flexible opening and closing hours:* Centres will be open between 9am-5pm, ensuring full accessibility outside of course hours. We will also extend opening hours on weekends where required.
- *Warm, inviting and motivational atmosphere:* We are aware that our lone parent claimants may have confidence and self-esteem issues, therefore we will ensure an informal, warm meeting is afforded through, for instance, informal reception areas. Each of our centres have motivational display posters.
- *DDA Complaint:* All centres are DDA compliant, ensuring ease of access. We comply with Duty of Care under the Health and Safety Act 1974. As part of this, all Tutors receive health and safety inductions, training and supervision. We are committed to providing a working environment in which all individuals are treated fairly, with dignity and respect.

Ensuring current provision is not affected: Through careful planning and premises schedules developed up to a year in advance, we will ensure delivery of this contract does not displace or overlap with any of our other current provision

delivery. Additionally, where double funding rules are not breached and it supports the participant to continue to strive towards their aims and ambitions, we will support claimants to access additional programmes we deliver, such as Apprenticeships.

1.4.3 Human Resources

Please provide details of your staffing resource, including that of any sub-contractors you propose to employ, in order to deliver and manage all elements of the provision. Your response should include:

1.4.3.1 Full Time Equivalent (FTE) staff numbers, together with supporting rationale for your proposals;

1.4.3.2 an outline of the roles and responsibilities for all staff involved (including delivery and management);

1.4.3.3 information about the qualifications and / or experience of the staff who will be involved in both the delivery and the management of all elements of the proposed provision, together with an explanation of why you believe these to be appropriate in the context of this provision;

1.4.3.4 an indication of how your proposals fit within your organisations' overall management structure.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.

Full Time Equivalent Staffing Numbers: The following demonstrates the proposed number of staff we will utilise for the delivery of this programme: 1 Managing Director, 1 Operations Manager, 1 Tutor/ IAG Practitioner, 1 Part time Tutor/ IAG Practitioner and 1 Administrator. Supplementary support will be provided by our wider support functions, as well as our pool of associate delivery staff as required.

Rationale: Our Tutors are fully qualified Tutors and MATRIX Information, Advice and Guidance (IAG) practitioners and are therefore multi-disciplined to offer flexible support, catering to the needs of our claimants. We are confident that our staffing proposals will enable us to offer a high-quality service and achieve optimum performance outcomes. We have calculated staffing levels based on anticipated caseloads and do not envisage the need for additional staff recruitment. We will,

however, monitor claimant volumes and recruit staff where necessary.

Staff Roles and Responsibilities: We believe in delivering the highest quality service to match local and claimant needs. As part of this we are a MATRIX Accredited organisation and all staff undergo Baseline Personnel Security Standard/ DBS checks, as appropriate for their role. We can confirm that all staff involved in the delivery of this programme will possess the relevant qualifications for carrying out effective and supportive training. All staff roles and responsibilities are listed below:

Role: Managing Director, REDACTED. **Responsibility:** Overall accountability to the DWP for achievement of targets, contractual obligation and financial accountability.

Role: Operations Manager, REDACTED. **Responsibility:** Day to day management of performance and staff against required standards, financial monitoring, weekly performance tables, provision and maintaining strategic relationships with contract managers and stakeholders.

Role: Tutors. **Responsibilities:** One-to-one support for claimant caseload including hosting motivational and confidence sessions, developing and delivering realistic Action Plans, delivering ongoing IAG sessions, management of session planning and learner evaluation and providing follow-on support when required.

Role: Administrator. **Responsibility:** Provide support to the delivery teams including updating MI systems, booking appointments and maintaining engagement with all claimants, and ensuring all paperwork and claims are processed.

Qualifications & Experience: All members of staff have a minimum of a Level 3 qualification in IAG, or equivalent as well as A1 Assessors Award and the 7404 Teacher Training. Additionally, we support IAG Tutors to hold (or be working towards) a higher Level 4 IAG. Our Administrators hold L2+ Business Admin or equivalent, and a minimum of 2+ years' work experience in administration.

Management Structure: We will implement a process to monitor all activity on a monthly basis to track the achievement of contractual targets. Monthly meetings will be held at our main office and ran by REDACTED, our Operations Manager (OM). Through these meetings we will assess the workload of each member of staff and build on lessons learnt to ensure we have the capacity to continue meeting targets and make improvements where applicable. Our OM will continually review and evaluate quality processes to ensure all changes to provision are made at the earliest stage and more specifically, what the changes are. Additionally, on a quarterly basis, Performance Management Meetings will be held to highlight areas of strength and improvement against benchmarks. We can confirm that we are well-equipped to deliver this provision through our robust management structure.

1.4.4 Previous experience

Please provide a detailed example which demonstrates your organisation's experience of successfully delivering this type of provision (or similar) and / or your experience of working with the Lone Parent customer group described in the provision Specification.

If your organisation has no previous experience of this type of provision or the Lone Parent customer group you should provide details of any steps / research you have undertaken in order to gain a sufficient understanding and working knowledge.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

Successful delivery of similar provision; Evolve Your Future have successfully delivered employability training, careers advice and guidance services to over 20,000 customers and cohort groups including those furthest from the labour market such as lone parents, people with disabilities, mental health issues and carers. Our diverse customer base is reflected through the range of contracts we deliver on behalf of the SFA, DWP, ESF and Local Authorities. It is through our clarity of understanding and excellent engagement with claimants, we have been able to overachieve on our progress measures, job outcomes and sustainment. The success of our Managing Director, who established the company as a single parent in 2007, further support our unique understanding of the lone parent group.

Comparable/relevant programmes similar to the LPSP include;

DWP ESF Families - through a subcontract with Working Links across the East Midlands, we provide help and support to families with issues such as debt, housing and money worries, lifestyle and health issues and relationship problems. We provide intensive support for families with extreme barriers to employment, and have overachieved our contractual targets throughout our delivery, supporting 5 customers to enter a job against a target of 4. To date we have supported 828 clients and provided a full range of support to help families including lone parent families, including parenting classes, relationship counselling, housing stability, debt and money management, low self-esteem and employer lead training. Through this contract we regularly visit child care centres to support referrals. For instance, our Tutors in Rushden work with parents in their own environment, and run family learning classes in local schools such as Alfred Street School in Rushden.

SFA ESF Skills Support for the Unemployed (SSU) – through a subcontract with DBS Training, we support those who are unemployed, including lone parents, requiring further skills to enter employment. Our provision is focused around securing employment, skills, identifying career goals and individual training needs. Most recently, we supported 100% of customers into employment against a 45% target.

Working with claimant group; We have extensive experience of working with the

lone parent group. Through our experience we have developed a specific set of methods including a holistic mix of intensive face-to-face, telephone or digital support to deliver the best results for the lone parent group. We consider this group a 'hard to reach group' and therefore use a "soft" approach to engaging them by creating story sacks with parents and their children. This enables us to personally get to know and understand the parent and child, their relationship, and in turn, gain their trust.

A specific example of how we supported a lone parent claimant is as follows. Claimant A's husband recently passed away, leaving her to raise a family as a single parent. Despite her lack of qualifications, experience and skills, we supported her to develop essential IT skills (supporting an increase in confidence), followed by applications for live vacancies. Our Tutors supported her to gain an interview and job with Marks and Spencer's, within a timeframe of six weeks. As such, we are confident in our ability to deliver outcomes for lone parents through this provision.

Undertaking research to build upon knowledge of claimant group; We will ensure robust research is continually collected in order to develop our knowledge of the lone parent claimant group. Our mechanisms will include undertaking research sessions which will highlight any changes in trends. All information will be cascaded to all members of staff to ensure up to date knowledge and best practice.

1.4.5 Knowledge of / Links Within the Contract Package Area

Please provide details of your links within and / or working knowledge / experience of the Contract Package Area (CPA). If your organisation has no previous experience of working within the CPA, you should provide details of any steps / research you have undertaken in order to gain sufficient understanding and working knowledge. Your response should include:

1.4.5.1 local employers / local labour market / employment agencies;

1.4.5.2 JCP;

1.4.5.3 other local organisations / partnerships.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

Local labour market knowledge; We undertake ongoing and in-depth research analysis of claimant groups and employment sectors in our core delivery areas. This provides us with the required local knowledge and understanding, enabling us to

offer the most relevant advice, and structure our delivery to meet local needs.

The lone parent group accounts for 1.1% of all claimant groups in Northamptonshire (in line with UK average), with higher proportions in Corby (1.6%), Wellingborough (1.5%), Northampton (1.4%) and Kettering (1.2%).

One of the prime drivers of economic growth in Northamptonshire is the geographical location and its ease of access to other UK and International industries. Northamptonshire has high concentrations of employment in manufacturing (12.6%), retail and wholesale (18.4%), and Business Services (19%). The County has a competitive Distribution and Logistics sector with double the amount of people employed in the sector (8.2%) than the national UK average of 4.5%.

This combined intelligence enables us to design and develop our advice, guidance and delivery around key group trends, regeneration schemes and growth sectors.

JCP; We have a close working relationship with JCP within the communities we operate, enabling us to work directly with local JCP Managers to adapt our delivery to accommodate varying claimant needs. For instance, we will endeavour to agree a guest speaker from JCP to provide claimants with live examples of lone parents who have made the leap into employment and the associated process of arranging childcare in support of this. We currently co-locate with JCP, enabling us to gain more claimant referrals, and gain answers to queries/ answer JCP queries efficiently; ultimately creating good working relationships with JCP staff and effective claimant outcomes. In Northamptonshire we currently work with the following JCPs: Corby, Kettering, Rushden, Wellingborough, Northampton and Daventry.

Employers; Having delivered a diverse range of projects locally, we have an adequate supply of relationships with local employers who we work with constantly to support our delivery of similar contracts. This includes employers which we know to be “family friendly” (e.g. actively supports child tax credits and those who hold adequate and suitable childcare facilities) and those which offer suitably flexible working hours to accommodate childcare commitments including school holidays. We recognise our relationship with such employers is critical to achieving success.

Our links with employers span a range of sectors including Care (Serve), Childcare/education (Spurgeons), retail/warehousing (Vineyard Kind), health (MIND) & housing (Midland Heart and Spire Homes). In addition to this, we are registered with local employment agencies through which we are able to obtain information about new and upcoming vacancies, providing a variety of jobs of which our claimants are able to apply for. Should a claimant identify an interest in a particular sector which we do not hold links, we will reverse market the claimant to employers.

Other Partnerships; We fully recognise the need to align our delivery with other local partners which may also be supporting this claimant group. To support this we currently work with Spuregons (the County Council contractor for children’s centres) to support childcare arrangement, local schools (such as Penn Green in Corby, where we delivery National Careers Service workshops to identify family needs) and other partners such as health visitors and Surestart centres.

Declaration by Potential Supplier

Contract Title: **Lone Parent Support Programme**

Contract Reference Number: **UI DWP 101533**

I have examined the proposed Contract documents issued under the Invitation to Tender (Title and reference above) dated [insert date here] and accessed via the DWP e-Procurement Solution Portal. I have taken account of subsequent amendments numbered [insert number if applicable] to [insert number if applicable] inclusive when preparing this proposal.

In compliance with your requirements I include acknowledgement and confirm I have provided responses to the following questions detailed in the Qualification, Technical and Commercial envelopes of this Invitation to Tender: **[Sourcing Team to - amend the list as necessary and ensure it matches the list of Parts for which a response is actually required as shown in the Evaluation Summary Table which can be found in Part 9 of the Instructions to Potential Suppliers document].**

Response Area (Order they appear in ITT)	Corresponding Annex or type of response needed	Response made and/or Annex uploaded	
QUALIFICATION ENVELOPE			
		Y	N
Consortia and Sub-Contracting	Annex A		N – N/A
Grounds for Mandatory Rejection	YES/NO responses only	Y	
Grounds for Discretionary Rejection	YES/NO responses and Annex B if appropriate	Y	

Declaration of Bona Fide Tendering	YES/NO responses and Annex C if appropriate	Y	
Economic and Financial Standing	Financial information to be supplied using Annex D or as appropriate.	Y	
Tax Compliance (For contracts over £5m only)	Self certification using Annex T		N
Technical and Professional Ability (Regulation 25) (not used in Ad Hoc Contracts)	Narrative to be provided as requested.		N
Technical and Professional Ability (Past Performance) (For contracts over £20m in ICT, FM & Business Outsourcing)	Certificates of Performance (Annex U) to be provided from your customers as described.		N
TECHNICAL ENVELOPE			
Draft Security Plan	Annex E	Y	
DWP Offshore Proposal Questionnaire	Annex F		N – N/A
TUPE – Contrary View to that of the Authority (Optional)	Annex G		N – N/A
TUPE – Personnel Information (Optional)	Annex H		N – N/A
Qualitative Proposal (Specific Service Delivery Responses)	As requested	Y	
Proposed Sub-Contractors	Annex I		N –

			N/A
Key Staff and Sub-Contractors Key Staff	Annex J		N – N/A
Anticipated Management Resource Structure (Optional)	Annex K		N – N/A
Anticipated Setting-up Operations Resource Structure (Optional)	Annex L		N – N/A
Anticipated Resource Structure from start of full Operations (Optional)	Annex M		N – N/A
Use of Authority's Property (Optional)	Annex N		N – N/A
Use of Existing Sites (Optional)	Annex O		N – N/A
Plant, Equipment and Warehousing (Optional)	Annex P		N – N/A
Freedom of Information	Annex Q		N – N/A
Proposed Amendments to Contract Documents	Annex R		N – N/A
COMMERCIAL ENVELOPE			
Pricing Proposal & Additional Attachments	Annex S	Y	

I hereby offer to enter into a contract with the Secretary of State for Work and Pensions as stipulated in the conditions set out in the **[Sourcing Team – To define documents – e.g. Invitation to Tender, Instructions to Potential Suppliers, Background to the Requirement, Specification and the Terms and Conditions]**.

~~*This tender is based on the assumption that TUPE applies, it covers all the risks relating to TUPE~~

*This tender is based on there being no transfer of an undertaking to which TUPE would apply.

*Please delete as appropriate

I warrant that I have all the requisite corporate authority to sign this tender.

I understand that the Authority is not bound to accept the lowest or any Tender. I also understand the Authority has the right to accept only part of a Tender unless I have expressly stipulated otherwise.

This Tender shall remain open for acceptance by the Authority for the period of 180 days after the due date for return of tenders.

I acknowledge that should this Tender be successful that I will be required to submit this form fully signed in hard copy and submitted to the relevant contact point prior to contract signing.

Scanned **REDACTED**
Signature

Date 22/01/2015

Name **REDACTED**

In the capacity of Managing Director

Duly authorised to sign Tenders on behalf of

Name of Company Evolve your future