**Table 1: The Requirement / Specification**

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| The Greater London Authority (GLA) is currently working to coordinate and strengthen the Mayor’s work to protect the rights of migrant workers in London. As part of this work we are seeking to commission an organisation or a partnership to provide services which aim to increase underserved communities’ access to appropriate and high-quality employment advice  **Background:**  In his manifesto, the Mayor of London committed to challenging unscrupulous employment practices and improving coordination across London’s advice landscape.1  Many Londoners have challenging experiences at work, facing violations of their employment rights, exploitative work practices, and forced labour. Recently launched research commissioned by the GLA into the employment rights issues faced by Londoners found that pay and lack of ability to take time off work are among the most common breaches of employment rights in the city.2  The research also showed that certain groups are more at risk than others including migrant workers, people with disabilities, Black and Asian Londoners. Many also face significant barriers to seeking support and enforcing their employment rights. The research found the following barriers:   * **Language skills** – not just in terms of fluency, but also capacity to use occupational and technical language, or specialist language to advocate for self or enlist support * **No recourse to public funds** – this limits their access to a safety net, which makes it harder for them to leave an abusive workplace or challenge poor conditions * **Insecure immigration status** – fear of being put at risk of immigration enforcement action as a result of coming forward makes migrant workers hesitant to seek support unless it is from trusted community organisations * **Organisational structure** – both hierarchical and informal structures seemed unresponsive to complaints about employment issues or willing to make adjustments * **Prejudicial or discriminatory culture –** those from marginalised groups found it difficult to challenge employment issues in this context – feeling they would not be heard.   The recent increases in cost of living will put further pressure on lower-income Londoners to stay in jobs and tolerate abuse and exploitation. Those already more at risk – migrant workers, people with disabilities, Black, and Asian Londoners – will be disproportionately affected. The impact of lost wages and exploitation on wellbeing and mental health remain unquantified and contribute to their experience of financial hardship, poverty and powerlessness.  We are also aware that the capacity and structure of advice and support available presents different barriers to challenging employment issues:   * **Limited appropriate advice** – larger mainstream advice services are often unable to support migrant workers as they lack the knowledge and training to account for the relationship between someone’s workplace issues and their entitlements resulting from their visa or immigration status, and often end up signposting migrant workers to community organisations * **Limited capacity among specialist services** – while some specialist and community organisations have the knowledge and skills to support their communities, they struggle with capacity and adequate resourcing to meet demand * **Under-resourcing of employment advice** – because of the chronic under-resourcing of employment advice services, many migrant and community organisations that would be well placed to identify and support workers facing abuse and exploitation have been unable to develop their knowledge and expertise in this area to establish and sustain their services.   **Selected resources:**  1 Sadiq for London, [Manifesto](https://sadiq.london/sadiqs-manifesto-for-london/#:~:text=A%20MANIFESTO%20FOR%20ALL%20LONDONERS&text=Being%20the%20Mayor%20of%20the,I%20love%20London.), 2021.  2 GLA, [High Risk, No Reward: Resolving Employment Rights Issues in London](https://assets.ctfassets.net/emqyoa4a8w9v/5okaKMszMaOjRYzr3987eA/24ea891bc17673df33fb85ecd375c51a/GLA_Employment_Rights.pdf), 2022.  3 GLA, [All of us: The Mayor’s strategy for social integration](https://www.london.gov.uk/what-we-do/communities/all-us-mayors-strategy-social-integration), 2020.  4 Justice Together, [A Huge Gulf: Demand and Supply for Immigration Legal Advice in London](https://justice-together.org.uk/wp-content/uploads/2021/06/A-Huge-Gulf-FINAL-report.pdf), 2021  **Objectives:**  The GLA is seeking to commission an organisation or partnership with the following objectives:   * Improve community organisations’ understanding and awareness of employment rights and relevant pathways to justice to better advise and support Londoners facing issues at work * Increase access to free and high-quality employment advice for underserved communities in London, including by strengthening signposting and collaboration among advice organisations * Improve advice and support services addressing the intersection of migration issues and labour exploitation   The successful organisation or partnership will work to:   1. Develop and deliver a new structured programme to train frontline professionals to better identify and address employment issues. Training should include a robust module on how employment and immigration issues intersect to ensure migrant workers are able to access appropriate employment advice    * KPI: Train at least 32 caseworkers from at least 15 community and migrant organisations (achieving spread across all London boroughs and communities, including those serving the Hong Kong British Nationals (Overseas) community in London)    * KPI: Deliver training modules and resources which can be re-used. 2. Establish an employment advice drop-in service in partnership with some of the trained migrant and community organisations to support them to identify and support clients facing employment issues. Provide ongoing casework supervision, second-tier advice, and bursaries to strengthen their capacity to participate.    * KPI: Deliver the drop-in advice service in partnership with a minimum of 5 trained organisations supporting communities underserved of free and high-quality employment advice in London    * KPI: Deliver second tier advice and casework supervision to at least 2 advisors each, in a minimum of 5 trained organisations supporting communities underserved of free and high-quality employment advice in London. 3. Set up and manage a “community of practice” (e.g., online information channel, working group, resources etc.) to support all newly trained caseworkers to ask questions, share information, discuss signposting capacity, and promote continuous learning and development    * KPI: Regular meetings or discussions with at least 20 attendees or active participants, and evidence of increased signposting, sharing of issues and solutions and collaboration between partners.   The GLA will:   1. Coordinate 6-weekly Steering Group meetings with all partners and interested statutory and philanthropic funders to discuss the project, challenges, lessons and opportunities for further support and collaboration.   **General Requirement: These should be reflected within the ITT questions and consideration should be given to entire specification requirements.**  We invite bidders to submit their approach and plan for delivering the project. We hope to see the following considered and explained:   * Set up and delivery plan and timeline * Staffing and other resources required for programme * Arrangements for partnership working, if applicable * Approach to recruit and maintain engagement of participating caseworkers and organisations – including target audience and any selection criteria for each activity * Approach to fair and appropriate compensation of participating organisations. * Structure of training including themes, modules, level, length, learning objectives, and method * If and how training will be replicable or resources reusable * Structure of drop-in advice, supervision and second-tier advice and approach to quality assurance * Approach to developing a community of practice including likely activity * Monitoring and evaluation strategy for sound reporting and service improvement * Risks and mitigation strategies identified.   The following principles are important to successfully deliver this project:   * Genuine impact – for service users including upskilling caseworkers and increasing the capacity of community and migrant organisations through action learning * Pro-active and participatory approach – in setting up and delivering programme of activity and working with grassroots, underserved migrant and community organisations * Equality, diversity, and inclusion – including how programme will reach and facilitate engagement with underserved communities, including through culturally sensitive and trauma-informed approaches * Data protection – including a workable good practice arrangement between service provider and community/migrant organisations to deliver advice drop-ins, supervision and second tier advice * Safeguarding – embedding good practice into project design, delivery and monitoring including appropriate due diligence * Monitoring and evaluation – to feed into ongoing learning about the sector and strategies to improve capacity   We are open to partnerships between different groups, including legal and advice organisations, individual consultants, training organisations, community/grassroots groups etc. If you will work with partners, only the lead partner should apply providing details of partner organisations and their role and remuneration, in the programme section of the bid.  Please note that this project includes funding from the London Hong Kong Welcome Hub, requiring that a proportion of beneficiaries of this project will be supporting Hong Kong BN(O)s residents in London.  Please note that funding for 23/24 financial year is contingent on the GLA’s budget setting process and will be subject to change. | Service Commencement Date: **01/03/2023**  Service End Date:  **31/08/2024**  **Service to be completed by:**  31/08/2024 |
| Price**:**  This is a fixed price contract of £155,000 paid in instalments. Exact milestones for each instalment will be agreed with the supplier but will likely be:   * March 2023 - £60,000 - contract signed, milestones agreed, and inception meeting completed * 01/07/2023 - £20,000 - project infrastructure set up, participants recruited, and training module prepared * 01/11/2023 - £35,000 - training activity completed and 6 month report received * 01/03/2024 - £40,000 - 50% of supervision activity completed, 12 month report and final 6 month plan received | |