



Department
for Work &
Pensions

Commercial Directorate

**Dynamic Purchasing System for the Provision of Work
Focused Activities**

Central England Proof of Concept

UI_DWP_101650

Specification of the Commercial Requirement

Version 4.0

Contents	Page
1. Background	3
2. Aim of the Central England Proof of Concept	3
3. Dynamic Purchasing System	3
4. Operation of the DPS	3
5. Term & Budget	5
6. Evaluating the success of the Proof of Concept	5
7. Provision Required & Locations	5
8. Contracts to be let and Claimant Group	6
9. Selection onto the DPS	7
10. Award of Call-Off Contracts	8
11. Delivery of DWP Provision – Generic Requirements	10
Annex 1 – The Employability Journey	17
Annex 2 – Geographical Coverage	28
Annex 3 – Existing DWP Contracted Provision Available to Central England Group	41
Annex 4 – Other Contracting Authorities	51

1 Background

- 1.1 DWP District Managers (DMs) responsible for Jobcentres require the ability to flexibly deliver elements of services in the way they see fit for their Districts, with a particular emphasis on tackling worklessness. DMs are best placed to deliver elements of services effectively and efficiently, procuring external services where appropriate, in order to meet the needs of local customers.
- 1.2 Currently, each procurement of external services is undertaken on an individual basis, by Commercial Directorate staff and is time and resource intensive, from both a DWP and Potential Supplier perspective.
- 1.3 Central England Group wishes to trial a Dynamic Purchasing System (DPS) through a Proof of Concept to determine whether the new process will assist in the purchasing of provision for their claimants.

2 Aim of the Central England Proof of Concept

- 2.1 The aim of the Proof of Concept is to trial a new way of delivering the required local provision to claimants within Central England Group. The objective being to source:- a greater range of provision; wide choice of Suppliers (including Small, Medium Enterprises [SMEs]) and increased value for money for the taxpayer, in a quicker and more efficient way.
- 2.2 The DPS is for the procurement of social and other services referred to in Regulation 74 of the Public Contracts Regulations (2015) and, as such, the intention is to use a light touch regime, rather than the full regime described in Regulation 34 (Dynamic Purchasing System).
- 2.3 The Proof of Concept will be thoroughly evaluated and, if successful the concept may be implemented nationally, however DWP provides no guarantees regarding this.

3 Dynamic Purchasing System

- 3.1 A DPS is an electronic process for setting up and maintaining a list of Suppliers from whom commonly used goods and services can be procured as and when the need arises. Operating a DPS offers a number of commercial and operational advantages for both the buyer and for the potential Suppliers, compared to traditional contracting methods.
- 3.2 The DPS will be a more effective and responsive tool, with the potential to create administrative savings and allow the buyer to respond to individual requirements more swiftly. It will simplify and reduce the time and cost involved for those Suppliers on the DPS in bringing their services to market, for example by reducing the duplication of effort created by participation in multiple, separate procurement competitions.

4 Operation of the DPS

- 4.1 The DPS Agreement includes the Terms and Conditions for subsequent call-offs, but places no obligations, on the Contracting Authority to purchase any services. The DPS in itself is therefore not a contract; contracts are only formed when services are called off under the DPS.

- 4.2 Potential Suppliers will be required to sign up to both the DPS Agreement and the Call Off Terms and Conditions at the **accreditation** stage. DWP will not enter into any negotiation regarding either of these documents.
- 4.3 One of the key benefits of operating a DPS is that it allows additional potential Suppliers to subsequently apply and be accepted for inclusion onto the DPS. In addition, it allows (and encourages) existing DPS members to revise their offerings (both quality and price) at a pre-determined period within the operation of the DPS. Within the period of the Proof of Concept, acceptance of new applications and revisions by existing Suppliers will take place on a weekly basis.
- 4.4 Suppliers who are successful in securing a place on the DPS will be entered onto a Directory of Services which the buyer from Central England Group will access to source provision that meets the local business requirements.
- 4.5 Each call-off contract from the DPS will be made, based on which provision, in the opinion of the buyer, offers the best combination of quality and price. The buyer will review the provision available against their specific business requirements by applying the following methodology (see paragraph 10 for further details): -
- 4.6 The following Filters/Qualifiers will be applied to produce a short list of Suppliers capable of delivering the requirements of the call-off:
- Delivery Category
 - Delivery Locations
 - Claimant Group
 - Deliverable Volumes
 - Speed of availability/implementation
 - Available Budget
- 4.7 Following the establishment of a short list the following four criteria will be scored to determine suitability of provision:-
- Does the description of the proposed provision and how it will be delivered meet the requirements of the individual call-off?
 - Is it clear from the information provided, how the provision will ensure that the claimant will move claimants closer to work/into work or help them remain in work (as appropriate);
 - Have performance expectations in the form of outcomes and/or outputs clearly been articulated together with a sound rationale for these;
 - Has the Supplier clearly described how they will manage the performance of the provision to ensure outcomes are achieved?
- 4.8 The above criteria are listed in order of importance and will be weighted accordingly.
- 4.9 Once quality scores have been awarded, all suppliers scoring 90% or more of the score achieved by the top scoring supplier, will be assessed on price (e.g. Top score achieved is 40, all the suppliers scoring 36 or more will be considered).
- 4.10 The supplier who, in the opinion of DWP, best meets the requirements of the individual call-off and is offering the lowest price, will be awarded the call-off contract and will be

issued with an Order Form which will set out the requirement. The Call-Off Terms and Conditions are not negotiable and will apply to each contract called off under the DPS.

- 4.10 Acceptance onto the DPS does not guarantee that an organisation will be awarded any contracts and DWP does not guarantee any volumes.

5 Term & Budget

5.1 The DPS for Work Focused Activity in Central England is expected to run for a period of 4 years, from 6th July 2015 to 5th July 2019, subject to a successful review of the Proof of Concept trial stage. The Proof of Concept itself will run until 31st March 2016. DWP however, reserves the right not to continue the DPS beyond the Proof of Concept trial stage.

5.2 The maximum total value of all call-off contracts for the DPS will be approximately £8 million. Of this figure, £2 million will be the maximum budget for call-offs for the Proof of Concept stage by DWP.

6 Evaluating the success of the Proof of Concept

6.1 Evaluation of the success of the Proof of Concept will be measured as follows:

- Overall speed of call-offs
- Ease of call-off process
 - Technical
 - Identification of most suitable provision
- Clarity of Transparency Arrangements
- Quality of provision called off – measured by claimant feedback to Work Coaches
- Range of Suppliers on the DPS
- Range of provision available (including whether any innovative interventions/services/activities etc. has resulted)
- SME's ability/willingness to engage
- Volume & Quality of both Job and Social Justice outcomes
- Sustainability of Job Outcomes
- Value for money
- Resource requirements
 - call-off process
 - management of DPS (including the IT)
- Feedback from Suppliers
- Other feedback (including Central England Group staff)

7 Provision Required & Locations

7.1 In order to gain accreditation onto the DPS, potential Suppliers must be capable of delivering at least one work focused activity in one or more of the following categories. For clarity, each sub-heading under 'Addressing Barriers' is a category in its own right:

- Engagement

- Establishing Need/Identifying Barriers
- Moving Towards Work
- Addressing Barriers
 - Entrenched Worklessness
 - Literacy, Numeracy & Language
 - Debt and Money Management
 - Homelessness
 - Offending Issues
 - Health & Disability Issues (including mental health issues)
 - Drug/Alcohol/Substance Abuse Issues
 - Learning Difficulties
 - Caring Responsibilities (in receipt of Carers Allowance)
- Skills for Work
- Getting a Job
- Keeping a Job

7.2 More detail of what, as a minimum, is included within each of the above categories is provided at Annex 1 – ‘The Employability Journey’, however additional innovative interventions are also welcome. Additional local labour market information is included in the separate supporting document Labour Market Information Central England Group Report April 2015.

7.3 As part of the tender process, potential Suppliers are required to complete a Supplier Service Offer in the form of an Excel spread sheet, to describe each course/ intervention/ activity that they are able to deliver. Within this spread sheet potential Suppliers will embed a word document (Factsheet) to expand on the information provided. Paragraphs 9.2.3 & 9.2.4 below also refer.

7.4 The DPS will operate across Central England, which is made up of the following Districts:

Birmingham and Solihull
Black Country
East Anglia
Leicestershire and Northamptonshire
Mercia
Midland Shires
Lincolnshire, Nottinghamshire & Rutland

7.5 Annex 2 provides details of the individual Jobcentre Plus offices within each of these Districts and of the postcodes that are serviced. Suppliers on the DPS will not be required to deliver in all Jobcentre Plus office locations but they must clearly outline in their application, which delivery locations they will operate the provision in.

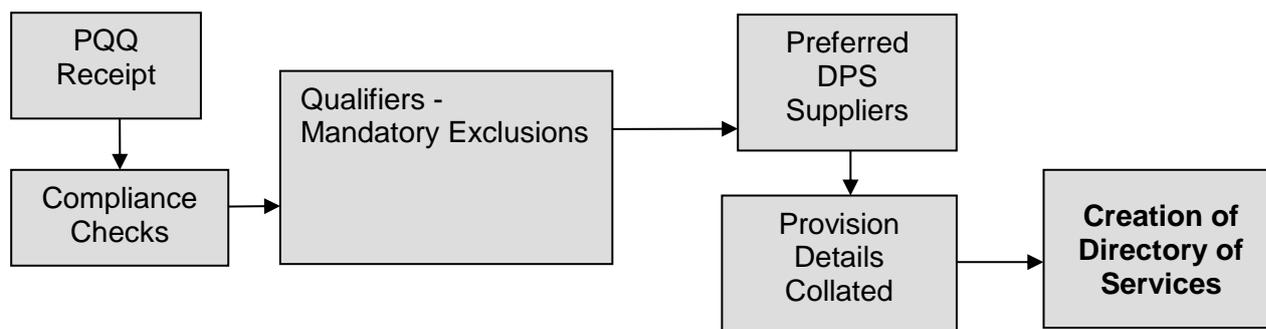
8 Contracts to be let & claimant groups

8.1 Innovative provision is required that encourages claimants into employment by helping them to find and stay in work and by supporting those furthest from the Labour Market to move, where possible, into employment. This includes provision currently paid for from the Flexible Support Fund.

- 8.2 The financial value of each contract called off the DPS will be limited to a maximum of £499,999.00 (although it is expected that the vast majority of contracts will be for significantly less than this).
- 8.3 Services procured will be additional to and not replace any existing contracted or non-contracted provision (including Low Value Provision [LVP] which is currently purchased through our Shared Services partners). Annex 3 provides a list of current DWP contracted provision available in Central England Group. With regards to call off contracts let by DWP, Services procured will be for pre and post Work Programme claimants and for UC claimants not on DWP contracted provision.
- 8.4 The type of provision required to facilitate this includes single interventions, courses and mentoring support tailored to meet the specific requirements of a very diverse claimant group. This will include young people aged 18-24 years, those over 50, lone parents, those with caring responsibilities, care leavers, those not in education employment or training (NEET), those with health or disability issues, including mental health issues, those from black and ethnic minority communities and those with specific employment related barriers.
- 8.5 The DPS will be used to call down a range of contracts to deliver this provision. The value and pricing model of each call-off contract will be determined by the package of support required, and the pre-determined price recorded on the Directory of Services.
- 8.6 The DPS is open to other Public Bodies who may also require access to such provision. A list of other Contracting Authorities is included at Annex 4.

9 Selection onto the DPS

- 9.1 **Accreditation Process:** The accreditation process and criteria are described in detail in the Instructions to Potential Suppliers. They are presented in brief below.



9.2 Acceptance onto the DPS

- 9.2.1 Acceptance onto the DPS will be through the submission of a Pre-Qualification Questionnaire (PQQ), agreement to sign up to the DPS Agreement and Call Off Terms and Conditions, and on assurances that the requirements of the DPS will be met. Suppliers will also be required to indicate which Jobcentre location(s), the Programme Category and the claimant group(s) they wish to be considered for.
- 9.2.2 Suppliers who satisfy the above conditions will be added to the DPS.

9.2.3 Potential Suppliers will also be required to complete a Supplier Service Offer and Factsheet and should note that if they are accepted onto the DPS, then information provided within their application (including the Supplier Service Offers and Factsheets) will be directly visible to buyers.

9.2.4 Factsheets will not be evaluated prior to Suppliers being accepted onto the DPS. However, information provided on the Supplier Service Offers and Factsheets will directly be used to select Suppliers to deliver individual business requirements. Potential Suppliers should therefore ensure that the information provided is clearly presented and accurately reflects their proposed provision.

10. Award of Call-Off Contracts

10.1 Filters/Qualifiers

10.1.1 Following identification of a specific requirement (in the case of DWP this will be on receipt of a Business Case from the District Manager) the DPS Directory of Services will be accessed and the data filtered down to identify Suppliers who are able to deliver the requirements of the call-off in the required location, category and to the required claimant group. The following are a list of the Filters that will be applied:-

- Category – Has the Supplier indicated that they wish to deliver provision in the required Category? Y/N
- Delivery location(s) – Has the Supplier indicated that they can deliver in the required locations? Y/N
- Claimant Group – Has the Supplier indicated that they will deliver to the required Claimant Group? Y/N
- Deliverable volumes – Does the Supplier have the capacity to deliver the indicative volumes (claimants and/or courses)? Y/N
- Speed of availability/implementation – Can the Supplier commence delivery within the required timeframe? Y/N
- Available Budget – Is the provision affordable, taking into account the maximum budget available for the specific requirement?

10.2 Evaluation Criteria to determine Suitability of provision

10.2.1 By applying the above filters a shortlist of Potential Suppliers will be produced. For each of the shortlisted Potential Suppliers, the following questions will be considered and a score awarded using the information provided within the detailed description section of the Factsheet. Please refer to the Instructions to Potential Suppliers for full details of the evaluation methodology, and scoring that will be applied:

- I. Does the description of the proposed provision and how it will be delivered meet the requirements of the individual call off?

- II. Is it clear from the information provided, how the proposed provision will ensure that the claimant will: move closer to work/move into work or remain in work (as appropriate)?
- III. Have performance expectations in the form of outcomes and or outputs clearly been articulated together with a sound rationale for these?
- IV. Has the Supplier clearly described how they will manage the performance of the provision to ensure outcomes are achieved?

10.2.2 Once quality scores have been awarded, all suppliers scoring 90% or more of the score achieved by the top scoring supplier, will be assessed on price (e.g. Top score achieved is 40, all the suppliers scoring 36 or more will be considered).

10.2.3 The supplier who, in the opinion of DWP, best meets the requirements of the individual call-off and is offering the lowest price, will be awarded the call-off contract and will be issued with an Order Form which will set out the requirement. The Call-Off Terms and Conditions are not negotiable and will apply to each contract called off under the DPS.

10.3 Testing financial stability via a Financial Viability Risk Assessment (FVRA)

10.3.1 The aim of the FVRA is to assess the supplier's financial stability and to ensure the supplier has sufficient resources to successfully deliver a Contract, with a minimal risk of failure. The assessment will consist of an evaluation of the data the supplier submits on the following templates:

- **FVRA Template:** Suppliers are required to submit details of their most recent key financial data (e.g.: Turnover, Assets, and Liabilities etc.).
- **Legal Entity Template:** Suppliers are required to submit details of their organisational structure (e.g.: Company Registration Number, VAT Registration Number etc.) and additional financial narrative to support the financial details submitted in the FVRA Template.

10.3.2 Individual suppliers' responses will be assessed on the following three areas:

- Organisational Stability;
- Growth Management; and
- Financial Stability.

10.3.3 DWP will assess the Supplier as Red/ Amber/ Green using a risk based approach. If the assessment of any of the above areas produces a RAG rating of RED, further investigation may be required by the Department to more fully understand the issues causing the RED rating. The Department reserves the right not to award a contract based on a Red FVRA rating. If suppliers believe their financial data will return a rating of RED, they may provide any mitigating evidence in the narrative boxes within the Legal Entity Template.

11 Delivery of DWP provision – Generic Requirements

The following generic requirements will apply to all contracts called off the DPS by DWP:-

11.1 Premises

- 11.1.1 All premises used to deliver provision must meet all legal requirements (including compliance with the Disability Discrimination Act) and contain appropriate and adequate facilities.
- 11.1.2 Each venue must be accessible, by public transport, to all claimants within each of the Jobcentre Plus Office locations required by the individual call-off contract.
- 11.1.3 It is anticipated that, as a general rule, DWP premises will not be made available for delivery of provision called off the DPS and Suppliers should work on this assumption. It is however possible that occasionally Suppliers may be invited onto DWP premises.

11.2 Skills Conditionality

- 11.2.1 It is anticipated that the majority of referrals to provision will be mandatory.
- 11.2.2 Skills conditionality is to reduce the numbers of people who fail to start and fail to complete on provision which is identified as necessary. When a claimant signs for benefit there is an obligation that they will skill themselves to move into the workplace. Participation may be mandatory for claimants referred to provision called off the DPS.
- 11.2.3 If a claimant fails to participate then Suppliers are required to inform the Jobcentre Plus Office, within 24 hours, by completing the referral form for any claimant who fails to comply, and to keep supporting evidence, which includes information regarding:
- failure to participate in or complete the training;
 - refusing a place on the training programme when notified of the requirement to attend by DWP, demonstrated by a failure to attend the first day;
 - failure to attend or participate in any meeting or activity, having been notified of the requirement to attend by the Provider without the previous agreement of the Provider; and
 - losing a place on the training programme through misconduct.
- 11.2.4 To note: - The sanction regime is a 4 week sanction for the first offence, followed by a further 13 week sanction for a second offence within 12 months.

11.3 Travel Costs

- 11.3.1 The Supplier is responsible for paying directly to Claimants their travel expenses in full for return journeys from their home to the agreed delivery venue.
- 11.3.2 On commencing provision, the Supplier should advise participants what evidence they will need to produce to claim refunds of travel costs, for example bus tickets.

11.4 Childcare/Caring Costs

- 11.4.1 DWP is responsible for paying any Childcare/Carer costs which a claimant may incur in order to participate in the provision. Childcare Payment will only be made in respect

of a registered childcare provider while Carer payments will only be made in respect of a carer registered with the Care Quality Commission. Bidders should note that all such costs must be agreed with DWP and the local Jobcentre Plus Office in advance of any agreement reached with the participant.

11.5 Performance Requirements & Referrals

11.5.1 Performance targets for: Category 1 (Engagement) Category 2 (Establishing Need/ Identifying Barriers) and Category 3 (Moving Towards Work):

11.5.1.1 The Supplier will be given an output target of an agreed Work Plan, Action Plan or alternative measurable output which can be evidenced and which, whilst based on the type of intervention, clearly demonstrates activities which will indicate actual engagement and progress towards work.

11.5.1.2 In most cases this will be an Action Plan and the Supplier will be required to provide DWP with supporting evidence of engagement and an agreed Action Plan and where applicable details of claimants completing the agreed Action Plan. DWP expects 90% of starters to complete an Action Plan for the agreed programme.

11.5.2 Performance targets for: Category 4 (Addressing Barriers), Category 5 (Skills for Work) and Category 6 (Getting a Job)

11.5.2.1 100% of all starters will receive and actively participate in an Initial Assessment where they will agree a detailed Individual Action Plan. All starters will receive support in actioning the agreed Action Plan.

11.5.2.2 The Supplier will be given a target of 45% of claimants commencing provision to move into employment (though Potential Suppliers may propose a higher performance offer should they wish to do so). Successful performance of any provision within these categories will be indicated by a minimum of 45% of claimants entering and remaining in employment within 4 weeks of their early exit or completion of the provision. To satisfy outcome definitions:

Employment is defined as:

- A period of seven consecutive calendar days during which the Participant was employed (be that under contract, PAYE, self-employment or otherwise with the exception of volunteering) where the participant worked for 16 hours or more.
- To be considered as 'employed' the participant should either be:
 - i) Not claiming or otherwise in receipt of a Relevant Benefit;
 - ii) Or, in the case of a Participant continuing to claim/receive Universal Credit, earned in the seven day period at least the Minimum Threshold.
- Relevant Benefit means any combination of Incapacity Benefit, Carer's Allowance, Severe Disablement Allowance, Jobseekers Allowance, Employment Support Allowance, Income Support and/or Universal Credit (and or other such benefits detailed in Provider Guidance from time to time) as claimed or paid to the Participant in respect of any day contributing to a week of employment.

- Minimum Threshold means net earnings in all cases of at least £338 for a calendar month (equating to 4 weeks in work) except where the employment is as an apprentice or the participant is aged under 25 years (at the point of payment) in which case net earnings will be of at least £272 for a calendar month or other such amounts as detailed in Provider Guidance from time to time (as these thresholds may be updated from April of each year, to align with the uprating of legacy JSA).

Referral is defined as:

- A claimant who has been referred to the provision and who may or may not attend.

Starter is defined as:

- A claimant who commences provision on day one

Completer is defined as:

- A claimant who completes the full duration of the provision or who leaves early to commence employment (the latter does not apply to Category 7 Keeping a Job).

Claimant is defined as:

- An individual who is currently in receipt of a Social Security benefit, or who has been in receipt of a Social Security benefit within the previous 4 weeks.

11.5.3 Performance targets for: Category 7 (Keeping a Job)

11.5.3.1 This provision will entail a long term relationship with a claimant in order to keep them in a job.

11.5.3.2 100% of starters will have a signed Mentoring Agreement detailing the agreed level of support that they will receive.

11.5.3.3 75% of individuals who have a signed Mentoring Agreement will be in employment 13 weeks from the date that the mentoring agreement was signed and evidence will be provided of the activities carried out.

11.5.4 Referrals

11.5.4.1 All referrals must come via DWP. If a supplier encounters an individual who may benefit from the provision they should refer them to their Jobcentre Plus office for referral.

11.6 Payment Model

11.6.1 The payment model will comprise of the following payments, dependent upon the type of provision being offered. Evidence must be provided to support individual claims for payment. Specific evidence requirements will be stipulated at the point a contract is called off the DPS. Please **see Annex 1** for more detailed information on the 7 categories of The Employability Journey:

Categories 1 – 3: Engagement; Establishing Need/Identifying Barriers and Moving Towards Work

- A **Completion Fee**, based on the completion of the specified delivery. Payments will represent **100%** of the successful supplier's unit price.

Categories 4 – 6: Addressing Barriers; Skills For Work and Getting Jobs

- A **Start Fee**. Payments will represent **10%** of the successful bidder's unit price and is payable when a claimant enters the provision.
- A **Completion Fee**, based on the completion of the specified delivery. Payments will represent **30%** of the successful bidder's unit price.
- A **Job Outcome Fee**. Payments will represent **60%** of the successful bidder's unit price. Please see paragraph 11.5.2.2 for the definition of a job outcome.

Category 7 only: Keeping Jobs

- A **Start Fee**. Payments will represent **25%** of the successful bidder's maximum unit price and is payable when a claimant enters the provision.
- A **Completion Fee**, based on the completion of the specified delivery. Payments will represent **75%** of the successful bidder's maximum unit price.

11.6.2 All potential Suppliers must submit their unit prices on each Supplier Service Offer that they complete. Further guidance is available to support suppliers in this, within the Funding Arrangements document on Bravo and within the Instructions to Potential Suppliers.

11.7 Claimant Feedback and Complaints Handling

11.7.1 The Supplier should put in place a range of mechanisms for encouraging feedback from participants. Claimant feedback will be an integral part of the Supplier's performance monitoring system.

11.7.2 The Supplier must ensure systems are in place to allow participants to resolve any grievances, concerns or complaints promptly and with the minimum level of bureaucracy, without causing them embarrassment. This includes complaints in relation to discrimination.

11.7.3 The Supplier must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact DWP or the Jobcentre Plus Office for additional advice.

11.7.4 The Supplier must record any discussions and their outcomes, allowing the participant to see and sign the record. Participants will be told the outcome of issues raised by them through the complaints procedures.

11.8 Management Information

11.8.1 Management Information will be used to measure the performance and success of the programme. The information helps to:

- evaluate the effectiveness of the provision called off the DPS;
- measure the uptake and delivery of the provision; and
- monitor and manage the contract (including financial monitoring and external quality inspection).

11.8.2 Central England Group will monitor performance of call off contracts under the DPS and will use Management Information to inform Supplier Performance Reviews, as required.

11.8.3 DWP will require Management Information about individuals who have been referred to the programme by Jobcentres. DWP will request Management Information from the Supplier, therefore the Supplier will be required to maintain records to allow Management Information to be provided to DWP on:

- Volume of referrals;
- Volume of participants starting on the provision;
- Volume of participants completing the provision;
- Job Outcomes and
- Sustained Job Outcomes (still in employment after 13 weeks).

This list is not exhaustive.

11.8.4 Where DWP requires additional information, to support performance management for example, Suppliers will be expected to supply this within the agreed time limits.

11.9 Sharing of Management Information

11.9.1 There are rules around the sharing of Management Information. These are detailed in the DPS Terms and Conditions.

11.9.2 The Supplier shall not (and shall ensure that any of their Sub-contractors shall not) at any time publish, disclose or divulge any of the Management Information to any third party until the date of publication of the official and/or national statistics.

11.9.3 The Supplier must implement appropriate arrangements which ensure that the Department's information and any other Departmental assets are protected in accordance with prevailing statutory and central government requirements. These arrangements will clearly vary according to the size of the organisation.

11.9.4 It is the Supplier's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.

11.9.5 Failure to comply with any of these policies or standards could result in termination of any call-off contract.

11.10 Health and Safety

- 11.10.1 All participants involved in any way with DWP provision are entitled to train and work in a healthy and safe environment with due regard to their welfare. Under Health and Safety Law they are regarded as the Supplier's employees, whether or not they are paid. Suppliers must, therefore, comply with their Duty of Care under the [Health and Safety at Work Act 1974](#) and the Act's associated regulations in the same way as they would do for any other member of their workforce. Suppliers must ensure that customers receive health and safety induction, training and supervision which are appropriate to the programme being delivered, and that systems are in place for checking this, both within their own organisation and at any sub-contractors. Suppliers must complete risk assessments, instruct, inform and train customers on the control measures identified. There are specific risk assessments for young people, pregnant workers, Lone Workers and employees who are engaged in Manual Handling activities. This list is not exhaustive.
- 11.10.2 DWP staff may therefore visit Suppliers and their sub-contractors for a variety of reasons. When doing so they will, in the course of their duties, adopt an 'awareness' approach to health and safety. In doing this they will not be conducting a health and safety inspection, nor will they be in a position to offer advice on whether something is safe or not. Instead they will approach this from the position of any layperson. If, however, they do spot something on which they require assurance or clarification they will raise this with the Supplier or their sub-contractor's representative at the location they are visiting. If it is subsequently decided that the issue raised is one that requires follow up, this will be arranged with the Supplier through their local Jobcentre Plus contact.

11.11 Data Security Requirements

- 11.11.1 Cabinet Office mandates certain requirements relating to data handling, security and information assurance in government contracts. Information must be protected, together with systems, equipment and processes which support its use. DWP Contractors must provide an appropriate level of security. See Instructions to Potential Suppliers for details of how to comply with this requirement.

11.12 Her Majesty's Government (HMG) Personnel Security Requirements

- 11.12.1 The HMG Baseline Personnel Security Standard is a staff vetting procedure. It requires that a number of checks are made on persons who are to be given access to Government assets (premises, systems, information or data). Full details of the contractual obligations required to comply with the above procedures can be found in the Guidance document "HMG Baseline Personnel Security Standard - A Guide for DWP Contractors". A PDF version can be viewed at:

<http://www.dwp.gov.uk/docs/aquidefordwpcontractors.pdf>

11.13 Offshoring (including Landed Resources and Nearshoring)

- 11.13.1 Prior written consent from DWP must be sought where Bidders (and/or their sub-contractors) are proposing to host or access DWP systems, services or official information outside of the United Kingdom, or to bring foreign nationals to the United Kingdom to provide services in delivery of the Contract. Bidders must submit an application for approval together with their bid. Further details can be found in the

guidance document 'A Guide for Contractors on the DWP Offshoring Policy V2.0'. A PDF version of this can be viewed at: [DWP Contractor Offshoring Guidance](#)

11.14 DWP Code of Conduct

11.14.1 The DWP Code of Conduct spells out the key values and principles of behaviour which DWP expects of Suppliers which are essential for creating healthy, high performing supply chains. Suppliers that contract with DWP will be expected to operate in accordance with the Code of Conduct.

The Code is Annex 1 to the DWP Commissioning Strategy and can be found at; <http://www.dwp.gov.uk/docs/cs-rep-08.pdf>

11.15 DWP Customer Charter

11.15.1 DWP is committed to providing high quality and efficient services to our customers. The DWP Customer Charter sets out the standards that customers can expect and what their responsibilities are in return. DWP are dedicated to raising the standards of all our contracted programme and require all Suppliers and sub-contractors to embed the principles of the Customer Charter into the services they deliver on DWP behalf.

The customer charter can be found at; <http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

11.16 Provision Evaluation

11.16.1 Evaluation of provision let from the DPS may seek to determine the success of that provision and/ or the success of the Proof of Concept. DWP will analyse MI and conduct qualitative research with DWP staff, customers and Suppliers to build up a picture of the support delivered. Researchers may wish to visit and interview Suppliers as part of the evaluation. Suppliers will be contacted in advance of any fieldwork. Suppliers are expected to fully co-operate with evaluation activity commissioned by DWP.

11.17 Sustainable Development

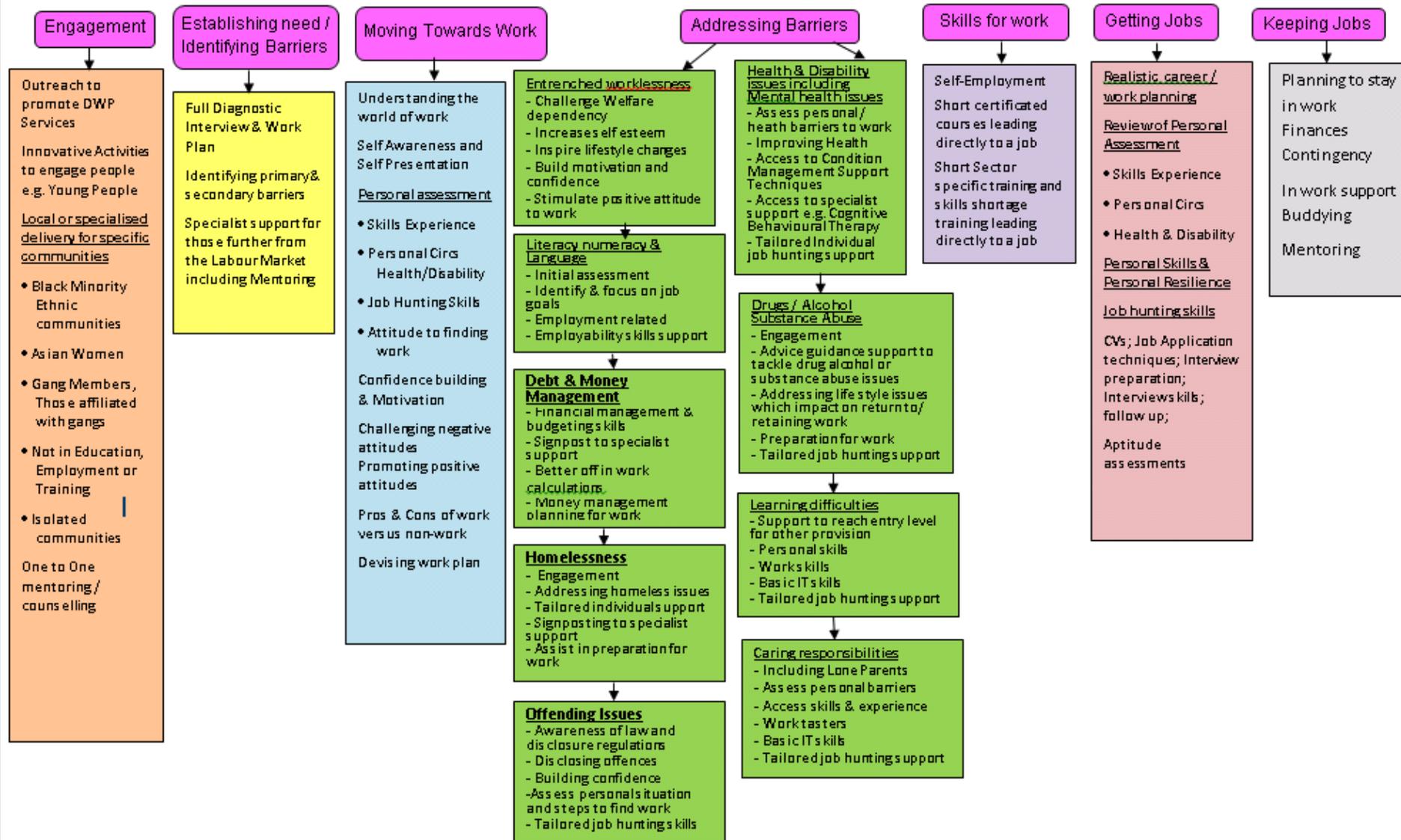
11.17.1 DWP supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to 'enable all people to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations. This includes four main aims - social progress recognising the needs of everyone; effective protection of the environment; prudent use of natural resources; and maintenance of high and stable levels of economic growth.

11.17.2 DWP contractors are required to ensure that they and their sub-contractors use all reasonable endeavours to comply with the principles set out in the UK Strategy and the Sustainable Operations on the Government Estate (SOGES) targets. More information can be found on the [DWP Sustainable Procurement page](#).

Work Focused Activity - The Employability Journey

Please note the suggestions below are indicative not exhaustive. We welcome additional innovative interventions

This applies to all claimants and defines work focused activity to get and keep a job. The following are some of the priority groups which we wish to support: Young people aged 18-24 years, those over 50, Lone parents, those with caring responsibilities receiving Carers Allowance, Care leavers, those not in education employment or training (NEET), those with Health or Disability Issues including mental health issues, those from Black and Ethnic Minority communities and those with specific employment related barriers.



Annex 1 – The Employability Journey (Narrative)

Work Focused Activity

DWP is committed to helping people out of poverty.

We encourage people into employment by helping them to find work and stay in employment and by supporting those furthest from the Labour Market to move, where possible, into work.

To do this we want to access a wide range of provision to address the barriers to work experienced by different groups of claimants, including those who experience disadvantage in the Labour Market.

Such groups include

- Young People
- Those over 50
- Lone Parents
- Those with Caring Responsibilities (in receipt of Carers Allowance)
- Care Leavers
- Those not in Education Employment or Training
- Those with health or disability issues including those with mental health issues
- Those from Black and Ethnic Minority communities and
- Those with Specific Employment Related Barriers

We also want to support people as they move towards work and deal with a range of issues which prevent successful job hunting.

We want flexible provision - modules which cover specific knowledge and skills or address different barriers to work and stand-alone, short interventions which will set people on the right track.

We want local provision, tailored to suit the demands of local labour markets and travel to work patterns.

We want to encourage small and medium Suppliers and tap new ideas and approaches to deal with entrenched worklessness and increase the options available for our claimants.

We are keen to encourage innovative activities to address individual and specific needs.

We want quality outcomes which clearly demonstrate value for money and how individuals have progressed towards and into work and we want to reduce bureaucracy.

We want you to tell us what you can do within our terms and conditions and agreed pricing scheme and we want our Managers to be able to pick suitable provision and arrange delivery within the shortest possible time frame.

The following will help you decide which services or provision you can offer. To help you we have grouped activities and given some more detail on what we are looking for:

- Engagement
- Establishing Need/Identifying Barriers
- Moving Towards Work
- Addressing Barriers
 - Entrenched Worklessness
 - Literacy, Numeracy & Language
 - Debt and Money Management
 - Homelessness
 - Offending Issues
 - Health & Disability Issues (including mental health issues)
 - Drug/Alcohol/Substance Abuse Issues
 - Learning Difficulties
 - Caring Responsibilities
- Skills for Work
- Getting Jobs
- Keeping Jobs

Engagement

We want to ensure that all our claimants and those who could benefit from our help are able to do so.

We also want to encourage engagement by potential DWP customers who have traditionally found it difficult to access our services and mainstream provision.

Examples include but are not limited to: Black and Minority Ethnic Groups including Asian women; gang members, those affiliated to gangs or likely to become gang members; those not in Education Employment or Training; geographical locations, social housing estates where transport is problematic; those with little knowledge of the Welfare System.

We are looking for innovative activities, outreach or similar provision that will connect with and fully engage groups of customers or communities so that they are able to access other support which leads to work. Typically such activities will be short interventions ranging from a half a day to one or two days. This may be a single activity or divided into multiple segments over time, but not exceeding two days.

We want a package of support that is flexible, structured and appropriate to different groups and individuals but which clearly links to DWP Services.

Support will include:

- Awareness of the services offered by the Department for Work and Pensions and its Partners
- One 2 One counselling with potential claimants to identify and address barriers to engagement
- Initial support for claimants when first engaging with DWP
- A sound knowledge of local communities, existing support and complimentary services that may already be available.

Establishing Need / Identifying Barriers

Some of our most disadvantaged claimants will need help to establish and clarify their employment need, to understand what their individual barriers are and to prepare a realistic and time bound work plan.

We are looking for short interventions of at least half a day, with a maximum length of two days, which will provide a full diagnostic interview to assess employability, employment related activity, transferable skills and critically primary and secondary barriers and which will produce a realistic time bound work plan leading to employment where possible.

This work plan will form the basis of the claimant's employability and could include activity around specialist help for those with significant barriers to employment. Access to mentoring may also be desirable.

This provision is stand-alone but could also form part of the offer under Addressing Barriers.

Moving Towards Work

We want to encourage and help people who are unlikely to look for work or engage with other programmes without some help to increase their motivation and improve their confidence.

We are looking for short interventions which help claimants to think positively about themselves and the world of employment. We want them to gain an increased understanding of the world of work, what employers are looking for and how to behave at work. We also want them to gain additional communication and budgeting skills which will improve their chances of gaining and keeping a job.

Interventions will typically be at least one day with a maximum length of five days.

This should include:

- Self-Awareness and Self Presentation – personal hygiene, dressing for interview, dressing for work, what employers look for etc.
- Personal assessment of skills, experience, personal circumstances, health both physical and mental, attitude towards work and finding work, job goals – linked to defined occupations or sectors.
- Challenging negative attitudes and build on positive attitudes;
- Confidence building and motivation
- Developing tools and techniques to encourage and embed a more positive approach to themselves and to work
- Understanding the impact of not working and the pros and cons of working and not working; financial and non-financial benefits, social benefits, personal benefits, the contribution they can make to an Employer, the community, and as a role model for other family members
- Re- focus on getting a job and devising a plan with milestones on next steps to increase personal capability and undertake more effective job seeking.

Addressing Barriers and Support for the Most Disadvantaged

We want people to receive the necessary support to overcome the barriers (real and perceived) that are preventing them from getting and keeping a job.

Many of our claimants have wide ranging, multiple barriers which prevent them from getting a job or which disadvantage them in the labour market.

We want to help our claimants to improve their prospects by gaining sustainable employment. Interventions need to include a strong element of employability support as well as addressing specific barriers. Examples include:

- Workplace behaviours and employer expectations - timekeeping, flexibility, attendance, reliability, dress codes etc.
- Basic job hunting techniques including digital jobsearch, accessing, registering and navigating Universal Jobmatch;
- Basic financial information / advice in the context of work, e.g. PAYE, National Insurance, pension scheme contributions and the financial benefits of work in general.

We are looking for provision to be delivered in a variety of ways to meet the needs of the individual - as courses (1 to 8 weeks), stand-alone interventions and via mentoring support.

We would welcome provision which covers more than one Barrier where barriers are interdependent for instance offending issues and drugs or substance abuse.

- **Tackling Entrenched Worklessness:** we are looking for innovative motivational support which tackles entrenched worklessness where people have received one or more of the main working age benefits for at least 3 out of the last 4 years and where people are capable of work or work-related activity. This should: challenge benefit dependency – identify why individual claimants are reliant on welfare benefits and empower them to “breakthrough” the barriers of entrenched worklessness; increase Claimant’s self-esteem – identify and promote positive traits and raise self-esteem through structured inspirational discussions and exercises; inspire Claimant’s to make lifestyle changes – create a bespoke ‘road map’ that sets out realistic and achievable goals; build their motivation and confidence levels and equip claimants with the qualities, attitudes and behaviours to stimulate their approach to seeking work and changing their lives for the better.
- **Literacy Numeracy and Language Barriers** including those for whom English is a second language where a short intensive intervention up to 8 weeks is clearly linked to getting a job,
- **Debt/Money management:** training in Financial Management, Budgetary Skills; referral to additional sources of help available including Credit Unions and the Money Advice Service; Better Off In Work calculations, to prove work pays.

- **Homelessness & supported accommodation:** access to tailored support for claimants where homelessness is a significant contributing factor adding to labour market disadvantage. Provision is required that will assist claimants to move closer to / into work. This will include those who are sleeping rough, have no secure address or are living in hostels.
- **Dealing with offending issues** – to address the employability issues related to a person’s conviction; knowledge and awareness of the Rehabilitation of Offenders Act and the Police Act 1997; disclosure to an employer any offences spent or unspent under the Rehabilitation of Offenders Act and Police Act where relevant; awareness of relevance of specific offences and specific occupations; awareness of the legal position of disclosure of offences; building confidence in securing employment and producing a letter of disclosure.
- **Support for Drugs, Alcohol and Substance Abuse** - engaging the customer, offering advice, guidance and support and building understanding of the ways to tackle drug issues; complementary activities to tackle drug issues and prepare for work; tackling lifestyle issues that are likely to inhibit a return to work.
- **Support for Those with Health and Disability Issues including Those with Mental Health Issues** - individual support to overcome personal barriers or help people to manage their conditions in relation to employment. Provision of Cognitive Behavioural Therapy and access to Condition Management Support where appropriate.
- **Support for Those with Learning Difficulties** – targeted support to enable claimants to reach the appropriate level for entry to other provision to include: 1:2:1 support; IT skills (and understanding of Universal Jobmatch); confidence and self-esteem building; soft skills such as hygiene, dressing appropriately for interviews, speaking to employers, appropriate work behaviour; Job search support, delivered within a supported environment, either 1:2:1 or with peers;
- **Support for those with Caring Responsibilities including Lone Parents** – flexible support recognising the personal circumstances and needs of those with caring responsibilities, offering skills assessments, work tasters and job hunting skills and support.

Skills for Work

We want to help customers gain and / or update work-related skills to enable them to compete in the labour market.

We need employer and employment focused training opportunities to meet the needs of a wide range of claimants, which are aligned to local labour markets, supporting those with diverse needs and which lead to paid and sustained employment.

We are looking for close links between claimants and employers to deliver specific vocational skills which lead directly to jobs, prepare claimants for work and provide certification, accreditation and/or qualifications as appropriate. The training provided must be occupationally focused, accepted as an industry requirement and delivered to industry standards.

Ideally we want short certificated courses, up to 5 days and medium length courses of 6 to 8 weeks.

Where certification or accreditation is required to allow claimants to access certain working environments and undertake work in particular occupational areas, this should be provided and arranged for by the training provider.

Training courses must provide nationally recognised accreditation/qualifications by appropriate awarding bodies such as NVQ, City & Guilds, ASDAN, NCFE and recognised industry-specific organisations

The following training has been offered previously but the list is not exhaustive and we would welcome additional proposals which clearly link to future employment and new sectors or industries. There must be a demonstrable link to realistic employment.

Short certificated courses for example

- Security Industry Authority (SIA) Certificate; Construction Skills Certification Scheme (CSCS) cards; Health & Safety certificates; Manual Handling certificate; Basic Food Hygiene certificate; 17th Edition BS7671 electrical wiring regulations update;

Sector-specific training and skills shortage training for example

- Construction skills
- Logistics and Transport including Light Goods Vehicle Licence, Passenger Carrying Vehicle Licence, Certificate of Professional Competence
- Business Administration (e.g. SAGE/accounts/book keeping)
- IT (e.g. European Computer Driving Licence, CLAIT,)
- Health and Care (e.g. teaching/classroom assistant training, care home assistants)
- Hospitality and Tourism
- Retail and Customer Service (e.g. call centre training)

Self-Employment and Social Enterprise

We recognise that for some self-employment is the right way out of poverty. We want to help people who are considering self-employment make the right decision by offering a short intervention designed to make people fully aware of all the implications of going self-employed.

Getting Jobs

We want to people to be proficient and self-sufficient in their job hunting

We are looking for provision as short modules, typically between one and five days or stand-alone interventions of at least half a day to cover:

- Realistic career/ work planning with goals and milestones based on the local labour market, personal skills, knowledge and aspirations, including activities broadening job choices;
- Review of personal assessment, work and non-work experience and personal circumstances to identify transferable skills;
- Personal Skills: importance of personal presentation and communication (language, behaviours, body language and eye contact); approaching interviews positively; coping with rejections, seeking and making use of feedback, dealing with negative and positive comments and managing fear of rejection/failure;
- Job hunting techniques; identifying jobs, vacancy and labour market analysis, following up job leads, advertised vacancies and making speculative calls, using social media, “selling people to employers”; demonstrating skills, experience and potential to employers via online applications, written applications, speculative letters, tailor made CVs, electronic CVs, interview preparation and techniques, practice interviews, telephone interviews, group interviews, assessment centres, recruitment tests and personal appearances;
- In-depth, one to one skills and aptitude assessments including for specialist skills.

Keeping Jobs

Finding a job is only part of the story. We want to be sure that our claimants are able to keep the job they have worked hard to obtain.

We are looking for support for claimants which ensures they have considered and planned for all the changes which will immediately impact them as they move from benefits into paid employment.

This provision should be available immediately before the claimant takes up work and for a specified period after they have started work, up to 13 weeks.

This provision should be flexible with an initial meeting to establish needs and agree action and will include regular contact where mentoring or buddying relationships are involved.

This should include

- Awareness of the issues which will impact – loss of benefits and passported benefits; transfer to a waged income; domestic arrangement; contingency planning; impact on family and /or partner; clothing and equipment requirements; transport; impact on well-being and health;
- Access to in work support or work buddy
- Access to a mentor where required

Annex 2 – Geographical Locations

Jobcentre Plus Office Locations within scope of the Central England DPS Proof of Concept

Ref	Jobcentre Plus Office Location	District/Group	Postcodes Covered
1	Birmingham City/Ladywood	Birmingham & Solihull	B1 B2 B3 B4 B5 B10 B15 B16 B18
2	Birmingham South West Northfield	Birmingham & Solihull	B31 B45 B38 1-8 B38 OAA OAB OAD OAE OAF OAG OAH OAJ OAL OAN OAP OAQ OAR OAU OAW OAX OAY OAZ OBA OBD OBE OBF OBG OBH OBJ OBL OBN OBP OBQ OBW ODH ODJ OED OEE OEG OEH OEN OHA OHB OHH B38 9AA 9AB 9AD 9AE 9AF 9AG 9AH 9AJ 9AL 9AN 9AP 9AQ 9AR 9AS 9AW 9BB
3	Broad Street	Birmingham & Solihull	B1 B2 B3 B4 B5 B10 B15 B16 B18
4	Chelmsley Wood	Birmingham & Solihull	B37 B36 B461 B462 B463
5	Erdington	Birmingham & Solihull	B7 B23 B24 B35
6	Handsworth	Birmingham & Solihull	B19 B20 B21 B23 B24 B34 B35 B36 B37 B42 B43 B44 B46 B6 B7 B72 B73 B74 B75 B76 B8 B9
7	Kings Heath	Birmingham & Solihull	B13 B14
8	Perry Barr	Birmingham & Solihull	B6 B42 B44
9	Selly Oak	Birmingham & Solihull	B17 B29 B30 B32 1 B32 2 B32 3 B32 4AA B32 4AD B32 4AE B32 4AF B32 4AG B32 4AH B32 4AJ B32 4AL B32 4AN B32 4AW B32 4BN B32 4BP B32 4BS B32 4BT B32 4BU B32 4BX B32 4DA B32 4DB B32 4DD B32 4DE B32 4DG B32 4DH B32 4DJ B32 4DL B32 4DP B32 4DR B32 4DS B32 4DT B32 4DU B32 4DX B32 4DY B32 4DZ B32 4EA B32 4EB B32 4ED B32 4EE B32 4EF B32 4EG B32 4EH B32 4EJ B32 4EL B32 4EN B32 4EP B32 4ER B32 4ES B32 4ET B32 4EU B32 4EX B32 4EY B32 4HA B32 4HB B32

			4HD B32 4HE B32 4HF B32 4HH B32 4HL B32 4HN B32 4HP B32 4
10	Solihull	Birmingham & Solihull	B90 B91 B92 B93 B94 CV7 1-6
11	Sparkhill	Birmingham & Solihull	B11 B12 B27 and B28
12	Sutton Coalfield	Birmingham & Solihull	B43 6DL B43 6DP B43 6DQ B43 6DR B43 6DS B43 6DT B43 6DU B43 6DX B43 6PJ B43 6PW B43 7DS B43 4DT B43 7EE B43 7EN B43 7EP B43 7ER B43 7ES B43 7HA B43 7HB B43 7HD B43 7HG B43 7HJ B43 7HQ B72 B73 B74 2AA B74 2AB B74 2AD B74 2AF B74 2AG B74 2AH B74 2AJ B74 2AL B74 2AN B74 2AQ B74 2AW B74 2AX B74 2AZ B74 2BA B74 2DD B74 2DE B74 2DF B74 2DG B74 2DH B74 2DQ B74 2DR B74 2DS B74 2DT B74 2DU B74 2DV B74 2DW B74 2DX B74 2DY B74 2DZ B74 2EA B74 2EB B74 2EC B74 2ED B74 2EE B74 2EF B74 2EG B74 2EH B74 2EI B74
13	Washwood Heath	Birmingham & Solihull	B8 B9 B34
14	Yardley	Birmingham & Solihull	B26 B25 B33
15	Bayard House	Black Country	B43 7AJ B43 7AN B43 7BA B43 7BB B43 7BN B43 7BP B43 7BS B43 7BT B43 7BU B43 7BW B43 7BX B43 7BY B43 7DA B43 7DA B43 7DB B43 7DD B43 7DE B43 7DF B43 7DG B43 7DH B43 7DJ B43 7DL B43 7DL B43 7DU B43 7DX B43 7DY B43 7EA B43 7EH B43 7EJ B43 7EL B43 7EQ B43 7EX B43 7EY 15B43 7HL B43 7HN B43 7HP B43 7HR B43 7HS B43 7HT B43 7HU B43 7HW B43 7HX B43 7HY B43 7JA B43 7JB B43 7JD B43 7JE B43 7JG B43 7JH B43 7JJ B43 7JL B43 7JN B43 7JU B43 7JW B43 7JX B43 7JY B43 7LA B43 7LB B43 7LD B43 7LE B43 7LG B43 7LH B43
16	Bilston	Black Country	WV14
17	Brownhills	Black Country	WS3 4 WS7 4 WS8 WS9 9
18	Dudley	Black Country	ALL(DY1 1 DY1 2 DY1 3 DY1 4 DY1 9ED DY2 0 DY2 7 DY2 8 DY2 9 DY3 1A DY3 1B DY3 1D DY3 1G DY3 1H DY3 1J) DY3 1LA DY3 1LB DY3 1LD DY3 1LE DY3 1LF DY3 1LG DY3 1LH DY3 1LJ DY3 1LN DY3 1LP DY3 1LQ DY3 1LR DY3 1LS DY3 1LT DY3 1LU DY3 1LW DY3 1LX DY3 1LY DY3 1LZ ALL (DY3 1N DY3 1P DY3 1Q DY3 1R DY3 1S DY3 1T DY3 1U DY3 1X DY3 1Y) DY3 1ZA ALL (DY3 2 DY3 3 DY3 4) DY1 9AA DY1 9AB DY1 9AD DY1 9AE DY1 9AF DY1 9AG DY1 9AH DY1 9AJ DY1 9AL DY1 9AN DY1
19	Halesowen	Black Country	B62 2BT B63 4HY ALL B62 0A ALL B62 0B ALL B62 0D B62 0EA B62 0EB B62 0ED B62 0EH B62 0ER B62 0ES B62 0HE B62 0HF B62 0HJ B62 0HL B62 0HN B62 0HP B62 0HR B62 0HS B62 0HT B62 0HU B62 0HW B62 0HX B62 0HY B62 0HZ B62 0JA B62 0JB B62 0 B62 2 B62 8-64 B65 8 DY5 2

20	Oldbury	Black Country	B65 9 B68 0AA B68 0AD B68 0AG B68 0AH B68 0AJ B68 0AL B68 0AN B68 0AP B68 0AQ B68 0AR B68 0AS B68 0AT B68 0AU B68 0AW B68 0AX B68 0AY B68 0AZ B68 0BA B68 0BB B68 0BD B68 0BE B68 0BG B68 0BH B68 0BJ B68 0BQ B68 0BS B68 0BU B68 0BZ B68 0DA B68 0E B68 0H B68 0J B68 0L B68 0N B68 0P B68 0Q B68 0R B68 0S B68 0T B68 0WA B68 0WB B68 8 B69 1 B69 2 B69 3 B69 4 B69 9AA B69 9AB B69 9AD B69 9AE B69 9AF B69 9AG B69 9AH B69 9AL B69 9AN B69 9AP B69 9AQ B69 9AR B69 9AS B69 9AT B69 9AX B69 9AY B69 9SA B69 9SB B
21	Smethwick	Black Country	All B66 and B67 B68 9 B18 4 B21 8
22	Stourbridge	Black Country	DY5 3 DY5 4 DY6 DY7 DY8 DY9
23	Tipton	Black Country	DY4 7 DY4 8 DY4 9 DY4 0 WV14 8AG WV14 8NR WV14 8PY WV14 8TY WV14 8UA WV14 8UB WV14 8YS WV14 8YT WV14 8YU WV14 8YX WV14 8YY WV14 8ZJ WV14 8ZN
24	Walsall Bridle Court	Black Country	WS1 WS2 WS3 1
25	West Bromwich	Black Country	B42 1HB B42 1HX B42 1HY B42 1NN B42 1NS B42 1NT B42 1TG B42 1TH B42 1TQ ALL B43 5 ALL 30B43 6A ALL B43 6B B43 6DA B43 6DB B43 6DD B43 6DE B43 6DG B43 6DH B43 6DJ B43 6DY ALL B4313 6E ALL B43 6H ALL B43 6J ALL B43 6L ALL B43 6N ALL B43 6P ALL B43 6Q B43 6RA ALL B43 6W B43 7AA B43 7AB B43 7AD B43 7AE B43 7AG B43 7AH B43 7AP B43 7AR B43 7AS B43 7AT B43 7AU B43 7AX B43 7AY B43 7BD B43 7BG B43 7RS B43 7RT B43 7RU B43 7RX B43 7RY B43 7SA B43 7SB B43 7SD B443 7SE B43 7SG B43 7SH B43 7SJ B43 7SL B43 7SN B4
26	Willenhall	Black Country	ALL WV12 ALL WV13
27	Wolverhampton Chapel Court	Black Country	WV7 WV8 WV9 WV10
28	Wolverhampton Molineux House	Black Country	WV1 WV2 WV3 WV4 WV5 WV6 WV11 1 WV11 2 WV11 3
29	Beccles	East Anglia	NR34 0 NR34 7 NR34 8 NR34 9 NR35 1 NR35 2 IP19 8 IP19 0 IP19 6 IP19 9
30	Bury St Edmunds	East Anglia	IP28 6 IP28 7 IP28 8 IP29 4 IP29 5 IP30 9 IP30 10 IP31 1 IP31 2 IP31 3 IP32 6 IP32 7 IP33 1 IP33 2 IP33 3 CB8 7 CB8 8 CB8 9 CB8 0 IP27 9 CB5 0 CB8 1 IP28 9 IP33 9 CO6 4 CO8 5 CO10 0 CO10 1 CO10 2 CO10 6 CO10 7 CO10 8 CO10 9
31	Cambridge	East Anglia	CB1 CB2 CB3 CB4 CB5 8 CB5 9 CB10 1RA CB10 1RD CB10 1RE CB10 1RF CB10 1SH CB10 1SJ CB10 1SP CB10 1SR CB10 1SW CB10 1SX CB10 1SZ CB10 1TE CB10 1TF CB10 1TG CB10 1QY CB21 5 CB22 CB23 CB24 CB25 6 CB25 9 SG8 5DZ-YR SG8 6 SG8 7 SG8 8 (except SG8 8NP-RP)

32	Cromer	East Anglia	NR11 7 NR11 8 NR25 6 NR25 7 NR26 NR27
33	Dereham	East Anglia	NR20 3 NR20 4 NR20 5 NR19 PE37 PE32 2 IP25 6 IP25 7 PE32 2
34	Diss	East Anglia	IP20 0 IP20 9 IP21 4 IP21 5 IP22 1 IP22 2 IP22 3 IP22 4 IP22 5 IP23 7 IP23 8 NR15 2
35	Ely	East Anglia	CB6 CB7 PE16
36	Fakenham	East Anglia	NR21 NR22 NR23 NR24 PE31 8
37	Felixstowe	East Anglia	IP10 0 IP11 0 IP11 1 IP11 2 IP11 3 IP11 4 IP11 5 IP11 6 IP11 7 IP11 8 IP11 9 IP12 3.
38	Great Yarmouth	East Anglia	NR30 NR31 NR13 3 NR29 3 NR29 4 NR29 5
39	Haverhill	East Anglia	CB9
40	Huntingdon	East Anglia	PE26 PE27 PE28 PE29 PE19 1 PE19 2 PE19 3 PE19 4 PE19 5 PE 19 6 PE19 7 PE19 8.SG19 3
41	Ipswich	East Anglia	CO7 6 CO11 1 IP1 IP2 IP3 IP4 IP5 2 IP6 IP7 IP8 3 IP8 4 IP9 1 IP9 2 IP9 8 IP10
42	Kings Lynn	East Anglia	IP26 4 PE30 PE31 6 PE31 7 PE32 1 PE33 0 PE33 9 PE34 3 PE34 4 PE35 6 PE36 5 PE36 6 PE36 9AA PE36 9AD PE36 9AE PE36 9AF PE38 0 PE38 8 PE38 9JX
43	Leiston	East Anglia	IP12 2 IP13 8 IP13 9 IP15 0 IP15 1 IP15 2 IP15 3 IP15 4 IP15 5 IP15 6 IP15 7 IP15 8 IP15 9 IP16 4 IP17 0 IP17 1 IP17 2 IP17 3 IP17 4 IP17 5 IP17 6 IP17 7 IP17 8 IP17 9 IP19 9
44	Lowestoft	East Anglia	IP18 IP19 IP20 NR32 NR33 NR34
45	Mildenhall	East Anglia	CB8 7 IP27 9 IP28 6 IP28 7 IP28 8
46	Newmarket	East Anglia	CB25 0 CB8 0 CB8 8 CB8 9
47	North Walsham	East Anglia	NR11 6 NR12 9 NR12 0 NR28
48	Norwich	East Anglia	NR1 NR2 NR3 NR4 NR5 NR6 NR7 NR8 NR9 3.NR9 4.NR9 5. NR10 3.NR10 4.NR10 5.NR127.NR12 8 NR13 4.NR13 5.NR13 6. NR14 6.NR14 7.NR14 8. NR15 NR16 1 NR17 1 NR17 2 NR18 0 NR18 9
49	Peterborough	East Anglia	CB1 CB10 CB2 CB21 CB22 CB23 CB24 CB25 CB3 CB4 CB5 CB6 CB7 PE1 PE13 PE14 PE15 PE16 PE19 PE2 PE26 PE27 PE28 PE29 PE3 PE4 PE5 PE6 PE7 PE8 SB9 SG19 SG8

50	Stowmarket	East Anglia	IP13 7 IP14 1 IP14 2 IP14 3 IP14 4 IP14 5 IP14 6 IP30 0 IP30 9 IP6 0 IP6 8 IP6 9 IP7 6 IP7 7
51	Sudbury	East Anglia	CO6 5 CO8 5 CO10 1 CO10 2 CO10 3 CO10 4 CO10 5 CO10 6 CO10 7 CO10 8 CO10 9
52	Thetford	East Anglia	IP24 1 IP24 2 IP24 3 IP26 5 IP27 0 IP27 9 NR16 2
53	Wisbech	East Anglia	PE13 PE14 PE15
54	Woodbridge	East Anglia	IP12 IP12 2 IP12 3 IP12 4 IP13 IP13 6 IP5 7
55	Coalville	Leicestershire and Northamptonshire	DE11 8BA-BH DE11 8BJ-BK-BL-BQ- BW DE11 8DU DE11 8EN DE11 8ER-EW DE11 8FB DE11 8C DE11 8D DE11 8HA-HE DE12 6A DE12 6BB-BJ DE12 6BP-BX DE12 6D DE12 6E DE12 6HA-HH DE12 6HJ-HW DE12 6HZ DE12 6JU & JX DE12 6LP DE12 6NA-ND-NE DE12 6ZP-ZY DE12 7 DE12 8AA--AN DE12 8AQ-AW-AX DE12 8DH-DR DE12 8 HP-HQ-HR DE73 1 LE67 LE65 1 LE65 2 LE67 LE87 LE94 LE95
56	Corby	Leicestershire and Northamptonshire	LE16 7GD LE16 8DA - LE16 8DV LE16 8EC - LE16 8EV LE16 8FC - LE16 8FY LE16 8HA- LE16 8HZ LE16 8JD - LE16 8JZ LE16 8LA - LE16 8LZ LE16 8NA - LE16 8NZ LE16 8PB - LE16 8PZ LE16 8QA - LE16 8QZ LE16 8RA - LE16 8RZ LE16 8TE - LE16 8TR LE16 8WR- LE16 8WZ LE16 8XA - LE16 8XZ LE16 8YA - LE16 8YZ LE16 8ZA -LE16 8ZZ LE16 9RA- LE16 9RZ LE16 9SA - LE16 9SW LE16 9TQ - LE16 9TZ LE16 9UA - LE16 9UQ LE16 9WZ LE16 9XA LE16 9YB - LE16 9YJ LE16 9ZE - LE16 9ZZ NN17 NN18 PE8 4 PE8 5
57	Daventry	Leicestershire and Northamptonshire	NN6 6 - NN6 9 NN7 4 NN11 CV23 0SP - CV23 0SZ CV23 0TE - CV23 0TG CV23 8AJ - CV23 8AW CV23 8FA - CV23 8FW CV23 8GA - CV23 8GY CV23 8SZ CV23 8TA - CV23 8TZ CV23 8U CV23 8W CV23 8X CV23 8YA - CV23 8YZ CV23 8ZC - CV23 8ZY
58	Hinckley	Leicestershire and Northamptonshire	CV9 1RDCV9 3HACV9 3JCV9 3LG-LH-LJ-LK-LL-LM-LN-LO-LP-LQ-LR-LS-LT-LU-LV-LW-LX-LY-LZNA-NB-NC-ND-NE-NF-NG-NH-NJ-NKN-LN-M-NN-NO-NP-NQ-NR-NT-NU-NV-NW-NX-NY-NZCV9 3PCV9 3QACV9 3RACV9 3SA-SB-SC-SD-SE-SF-SG-SP-SQ-ST-SU-SWYA-YB-YD-YE-YF-YU-YYZU-ZW-ZX-ZZCV10 0RYTT-TU-TZUACV13LE9 4LE9 7LE9 8LE10 0LE10 1LE10 2LE10 3ALE10 3BLE10 3 DA-DB-DC-DD-DE-DF-DG-DH-DJ-DK-DL-DM-DN-DQ-DR-DS-DT-DU-DV-DW-DX-DY-DZEA-EB-EC-ED-EF-EG-EH-EJ-EK-EL-EM-EN-EO-EP-EQ-ER-ES-ET-EU-EV-EW-EX-EY-EZHT-HU-HZJA-JPLE10 3NLE10 3PLE10 3QLE10 3U
59	Kettering	Leicestershire and Northamptonshire	NN14 NN15 NN16
60	Leicester Charles Street	Leicestershire and Northamptonshire	LE2 LE5 LE18
61	Leicester Wellington Street	Leicestershire and Northamptonshire	LE1 LE4 LE6 LE7

62	Leicester New Walk		LE3 LE8 4-6 LE8 9 LE9 1-3 LE9 5-6 LE9 9 LE17 4-5 LE19 LE5 3-9
63	Loughborough	Leicestershire and Northamptonshire	DE74 2 LE11 1 LE11 2 LE11 3 LE11 4 LE11 5 LE12 5 A B D ET HL-HM-HN-HO-HP- HQ-HR-HS-HT-HU- HV-HW-HQ-HY-HZ J L S T W Z LE12 6 SA-SB-SC-SD-SE-SF-SG-SJ-SN-ST-SU-SW TA U LE12 7 LE12 8 LE12 9
64	Market Harborough	Leicestershire and Northamptonshire	LE8 0 LE8 8 LE16 6 LE16 7 A-B- D- E- F-G-H-J- L- N- P-R- S-T-U- W-X-Y-Z LE16 8 A-B D E F PA R S T U W LE16 9 A B-D-E-F-H-J-L-N-P-Q-S-T-U-W-X-Y-Z LE17 4 LE17 5 A-B-D-E-F-H-J- L-N-P-Q-R- S-T-W-Y- Z LE17 6 D-E-F-H-J-N-P-Q-Z
65	Melton Mowbray	Leicestershire and Northamptonshire	LE13 LE14 2 LE14 3 BY-BZ D-E-H-J-L-N-P QE-QH-QQ-QT-QU-QX-QY-QZ R-S-T-U-W-Y-Z LE14 4 NG13 0 AA-AB-AC-AD-AE-AF-AG-AH-AJ-AK-AL-AM-AN-AO-AP-AQ-AR-AS-AT-AU-AX-AY-AZ B-D-E-F-G-H-J-L- P NG13 1 NG32 1 ER-ES-ET-EU-EV-EW-EX-EYEZ FF-FG HA NZ P QA-QB-QC-QD-QE-QF-QG-QH-QL-QM- QN-QO-QP-QQ-QR-QS-QT-QU-QV-QW-QX-QY-QZ R S NG33 5 HJ
66	Northampton	Leicestershire and Northamptonshire	MK19 6AA - MK19 6AZ MK19 6BA -MK19 6BZ MK19 6DA - MK19 6DZ MK19 6EH - MK19 6EZ MK19 6EZ MK19 6G MK19 6HA - MK19 6HZ MK19 6JA - MK19 6JZ MK19 6LA - MK19 6LZ MK19 6NA - MK19 6NZ MK19 6OA MK19 6WA - MK19 6WX MK19 6XJ - MK19 6XZ MK19 6YQ MK19 6ZE - MK19 6ZW MK19 7BA - MK19 7BE MK19 7DF MK19 7JA - MK19 7JW NN1 NN2 NN3 NN4 NN5 NN7 1 NN7 2 NN7 3 NN12 NN13 5A NN13 5FH - NN13 5FQ NN13 5GB - NN13 5GR NN13 5HE - NN13 5HW NN13 5LD - NN13 5LZ NN13 5NA - NN13 5NZ NN13 5PA - N
67	Rushden	Leicestershire and Northamptonshire	NN9 5AU NN9 5BF NN9 5DB-5FG NN9 5GA-5GH NN9 5HE-5HG NN9 5HZ-5PL NN9 5PP-5WD NN9 5WQ NN9 5XA-5XL NN9 5XQ-5XW NN9 5XZ-5YE NN9 5YJ-5YL NN9 6 NN10 NN29 7
68	Wellingborough	Leicestershire and Northamptonshire	NN29 7, NN6 0, NN8-9
69	Atherstone	Mercia	CV9 1 CV9 2 CV9 3 CV13 6 B76 0 B76 9 B78 1 B78 2 B79
70	Bedworth	Mercia	CV7 9 CV12
71	Bromsgrove	Mercia	B32 4AR B32 4AS B32 4AT B32 4AU B32 4AV B32 4AW B32 4AX B32 4AY B45 9 B60 B61 WR9
72	Coventry Cofa Court	Mercia	CV1 CV2 CV3 1 CV3 2AA CV3 2AC CV3 2AE CV3 2AF CV3 2AI CV3 2AK CV3 2AL CV3 2AM CV3 2AN CV3 2AO CV3 2AP CV3 2AQ CV3 2AR CV3 2DF CV3 2DG CV3 2DH CV3 2DI CV3 2DJ CV3 2DK CV3 2DL CV3 2DM CV3 2DN CV3 2DO CV3 2DP CV3 2DQ CV3 2DR CV3 2DS CV3 2DT CV3 2DU CV3 2DV CV3 2DW CV3 2DX CV3 2DZ CV3 2E CV3 2F CV3 2G CV3 2H CV3 2JA CV3 2JB CV3 2JC CV3 2JD CV3 2JE CV3 2JF CV3 2JL CV3 2JK CV3 2JM CV3 2JO CV3 2JV CV3 2JW CV3 2JY CV3 2JZ CV3 2LA CV3 2LC CV3 2LD CV3 2LE CV3 2LF CV3 2LG CV3 2LH CV3 2LI CV3 2LJ CV3 2LK C

73	Coventry Tile Hill	Mercia	CV4 7 CV4 8 CV4 9 CV5 6 CV5 7 CV5 8 CV7 7 CV3 6 CV5 9
74	Evesham	Mercia	WR7 4E WR7 4H WR8 9A WR8 9B WR10 WR11 WR12 7
75	Hereford	Mercia	HR1 HR2 0 HR2 6AA HR2 6AB HR26AD HR26AE HR2 6AF HR2 6AG HR2 6AH HR2 6AJ HR2 6AL HR2 6AN HR2 6AP HR2 6AQ HR2 6AR HR2 6AS HR2 6AT HR2 6AU HR2 6AW HR2 6AX HR2 6AY HR2 6AZ HR2 6BA HR2 6BB HR26BD HR2 6BE HR2 6BG HR2 6BH HR2 6BJ HR2 6BL HR2 6BN HR2 6BP HR2 6BQ HR2 6BT HR2 6BU HR2 6BW HR2 6BX HR2 6BY HR2 6BZ HR2 6DA HR2 6DB HR2 6DD HR26DE HR2 6DF HR2 6DG HR2 6DH HR2 6DJ HR2 6DL HR2 6DP HR2 6EE HR2 6EF HR2 6EG HR2 6EZ HR2 6EJ HR2 6EL HR2 6EP HR2 6ER HR2 6ES HR2 6EU HR2 6EW HR2 6EX HR
76	Kidderminster	Mercia	DY10 1 DY10 2 DY10 3 DY10 4 DY11 5 DY11 6 DY11 7 DY12 1 DY12 2 DY12 3A DY12 3L DY12 3N DY12 3Y DY13 DY14 9
77	Leamington Spa	Mercia	B93 0BB B93 0BX B93 0BY B93 0BZ B93 0DA B93 0DB B93 0DD B93 0DE B93 0DF B93 0DG B93 0DH B93 0DQ B94 5AA B94 5AB B94 5AD B94 5AE B94 5AF B94 5AG B94 5AH B94 5AJ B94 5AL B94 5AN B94 5AP B94 5AQ B94 5AR B94 5AS B94 5AT B94 5AU B94 5AW B94 5AX B94 5AY B94 5AZ B94 5BA B94 5BB B94 5BD B94 5BE B94 5BF B94 5BG B94 5BH B94 5BJ B94 5BL B94 5BN B94 5BP B94 5BQ B94 5BR B94 5BS B94 5BT B94 5BU B94 5BW B94 5BX B94 5BY B94 5BZ B94 5DA B94 5DB B94 5DD B94 5D
78	Leominster	Mercia	DY12 2L DY12 3A DY12 3B DY12 3D DY12 3E DY12 3H DY12 3J DY12 3Y DY14 0 DY14 8 DY14 9A DY14 9B DY14 9D DY14 9E DY14 9L HR1 3J HR3 6H HR3 6L HR3 6N2 HR3 6NB HR3 6ND HR3 6NH HR3 6NJ HR3 6NL HR3 6NN HR3 6NP HR3 6NQ HR3 6NR HR3 6NS HR3 6NT HR3 6NU HR3 6NW HR3 6NX HR3 6PH HR3 6PJ HR3 6PL HR3 6PN HR3 6PP HR3 6PQ HR3 6PR HR3 6PW HR3 6Q HR4 8E HR4 8H HR4 8J HR4 8Z HR5 3J HR5 3L HR5 3N HR5 3R HR5 3S HR6 0 HR6 8 HR6 9 HR7 4 LD7 1 LD8 2HH LD8 2HL LD8 2HN L
79	Malvern	Mercia	HR8 2GA HR8 2GB WR6 5 WR8 0 WR8 9 WR13 1 WR13 5 WR13 6 WR13 7 WR13 9 WR14
80	Nuneaton	Mercia	CV7 8 CV10 CV11 4 CV11 5 CV11 6
81	Redditch	Mercia	B38 0BS B38 0DG B38 0DP B38 0DS B38 0DT B38 0DU B38 0DX B38 0DY B38 0EB B38 0EJ B38 0EL B38 0EP B38 0HD B38 0HE B38 9EB B38 9ED B38 9EE B38 9EG B38 9EH B38 9EP B38 9ES B38 9ET B38 9EW B38 9EX B38 9EY B47 5 B47 6 B48 7 B49 5AD B49 5EE B49 5JS B49 5JT B49 5JU B49 5JZ B49 5LA B49 5LB B49 5LD B49 5LG B49 5LQ B49 6 B80 7BH B80 7HD B80 7JL B80 7JS B80 7LW B80 7RG B80 7WA B96 B97 B98 0 B98 7 B98 8 B98 9
82	Ross-On Wye	Mercia	HR1 4RP HR14RR HR1 4RS HR1 4SP HR1 4SR HR1 4SS HR1 4ST HR1 4SU HR14SW HR1 4SX HR1 4SY HR1 4SZ HR1 4TA HR1 4TB HR1 4TD HR1 4TE HR1 4TF HR1 4TT HR1 4TU HR1 4TX HR1 4TY HR1 4TZ HR1 4UA HR1 4UB HR1 4UD HR1 4UE HR1 4UF HR1 4UG HR1 4UH HR1 4UJ HR1 4UL HR1 4UN HR1 4UQ HR1 4UW HR2 6NF HR2 6NG HR2 6NQ HR2 8DZ HR2 8JA HR2 8JB HR2 8JD HR2 8JE HR2

			8JF HR2 8JJ HR2 8JU HR2 8JX HR2 8JY HR2 8LB HR28LD HR2 8LE HR2 8LF HR2 8LG HR2 8LH HR2 8LJ HR2 8LL HR2 8LN
83	Rugby	Mercia	M14
84	Stratford-Upon-Avon	Mercia	B49 5 B49 6 B50 B94 B95 CV35 0 CV35 9 CV36 CV37 OX15 OX17
85	Worcester	Mercia	ALL OF WR1 WR2 WR3 WR2 4 WR2 5 WR2 6 WR3 7 WR3 8 WR4 0 WR4 4AL WR4 4AN WR4 4AP WR4 4AQ WR4 4AR WR4 4AS WR4 9 WR5 1 WR5 2 WR5 3 WR6 5DE WR6 5DF WR6 5DG WR6 5DH WR6 5DJ WR6 5DL WR6 5DN WR6 5DP WR6 5DQ WR6 5DR WR6 5DT WR6 5DU WR6 5DW WR6 5EA WR6 5ED WR6 5EE WR6 5EF WR6 5EG WR6 5EH WR6 5EJ WR6 5EL WR6 5EQ WR6 5EU WR6 5EW WR6 5JA WR6 5JB WR6 5JD WR6 5JE WR6 5JF WR6 5JG WR6 5JH WR6 5JJ WR6 5JL WR6 5JN WR6 5JP WR6 5JQ WR6 5JU WR6 5JX WR6 5JY WR 5JZ WR6 5LA
86	Alfreton	Midland Shires	DE55 1 DE55 2 DE55 3 DE55 4 DE55 5 DE55 7 NG16 5 NG16 6
87	Belper	Midland Shires	DE56
88	Bolsover	Midland Shires	S44 0 S44 1 S44 3 S44 5 S44 6 S44 8 S44 9
89	Bridgnorth	Midland Shires	WV5 7 WV15 5 WV15 6 WV16 4 WV16 5 WV16 6 TF11 8 TF11 9 TF12 5 TF13 6
90	Burton on Trent	Midland Shires	DE13 0 DE13 8 DE13 9 DE14 1 DE14 2 DE14 3 DE15 0AA DE15 0AB DE15 0AD DE15 0AE DE15 0AG DE15 0AH DE15 0AJ DE15 0AL DE15 0AN DE15 0AP DE15 0AQ DE15 0AR DE15 0AS DE15 0AT DE15 0AU DE15 0AW DE15 0AX DE15 0AY DE15 0BA DE15 0BB DE15 0BD DE15 0BE DE15 0BP DE15 0BS DE15 0BT DE15 0BU DE15 0BW DE15 0BX DE15 0BY DE15 0BZ DE15 0DA DE15 0DB DE15 0DD DE15 0DE DE15 0DF DE15 0DG DE15 0DH DE15 0DJ DE15 0DL DE15 0DN DE15 0DP DE15 0DQ DE15 0DS DE15 0DT DE15 0DU
91	Buxton	Midland Shires	DE45 SK17 0 SK17 6 SK17 7 SK17 8 SK17 9 SK22 3 SK22 4 SK23 0 SK23 6 SK23 7A SK23 7D SK23 7BA BB BD-BH BJ BL BP BQ BR BT BU BW BZ EA AB ED EE EF EG EL EN EP EQ ER ES ET EU EW EX EY EZ SK23 7F SK23 7G SK23 7H SK23 7J SK23 7L SK23 7N SK23 7P SK23 7Q SK23 7RH RR RS RT RU RX RY RZ SK23 7S SK23 7TA SK23 7TB SK23 7TD SK23 7WG SK23 7WZ SK23 9
92	Cannock	Midland Shires	WS3 5AF WS3 5AG WS3 5AH WS3 5AJ WS3 5AL WS3 5AN WS3 5AP WS3 5AQ WS3 5AS WS3 5AT WS3 5AW. WS6 6 WS6 7. WS11 0 WS11 1 WS11 2 WS11 3 WS11 4 WS11 5 WS11 6 WS11 7 WS11 8 WS11 9. WS12 0 WS12 1 WS12 2 WS12 3 WS12 4 WS12 5. WS15 1 WS15 2 WS15 4. WV11 4 WV11 5 WV11 6 WV11 7 WV11 8 WV11 9

93	Chesterfield	Midland Shires	S18 S40 S41 S42 6 S43 1 S43 2 S49
94	Clay Cross	Midland Shires	DE55 6 S42 5 S45
95	Derby Normanton Road	Midland Shires	DE23 DE72 2
96	Derby Forester House	Midland Shires	DE1, DE21-23, DE3, DE56, DE6, DE65, DE73 5, DE73 6, DE73 7
97	Glossop	Midland Shires	SK13 0 SK13 1SK13 2SK13 5 SK13 6SK13 7SK13 8SK13 9SK22 1SK22 2
98	Hanley	Midland Shires	ST1 ST2 ST4 1 ST4 2A ST42B ST4 2D ST4 2E ST4 2H ST4 2QD ST4 2QN ST4 2QW ST4 2QX ST4 2R ST4 2SX ST4 2SY ST4 2TA ST4 2TP ST4 2XA ST4 2XN ST4 2XP ST4 2XQ ST4 2XR ST4 2XS ST4 2XW ST4 2YQ ST4 3FD ST4 4A ST4 4B ST4 4DN ST4 4DP ST4 4DT ST4 4DX ST4 4DY ST4 4E ST4 4HA ST4 4HB ST4 4HD ST4 4HE ST4 4HF ST4 4LN ST4 4NA ST4 4RH ST4 4RR ST4 4RY ST4 4RZ ST4 4S ST4 4T ST4 4U ST4 9A ST4 9S ST6 1 ST6 2 ST6 3 ST6 4A ST6 4BB ST6 4BD ST6 4BE ST6 4BG ST6 4BH
99	Heanor	Midland Shires	DE5 DE7 DE75 NG16 2 NG16 3 NG16 4
100	Ilkeston	Midland Shires	DE7 DE75 NG10 NG16 1-2
101	Kidsgrove	Midland Shires	ST6 4BT ST6 4QB ST6 4QC ST6 4QD ST6 4QE ST6 4QF ST6 4QG ST6 4QH ST6 4QI ST6 4QJ ST6 4QK ST6 4QL ST6 4QM ST6 4QN ST6 4QP ST6 4QQ ST6 4QW ST6 5DY ST6 5DZ ST6 5LA ST6 5LB ST6 5LC ST6 5LD ST6 5LE ST6 5LF ST6 5LG ST6 5LH ST6 5LI ST6 5LJ ST6 5LK ST6 5LL ST6 5LM ST6 5LN ST6 5LO ST6 5LP ST6 5LR ST6 5LS ST6 5 LW. ST6 5NL ST6 5NM ST6 5NN ST6 5NR ST6 5NS ST6 5NT. ST6 5PG ST6 5PH ST6 5PI ST6 5PJ ST6 5PK ST6 5PL ST6 5PN ST6 5PM ST6 5PO ST6 5PP ST6 5PQ ST6 5
102	Lichfield	Midland Shires	DE13 7 WS7 0 WS7 1 WS7 2 WS7 3 WS7 9 WS13 6 WS13 7 WS13 8 WS14 0 WS14 9 WS15 3 WS15 4.
103	Long Eaton	Midland Shires	DE74 DE72 2 DE72 3 DE73 1 DE74 2 NG10 1-5 NG10 9 DE74 (shared with Loughborough and Beeston)NG9 (shared with Beeston)
104	Longton	Midland Shires	ST3 1 ST3 2 ST3 3 ST3 4 ST3 5 ST3 6 ST3 7 ST4 2JB ST4 2JD ST4 2JE ST4 2JG ST4 2JH ST4 2JJ ST4 2JL ST4 2JN ST4 2JP ST4 2JR ST4 2JS ST4 2JT ST4 2JU ST4 2JX ST4 2JY ST4 2JZ ST4 2LA ST4 2LE ST4 2LH ST4 2LJ ST4 2LL ST4 2LN ST4 2LP ST4 2LQ ST4 2LT ST4 2LU ST4 2LW ST4 2LX ST4 2LZ ST4 2NA ST4 2NE ST4 2NG ST4 2NL ST4 2NN ST4 2NP ST4 2NQ ST4 2NR ST4 2NS ST4 2NT ST4 2NU ST4 2NX ST4 2NY ST4 2NZ ST4 2PA ST4 2PB ST4 2PD ST4 2PE ST4 2PF ST4 2PH ST4 2PJ S

105	Madeley	Midland Shires	TF3 1A TF3 1B TF3 1DP TF3 1DS TF3 1EZ TF3 1L TF3 1N TF3 1P TF3 1Q TF3 1S TF3 1T TF3 1UA TF3 1UB TF4 2 TF4 3 TF7 4 TF7 5 TF8 7
106	Market Drayton	Midland Shires	CW3 9Q CW3 9R CW3 9S TF9 1A TF9 1B TF9 1D TF9 1E TF9 1F TF9 1H TF9 1J TF9 1N TF9 1P TF9 1Q TF9 1R TF9 1S TF9 1W TF9 1Z TF9 2 TF9 2A TF9 2B TF9 2D TF9 2E TF9 2H TF9 2J TF9 2L TF9 2N TF9 2P TF9 2R TF9 2S TF9 2T TF9 2U TF9 2W TF9 2Y TF9 2Z TF9 3A TF9 3B TF9 3D TF9 3E TF9 3 TF9 4
107	Matlock	Midland Shires	DE4 DE45
108	Newcastle-under-Lyme	Midland Shires	CW2 5PU CW2 5PY CW2 5PZ CW2 5QB CW2 5QD CW2 5QE CW2 5QF CW2 5QG CW2 5QH CW2 5QQ CW3 9 ST4 4PZ ST4 4QA ST4 4QB ST4 4QD ST4 4QE ST4 4QF ST4 4QG ST4 4QH ST4 4QL ST4 4QN ST4 4QP ST4 4QQ ST4 4QR ST4 4QS ST4 4QT ST4 4QU ST4 4QW ST4 4QX ST4 4QY ST4 4QZ ST4 4RB ST4 4RD ST4 4RE ST4 4RF ST4 4RG ST4 4RS ST4 5 ST4 6 ST4 7 ST4 8 ST5 0 ST5 1 ST5 2 ST5 3 ST5 4 ST5 5 ST5 6 ST5 7 ST5 8 ST5 9 ST7 8
109	Oswestry	Midland Shires	LL14 5 SY10 1 SY10 7 SY10 8 SY10 9 SY11 1 SY11 2 SY11 3 SY11 4 SY12 0 SY12 9 SY22 6
110	Shirebrook	Midland Shires	NG19 8 S to T NG20 8 NG20 9 A to H NG20 9R
111	Shrewsbury	Midland Shires	SY1 1 SY1 2 SY1 3 SY1 4 SY2 SY3 0 SY3 5 SY3 6 SY3 7 SY3 8 SY3 9 SY4 1 SY4 2 SY4 3 SY4 4 SY5 0 SY5 6 SY5 7 SY5 8 SY5 9 SY6 6 SY6 7 SY9 5
112	Stafford	Midland Shires	ST16 1 ST16 2 ST16 3 ST16 9AA ST16 9AB ST16 9AD ST16 9AE ST16 9AF ST16 9AG ST16 9AH ST16 9AJ ST16 9AL ST16 9AP ST16 9AQ ST16 9AR ST16 9AS ST16 9AT ST16 9AU ST16 9AW ST16 9AX ST16 9AY ST16 9AZ ST16 9BA ST16 9BB ST16 9BD ST16 9BE ST16 9BF ST16 9BG ST16 9BH ST16 9BJ ST16 9FJ ST16 9RA ST16 9S ST16 9TA ST16 9TB ST16 9TD ST16 9TE ST16 9TG ST16 9TH ST16 9WF ST16 9WL ST16 9WN ST16 9WP ST16 9WS ST16 9WT ST16 9WU ST16 9WW ST16 9WX ST16 9WY ST16 9WZ ST16 9
113	Staveley	Midland Shires	S21 S43 3
114	Swadlincote	Midland Shires	DE11 0 DE11 1 DE11 7 DE11 8A DE11 8 BN-BP-BT-BU-BX-BY-BZ DA-DB-DD-DE-DF-DG-DH-DJ-DL-DN-DQ-DR-DS-DT-DX-DZ EA-EB-ED-EE-EF-EG-EH-EJ-EL-EP-EQ-EX-EY-EZ FE-FF HL-HR-HS-HW-HY DE11 8J DE11 8L DE11 8N DE11 8Z DE11 9 DE12 6BL-BN G HX JB-JD-JE-JF-JG-JH-JJ-JL-JN-JP-JR-JS-JT-JW-JY LA-LD-LG-LH-LJ-LL-LQ-LR-LS-LT-LU-LW-LX-LY NB-NF-NG-NJ-NL-NN-NP-NR-NW P-Q-R DE12 8 AP-AR-AS-AT B DA-DB-DD-DE-DF-DG-DU-DW-DY-DZ EA-HB-HD-HE-HF-HG-HJ-HL-HN-HY-HZ J L N DE15 0 DR PS-PT-PU QA-QB-QD-QE-QF-QG-QH-QN-QP-QQ-QR-QS-QT-QU-QX R
115	Tamworth	Midland Shires	B77 1 B77 2 B77 3 B77 4 B77 5 B78 2AA B78 2AB B78 2AD B78 3 B79 0AA B78 0AB B78 0AD B78 0AE B79 0AG B79 0AH B79 0AL B79 0AP B79 0AQ B79 0AR B79 0AS B79 0AT B79 0AU B79 0AX B79 0AZ. B79 0BA B79 0BB B79 0BD B79 0BE B79 0BG B79 0BH B79 0BL B79 0BN B79 0BQ B79 0BS B79 0BU B79 0BW B79 0BX B79 0BY B79 0BG B79 0DG B79 0DL B79 0ED B79 0LH B79 0LJ B79 0LL B79 7 B79 8

			B79 9
116	Telford	Midland Shires	TF2 0 TF2 6 TF2 7 TF2 8 TF2 9 TF3 1DQ TF3 1DR TF3 1DT TF3 1DU TF3 1DX TF3 1DY TF3 1DZ TF3 1EA TF3 1EB TF3 1ED TF3 1EE TF3 1EG TF3 1EH TF3 1EJ TF3 1EL TF3 1EN TF3 1EP TF3 1ER TF3 1ES TF3 1EU TF3 1EW TF3 1EY TF3 1FF TF3 1FG TF3 1FH TF3 1RA TF3 1RB TF3 1RD TF3 1RE TF3 1RF TF3 1RG TF3 1RH TF3 1RJ TF3 1RL TF3 1RN TF3 1RP TF3 1RQ TF3 1RR TF3 1RS TF3 1RT TF3 1RU TF3 1RW TF3 1RX TF3 1RY TF3 1UD TF3 1UE TF3 1UF TF3 1UG TF3 1UH TF3 1UJ TF3 1UL TF3
117	Wellington	Midland Shires	TF1 TF5 TF6 5 TF6 6
118	Whitchurch	Midland Shires	SY4 5 SY13 1 SY13 2 SY13 3 SY13 4. SY14 7WE
119	Arnold	Nottinghamshire Lincolnshire and Rutland	NG5 3GQ - NG5 3GU NG5 4AE NG5 4EF - NG5 4EZ NG5 4F - NG5 4Z NG5 5LA - NG5 5LP NG5 5NH - NG5 5NZ NG5 5P - NG5 5Z NG5 6 NG5 7 NG5 8 NG5 9PJ - NG5 9PZ NG5 9QA - NG5 9QL NG5 0AA - NG5 0AZ NG5 0BA NG5 0BN-NG5 0BT NG5 0SA - NG5 0SZ NG5 0TA - NG5 0TD NG14 5WY NG14 6A - NG14 6Z
120	Beeston	Nottinghamshire Lincolnshire and Rutland	NG9
121	Boston	Nottinghamshire Lincolnshire and Rutland	LN4 4 (shared with Lincoln Orchard Street and Sleaford)
122	Bulwell	Nottinghamshire Lincolnshire and Rutland	NG5 5A NG5 5B NG5 5D NG5 5E NG5 9A NG5 9B NG5 9D NG5 9E NG5 9F NG5 9G NG5 9H NG5 9J NG5 9K NG5 9L NG5 9N NG5 9PA NG5 9PB NG5 9PD NG5 9PE NG5 9PF NG5 9PG NG5 9PH NG5 9QN NG5 9QP NG5 9QQ NG5 9QR NG5 9QS NG5 9QT NG5 9QU NG5 9QW NG5 9QX NG5 9QY NG5 9QZ NG5 9R - NG5 9Z NG6 NG8 5A- NG8 5D NG8 5EA - NG8 5ER NG8 5FE NG8 5GQ - NG8 5GZ NG8 5HD - NG8 5HZ NG8 5J - NG8 5Q NG8 5RA - NG8 5RQ NG8 5S NG8 6 NG15 1- NG15 7 NG15 8(SHARED WITH MANSFIELD) NG16 1A
123	Gainsborough	Nottinghamshire Lincolnshire and Rutland	DN10 4 DN21 1 DN21 2 DN21 3 DN21 4AA - DN21 4AW DN21 4ER - DN21 4EZ DN21 4FE DN21 4FL DN21 4GA DN21 4HA- DN21 4HQ DN21 4JD DN21 4RF- DN21 4RZ DN21 4S DN21 4TA DN21 4TB DN21 4TD DN21 4TE DN21 4TH DN21 4TP DN21 4TQ DN21 4TR DN21 4TS DN21
124	Grantham	Nottinghamshire Lincolnshire and Rutland	NG23 5A NG23 5B NG23 5D NG23 5E NG23 5F NG23 5G NG23 5H NG23 5JA - NG23 5JE NG31 NG32 2 NG32 3 (shared with Sleaford) NG33 4 NG33 5A NG33 5B NG33 5D NG33 5E NG33 5GR NG33 5GS NG33 5GY NG33 5GZ NG33 5H NG33 5J NG33 5L NG33 5N NG33 5P NG33 5Q NG33 5RA NG33 5RD NG33 5RR NG33 5SB NG33 5SJ NG33 5SL NG33 5SN NG33 5SP NG33 5SS NG33 5ST NG33 5SW

			NG33 5WQ
126	Lincoln Orchard Street	Nottinghamshire Lincolnshire and Rutland	LN1 1 LN1 2 (SHARED WITH GAINSBOROUGH) LN1 3 LN2 LN3 LN4 1 LN4 2 LN4 3 (shared with Sleaford) LN4 4 (shared with Boston and Sleaford) LN4 5 LN4 6 LN4 7 LN4 8 LN4 9 LN4 0 LN5 0 LN5 5 LN5 7 LN5 8 LN5 9 LN6 LN7 (SHARED WITH LOUTH & GAINSBOROUGH) LN8 2 LN8 3 LN8 5 LN8 9 LN9 5 LN9 6A LN9 6B LN9 6D LN9 6E LN9 6F LN9 6G LN9 6HA LN9 6HB LN9 6HD LN9 6HE LN9 LHG LN9 6HH LN9 6HJ LN9 6HL LN9 6HN LN9 6HP LN9 6HU LN9 6JP LN9 6NE LN9 6NJ LN9 6PB LN9 6PH LN9 6PJ
127	Louth	Nottinghamshire Lincolnshire and Rutland	LN7 (SHARED WITH LINCOLN & GAINSBOROUGH) LN8 6 LN9 6JS LN9 6JX LN9 6JY LN9 6L LN9 6PX LN9 6PY LN9 6PZ LN9 6QA LN9 6QB LN9 6QD LN9 6QE LN9 6QF LN9 6QG LN9 6QH LN9 6QJ LN9 6QL LN9 6QP LN9 6QQ LN9 6QR LN9 6QW LN11 LN12 1NH LN12 1NJ LN12 1NL LN12 1NN LN12 1NP LN12 1NQ LN12 1NR LN12 1NS LN12 1NT LN12 1NU LN12 1NW LN12 1NX LN12 1NY LN12 1PA LN12 1PB LN12 1PD LN12 1PE LN12 1PF LN12 1PG LN12 1PH LN12 1PJ LN12 1PL LN12 1PN LN12 1PQ LN12 1PZ LN12 1QA LN1
128	Mansfield Hill House	Nottinghamshire Lincolnshire and Rutland	NG15 8 NG15 9 NG18 NG18-19 NG19-22 NG20 NG22 8 NG22 9) NG20 0 (ALL) NG20 9EH NG20 9EN-9EP NG20 9ER-9EW NG20 9HG NG20 9JN-9JP NG20 9JR-9JT NG20 9JW-9JZ NG20 9L NG20 9N NG20 9PA-9PB NG20 9PF-9PG NG20 9PJ NG20 9PN NG20 9PP NG20 9PR-9PS NG20 9PW NG20 9PY NG20 9QA-9QH NG20 9QN-9QQ NG20 9QS-9QT NG20 9QW NG20 9QY-9QZ NG20 9S-9Z NG21 0-9 (ALL) NG22 0A-0Z NG22 3-9 (ALL) NG23 5JF-5ZZ NG23 6-7 (ALL) NG24 NG25 NG70
129	Newark	Nottinghamshire Lincolnshire and Rutland	NG14 7 NG22 0A-0E NG23 5JF-5JZ NG23 5L - NG23 5Z NG23 6 NG23 7 NG24 NG25
130	Nottingham Parliament Street	Nottinghamshire Lincolnshire and Rutland	NG7 NG8 1 NG8 2 NG8 3 NG8 4 NG8 5ES NG8 5FF - NG8 5FY NG8 5GA - NG8 5GP NG8 5RR - NG8 5RZ
131	Nottingham Station Street	Nottinghamshire Lincolnshire and Rutland	LE12 6J - LE12 6Q LE12 6X NG1 NG2 NG3 NG4 NG5 1 NG5 2 NG5 3A - NG5 3F NG5 3GA - NG5 3GP NG5 3H- NG5 3Z NG5 4AF - NG5 4AZ NG5 4B NG5 4D NG4 4EA - NG5 4EF NG5 5F - NG5 5J NG5 5LQ- NG5 5LZ NG5 5NA - NG5 5NG NG11 NG12 NG13 NG14 5EA NG14 5GH NG14 5GU NG14 5HU NG14 5WX NG14 5WZ NG14 6B NG14 6D NG14 6E
132	Retford	Nottinghamshire Lincolnshire and Rutland	DN10 5A DN10 5BA - DN10 5BW DN10 5DD - DN10 5DZ DN10 5E DN10 5H DN10 5JA - DN10 5JF DN10 6A DN10 6B DN22 0 DN22 1 DN22 6 DN22 7 DN22 8 DN22 9 NG22 0HP - NG22 0HZ NG22 0J NG22 0L NG22 0NA - NG22 0NW NG22 0PD - NG22 0PZ NG22 0Q NG22 0R NG22 0SA - NG22 0SW NG22 0T NG22 0UA - NG22 0US NG22 0W
133	Skegness	Nottinghamshire Lincolnshire and	LN9 6HZ LN9 6JA LN9 6JB LN9 6JD LN9 6JE LN9 6JF LN9 6JG LN9 6JH LN9 6JJ LN9 6JL LN9 6JN LN9 6JU LN9 6LU LN9 6N LN9 6PB LN9 6PD LN9 6PE LN9 6PF LN9 6PG LN9 6PQ LN9 6PS LN9 6PT LN9

		Rutland	6PU LN9 6PW LN9 6PX LN9 6QS LN9 6QT LN9 6QU LN12 1A LN12 1B LN12 1D LN12 1E LN12 1F LN12 1G LN12 1H LN12 1J LN12 1L LN12 1NA LN12 1NB LN12 1ND LN12 1NE LN12 1NF LN12 1PX LN12 1QF LN12 1QG LN12 1QH LN12 1QJ LN12 1QL LN12 1QN LN12 1QP LN12 1QQ LN12 1QR LN12 1QS L
134	Sleaford	Nottinghamshire Lincolnshire and Rutland	LN9 LN10 NG34 NG32 3 LN4 3 LN4 4
135	Spalding	Nottinghamshire Lincolnshire and Rutland	PE6 0 PE11 PE12
136	Stamford	Nottinghamshire Lincolnshire and Rutland	PE6 6 PE6 8 PE6 9 PE9 PE10 LE15 0AU LE15 0AW LE15 0AX LE15 0AY LE15 8BZ.. LE15 9QP
137	Sutton in Ashfield	Nottinghamshire Lincolnshire and Rutland	NG15 0 NG17 0 NG17 1 NG17 2 NG17 3 NG17 4 NG17 5 NG17 6 NG17 7 NG17 8 NG17 9
138	Water Court Academy	Nottinghamshire Lincolnshire and Rutland	
139	Worksop	Nottinghamshire Lincolnshire and Rutland	DN11 8A - DN11 8Q DN11 8RA - DN11 8RJ DN11 8RQ DN11 8RW DN11 8SB - DN11 8SJ DN11 8TA NG20 9JN - NG20 9JZ NG20 9L NG20 9NA - NG20 9NW S43 4 S80 1 S80 2 S80 3A - S80 3H S80 3JA - S80 3JG S80 3JY S80 3JS S80 3LA S80 3LD - S80 3LZ S80 3N S80 3P S80 3Q S80 3RA - S80 3RD S80 3WA - S80 3YZ S80 4 S80 9 S81 0 S81 7 S81 8 SPLIT BETWEEN BARNSLEY DONCASTER AND ROTHERHAM S81 8AA - S81AQ S81 8AZ S81 8BA - S81 8BH S81 8BL - S81 8BZ S81 8DA - S81 8DB S81 8DG S81 8DJ S81 8DL - S81

Annex 3 – Existing Contracted Provision - Central England Group

Provision Name	Description	Locations Served	Date Provision Expires
All procurement which sits within the remit of “Low Value Provision” (LVP) and which is currently purchased through our Shared Services partners	LVP is used to provide short, sharp vocational/occupational training to claimants who have a job offer or need training to be able to compete for vacancies in the local labour market. Training can be bought for a single claimant to the value of £10,000 or for more than one claimant using the Bulk Buy process to the value of £50,000.	Whole of Central England	N/A
Community Work Placements	Community Work Placements (CWP) is an element of the Help to Work (HtW) package; it is not a stand-alone programme. It aims to equip Work Programme completers with a valuable period of experience in a work-based environment, enabling them to develop the disciplines and skills associated with sustained employment.	Whole of Central England	27/10/16
Mandatory Work Activity	Over 18s can be referred from Day 1 of a JSA claim if their adviser believes they need extra help in their job search. This will typically be 30 hours a week of activity within a local community for four weeks. Placements may involve things like gardening, carrying out office-based administration tasks, helping to collect or deliver second-hand goods from a charity warehouse, retail tasks, or helping at a furniture recycling centre.	Whole of Central England	31/03/16

The Work Programme	The Work Programme offers a wide range of support tailored to the needs of the individual jobseeker. This can include arranging training, educational courses or work experience.	Whole of Central England	Extended to 31/03/17
New Enterprise Allowance	<p>New Enterprise Allowance (NEA) is one of the Get Britain Working measures and is aimed at helping unemployed people to start their own business.</p> <p>Eligibility is as follows: JSA claimants from day 1 of their claim; Lone parents claiming Income Support (IS) on the grounds of being a LP from day 1 of their claim; people claiming Income Support (IS) on sickness grounds and all ESA claimants.</p>	Whole of Central England	30/06/17

FLEXIBLE SUPPORT FUND PROVISION IN CENTRAL ENGLAND GROUP

FSF Provision Name	Description	Locations Served	Date Provision Expires
Employability Support for 25 plus Claimants at 39 Week Stage	Pre Work Programme 5 day course Additional support for JSA claimants who are 25 years or older and who are still unemployed 39 weeks after their claim to benefits began. Includes employability, motivation, managing personal circumstances and jobsearch.	Whole of Birmingham and Solihull District	30/10/15
Opportunity 50+	Additional support for JSA claimants or those on ESA who are 50 years of age or older and who are not currently enrolled on the Work Programme. 2 week course to assist Claimants to tackle challenges and remove barriers that may be preventing them from returning to work, followed by 6 weeks in work support.	Whole of Birmingham and Solihull District	23/09/16
Jobsearch Action	Intensive three week Support Programme for Post Work Programme Claimants to include; motivation, confidence building, using IT for jobsearch and the creation of a CV; advice on debt/money management; signposting specialist support.	Whole of Black Country District.	31/10/15
Ready for Work – Lone Parents	A two week employability programme for lone parents including confidence building & motivation, help and advice about jobsearch & other soft skills (communication, timekeeping, teamwork and self-presentation) support in overcoming barriers; ie child care issues, financial control etc.	Whole of Black Country District.	31/10/2015
Enhanced Employability Support for ESA Customers	For pre Work Programme claimants who are 25 years of age or older and have	Great Yarmouth, Lowestoft, Norwich,	04/01/2016

	been claiming Jobseekers Allowance (JSA) for 26 weeks or more. A responsive & personalised 13 week programme of support for individuals as they apply for jobs & prepare for interviews. To enable and assist these claimants to quickly secure sustainable employment.	Peterborough and Ipswich	
Self Efficacy Advocacy Support Service	For claimants with mild to moderate mental health conditions already diagnosed via relevant health agencies; or JSA claimants requesting support, who have an underlying mental health condition, and who are not currently engaged with mental health services. The aim of the provision is to provide advocacy support and job coaching which helps orientate and change mindset and enables individuals to give proper consideration of work or movement towards it as a realistic and achievable goal.	Whole of Lincolnshire, Nottinghamshire and Rutland District	31/03/2016
Focus on Employment Support	A 6 week bespoke programme, mainly for those in the ESA Work Related Activity Group and who have been unemployed for 3 or more years. Supports people with health problems or disabilities to break down perceived barriers offering support and guidance (including motivation and confidence building) to help them to secure employment, education or training.	Package area 1- Leicestershire – covering Loughborough, Hinckley, Melton Mowbray, Coalville, Market Harborough, Leicester City and surrounding areas. Package area 2 – Northamptonshire – covering Daventry, Wellingborough, Corby, Rushden,	04/01/2016

		Kettering, Northampton Town and surrounding areas.	
Enhanced Employability Support	Support for Pre Work Programme claimants who are 25 years of age or older and have been claiming JSA for 26 weeks or more. A responsive and personalised 13 week service which supports and challenges claimants as they apply for jobs and prepare for interviews by utilising a range of support measures determined by the individual's needs.	Great Yarmouth, Lowestoft, Norwich, Peterborough and Ipswich	04/01/2016
Getting Ready for Work	2 week employability programme for Lone Parents in receipt of working age benefits. Includes motivation & confidence building, financial control, methods of coping with caring & working, help and advice about jobsearch & other soft skills (communication, timekeeping, teamwork & self-presentation).	Hereford, Kidderminster, Redditch, Worcester, Coventry, Leamington Spa, Nuneaton and Rugby.	25/03/2016
Highway to Employment for 25+	2 week motivational and employability course for pre Work Programme claimants aged 25+. It addresses the barriers of Digital I.T. Skills, Financial Money Management, and Occupational Skills Training, whilst providing Motivation and Confidence Building and Jobsearch Employability Support.	Whole of the Black Country	29/03/2016
Health and Employability Programme	13 week Health and Employability Programme aimed at Jobcentre Plus claimants who have been identified as	Whole of Mercia District	01/03/2016

	<p>having a health condition (including mental-health and learning disabilities); low self-esteem; and/or limited capability to manage stressful or challenging situations to achieve sustained job outcomes. Includes overcoming barriers; i.e. taking control and managing health conditions in a work context; increasing work capability; confidence and motivation; financial control and developing methods of coping with caring and working.</p>		
Gateway to Employment	<p>10 week programme for JSA / ESA / IS Claimants, which addresses health issues and multiple barriers (e.g. physical health conditions and disabilities, mental health, learning disabilities, debt, homelessness, substance abuse, offending etc.) that are preventing progression into work or self-employment.</p>	<p>Stoke on Trent (Henley), Cannock and Telford</p>	<p>22/02/2016</p>
Young Investment Programme	<p>2 week motivational and employability course, for 18 to 24 year olds who are in the 0 to 13 week period of their welfare claim & targeted at those, deemed to be furthest away from the labour market. Includes confidence building, presentational skills, addressing barriers, modern jobsearch techniques and understanding what an employer wants.</p>	<p>Whole of the Black Country</p>	<p>31/03/2016</p>
50+ Back to Work Programme	<p>2 week course to provide in-depth job-search skills to claimants who are aged 50+ and require support to re-enter the labour market. Includes support with identifying transferable skills and to develop up-to-date job-seeking skills,</p>	<p>Coventry Hereford Kidderminster Leamington Spa Nuneaton Redditch</p>	<p>25/03/2016</p>

	developing self-esteem, motivation and addressing negative perceptions regarding age. Self-assessment and analysis of existing skills, career goals (and realism in relation to the labour market).	Rugby Worcester	
Lone Parent Support Programme	5 week course which aims to assist Lone Parent claimants who are in receipt of welfare to work benefits to progress into sustainable employment through a bespoke programme of support. Includes: Includes motivation & confidence building, financial control, methods of coping with caring & working, increasing employability skills and identifying transferable skills. 8 weeks in work support provided.	CPA1– Leicestershire: Coalville, Hinckley, Leicester, Loughborough Market Harborough & Melton CPA2– Northamptonshire: Corby, Daventry, Kettering, Northampton, Rushden, Wellingborough	31/03/2016
Progress to Employment	An 8 week programme aimed at helping ex-offenders to find employment, targeted at pre-Work Programme Claimants who are in receipt of welfare to work benefits.	Whole of Birmingham and Solihull District	26/04/16
Jobsearch Support for Lone Parents and Carers	4 week course for those Lone Parents who require additional jobsearch support to secure paid or self- employed work through the use of short part-time employability training courses. Includes confidence building, a job reality check, peer support, self-employment advice and business awareness.	Lincolnshire and Rutland: Boston, Gainsborough, Grantham, Lincoln, Louth, Skegness, Sleaford, Spalding and Stamford Nottinghamshire: Arnold, Beeston, Bulwell, Mansfield,	31/03/2016

		Newark, Nottingham- Parliament Street, Retford, Sutton in Ashfield and Worksop	
Additional and Intensive Employability Support for Lone Parents	8 week work focussed programme of activity for Lone Parents in receipt of IS or JSA to address multiple barriers such as: childcare issues; concern about finances and a need for debt counselling; lack of confidence and motivation and coping with caring & working. 13 week in work support.	Great Yarmouth Lowestoft Ipswich Norwich Peterborough Wisbech	31/03/2016
Achieve your potential	8 week programme for Post Work Programme JSA and Non-Work Programme ESA claimants with multiple barriers, to increase their engagement and encourage them to participate in measures that will move them closer to the labour market. This is followed by a further six weeks job search training and activity.	Whole of Birmingham and Solihull District	22/3/2016
50+ Support Programme	Targeted at claimants aged 50+ and in receipt of JSA and ESA Work Related Activity Group (WRAG) and ESA claimants in the assessment phase. A two day module designed to address the negative perceptions, build confidence/motivation and develop the skills/abilities to seek and secure employment followed by: A two day module designed to instil a positive attitude towards work and learn how to sell themselves effectively to employers, presenting their skills and experiences in a positive way	Derby, Chesterfield Ripley, High Peak Tamworth Cannock/Stafford Telford & Shrewsbury	31/3/2016

50+ Future Forward	8 week programme to help Claimants aged 50+ in receipt of JSA and ESA Work Related Activity Group (WRAG) and ESA claimants in the support group, to specifically tackle challenges and remove barriers that may be preventing them from returning to work, followed by a further 13 weeks in work support.	Norwich Ipswich Peterborough Cambridge Great Yarmouth Kings Lynn	19/04/2016
Category C LGV Driver Training	<p>The primary aim of the provision is to increase individual Claimants' prospects of securing work in the Transport and Logistics sector and increase their prospects of remaining in employment. It:</p> <ul style="list-style-type: none"> • supports Claimants to achieve the Driver Certificate of Professional Competence and Driver Qualification Card; • provides advice, guidance and increased awareness of working in the Transport and Logistics sector; and • provides advice and guidance to support their jobsearch activities e.g. creating a C.V.; completing job application forms; and preparing for job interviews; sector insight and practical application as a 'Driver's Mate'. 	North Staffordshire Telford	15/03/2016
Springboard into Action 25+	<p>This provision is targeted at both JSA and ESA claimants aged 25+ who are at the pre-Work Programme/Work Choice stage, and in the case of JSA Claimants have been in receipt of benefits for 13 weeks. This five day course is intended to provide a 'holistic' programme of support for individuals as they apply for jobs and</p>	Whole of Birmingham and Solihull	15/03/16

	<p>prepare for interviews. The principle aim of the provision is to up skill digitally and increase financial management skills to assist these claimants to secure sustainable employment at the earliest opportunity.</p>		
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Annex 4 – Other Contracting Authorities

Local Authority	Web address
Amber Valley Borough Council	Amber Valley Borough Council
Ashfield District Council	Ashfield District Council
Babergh District Council	Babergh District Council
Bassetlaw District Council	Bassetlaw District Council
Birmingham City Council	Birmingham City Council
Bolsover District Council	Bolsover District Council
Breckland Council	Breckland Council
Bromsgrove District Council	Bromsgrove District Council
Broxtowe Borough Council	Broxtowe Borough Council
Cambridge City Council	Cambridge City Council
Cambridgeshire County Council & Fenland District Council	Cambridgeshire County Council & Fenland District Council
Cannock Chase Council	Cannock Chase Council
Charnwood Borough Council	Charnwood Borough Council
Chesterfield Borough Council	Chesterfield Borough Council
City of Lincoln Council	City of Lincoln Council
Corby Borough Council	Corby Borough Council
Coventry City Council	Coventry City Council
Daventry District Council	Daventry District Council
Derby City Council	Derby City Council
Derbyshire Dales District Council	Derbyshire Dales District Council
Dudley Metropolitan Borough Council	Dudley Metropolitan Borough Council
East Cambridgeshire District Council	East Cambridgeshire District Council
East Lindsey District Council	East Lindsey District Council
East Northamptonshire Council	East Northamptonshire Council
East Staffordshire Borough Council	East Staffordshire Borough Council
Erewash Borough Council	Erewash Borough Council
Gedling Borough Council	Gedling Borough Council

Great Yarmouth Borough Council	Great Yarmouth Borough Council
Harborough District Council	Harborough District Council
Herefordshire Council	Herefordshire Council
High Peak Borough Council	High Peak Borough Council
Hinckley & Bosworth Borough Council	Hinckley & Bosworth Borough Council
Huntingdonshire District Council	Huntingdonshire District Council
Ipswich Borough Council	Ipswich Borough Council
Kettering Borough Council	Kettering Borough Council
Kings Lynn & West Norfolk Borough Council	Kings Lynn & West Norfolk Borough Council
Leicester City Council	Leicester City Council
Lichfield District Council	Lichfield District Council
Malvern Hills District Council	Malvern Hills District Council
Mansfield District Council	Mansfield District Council
Melton Borough Council	Melton Borough Council
Mid Suffolk District Council	Mid Suffolk District Council
Newark and Sherwood District Council	Newark and Sherwood District Council
Newcastle Under Lyme Borough Council	Newcastle Under Lyme Borough Council
North East Derbyshire District Council	North East Derbyshire District Council
North Kesteven District Council	North Kesteven District Council
North Norfolk District Council	North Norfolk District Council
North Warwickshire Borough Council	North Warwickshire Borough Council
North West Leicestershire District Council	North West Leicestershire District Council
Northampton Borough Council	Northampton Borough Council
Norwich City Council	Norwich City Council
Nottingham City Council	Nottingham City Council
Nuneaton & Bedworth Borough Council	Nuneaton & Bedworth Borough Council
Peterborough City Council	Peterborough City Council
Redditch Borough Council	Redditch Borough Council
Rugby Borough Council	Rugby Borough Council
Sandwell Council	Sandwell Council
Shropshire Council	Shropshire Council
Solihull Metropolitan Borough Council	Solihull Metropolitan Borough Council

South Derbyshire District Council	South Derbyshire District Council
South Holland District Council	South Holland District Council
South Kesteven District Council	South Kesteven District Council
South Norfolk Council	South Norfolk Council
St Edmundsbury Council (West Suffolk)	St Edmundsbury Council (West Suffolk)
Stafford Borough Council	Stafford Borough Council
Stoke-on-Trent City Council	Stoke-on-Trent City Council
Stratford-on-Avon District Council	Stratford-on-Avon District Council
Suffolk Coastal District Council	Suffolk Coastal District Council
Tamworth Borough Council	Tamworth Borough Council
Telford & Wrekin Council	Telford & Wrekin Council
Walsall Council	Walsall Council
Warwick District Council	Warwick District Council
Waveney District Council	Waveney District Council
Wellingborough Borough Council	Wellingborough Borough Council
West Lindsey District Council	West Lindsey District Council
West Suffolk Forest Heath & St Edmundsbury Councils	West Suffolk Forest Heath & St Edmundsbury Councils
Wolverhampton City Council	Wolverhampton City Council
Worcester City Council	Worcester City Council
Wychavon District Council	Wychavon District Council
Wyre Forest District Council	Wyre Forest District Council
Other Government Departments	
Department for Business Innovation and Skills	Department for Business Innovation and Skills
Skills Funding Agency	Skills Funding Agency
Ministry of Justice	Ministry of Justice
Department of Health	Dept of Health
Central Government	Central Government
Local Government	Local Government Association
Cabinet Office	Cabinet Office