Department for Work & Pensions

Invitation to Tender Questionnaire

Response Template

Question 2.4.10 Premises and Location Strategy

Wellbeing and Work Trials – Group Work

PeoplePlus Group Ltd

Merseyside

[Type text]

Question 2.4.10 Premises and Location Strategy
Please provide a detailed account of your proposed premises/location strategy for delivering the Group Work trial, along with supporting rationale. The location detail can be set out on a table to be uploaded at Question 2.5.4 with narrative in response to this question in support. Your response should include: • Full address details, including postcode, together with supporting rationale/research for choosing these premises/locations, i.e. why do you consider them suitable and do they meet the requirements of delivery of Group Work; • Explain why these premises are considered suitable for the provision, including proximity to public transport links and average journey times for participants. • Details of the facilities available at each of your proposed delivery locations to meet the requirements of the provision that also satisfy any legal requirements and any possible Welfare or Accessibility issues with regards to this particular claimant Group; • If you intend to use existing premises for this programme, please explain how the delivery of this programme will not conflict with other commitments. (Alternatively, where new premises are proposed, please provide an indication of timescales required to secure these premises ahead of the Go Live date) • Show how will you ensure that the needs of all customers are met in each site e.g. those who require the provision of specialist equipment, childcare responsibilities, etc. • A clear description of your flexibility to deliver across the entire Contract Package area; • Detail of your contingency plans for dealing with fluctuating participant volumes over the life of the contract, including the minimum and maximum volumes that can be handled at any one time without having an adverse impact on our premises proposal. A **0** score for this question will be considered a knock out score in relation to this competition and the bid will not be considered any further
Present your response **at the top of a new page,** within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.

Question 2.4.10 Premises and Location Strategy
Proposed Delivery Centres: Our proposed delivery venues for the delivery of Group Work sessions in the Liverpool hub area are as follows: • 3rd Floor, 1 Union Court, Cook Street, Liverpool, L2 4SJ • St Peters House, Balliol Road, Bootle, L20 3AB • Suite 2A, Ground Floor, Moorgate Point, Moorgate Road, Kirkby, L33 7XW • Unit 2, Market Wells, 13 Price Street, 13 Price Street, Birkenhead, CH41 6HA • 7th Floor Century House, Hardshaw Street, St. Helens, WA10 1QU • 3rd Floor, Halton 5 Office Centre, Northway, Halton Lea, Runcorn, WA7 2HF These are all existing PeoplePlus centres, engaged in delivering DWP contracted employment provision for jobseekers in Liverpool. In addition to these primary venues, our approach will also provide scope to **[** **REDACTED** **].** . This list of venues is not exhaustive, and we expect to further develop our network of local Group Work sites over the duration of the pilot contract. **Suitability of Identified Premises:** We consider these premises to be suitable for the delivery of Group Work sessions, and all venues have been subject to a pre-inspection of suitability. The proposed sites: • Are compliant with the specified location requirements of the JOBS II manual; • Comply with the Equality Act, affording access for participants with disabilities; • Are existing PeoplePlus delivery centres through which we already successfully deliver DWP provision, including supporting voluntary ESA participants through our Work Programme contracts; • Are easily accessible for those with limited resources for transportation, being centrally located and close to local bus/rail stops/stations and parking facilities; • Are in close proximity to referring jobcentres; • Are in close proximity to disadvantaged wards, neighbourhoods and communities which are home to higher concentrations of target participants (e.g. our Kirkby site is in close proximity to the heavily deprived Northwood Estate); • Afford quality environments which are conducive to work related activity, whilst still affording value for money within the confines of the funding envelope; • Can be secured to afford 5 consecutive full days of activity in a single week; • Have appropriate lighting and temperature and are removed from noise distractions, so as to provide a conducive environment for Group Work activity; • Allow for resources and materials to be left securely overnight (e.g. completed flip chart pages which may be arranged on the training room wall); • Do not present any potential tensions with other service users, tenants, staff or visitors who may also be present at the same sites on delivery days;

- Are appropriately insured for this type of programme.

Average Participant Journey Time: Our proposed venues provide CPA coverage to the extent that no participant within the pilot area will need to travel more than a maximum of 20 miles or 30 minutes from their home to a Group Work delivery venue. In practice, we expect the average participant journey to be no more than 10 miles or 20 minutes. We have selected venues which are close to main retail / employment hubs which are well connected by public transport, making it as easy as possible for most participants to attend without requiring complicated journeys with multiple interchanges. For example, our centre in Bootle is in walking distance of both Bootle Oriel Road and Kirkdale stations providing direct transport links with Seaforth, Crosby and Aintree. These venues are also typically close to referring jobcentres, a venue to which participants will already be familiar in travelling to, thereby establishing a travel-to-provision journey which they are already accustomed to. We will minimise any potential participant journeys which may be potentially longer than 20 miles / 30 minutes through sourcing ad-hoc Group Work venues which allow us to take provision closer to outlying participants or provide alternate transport such as paid-for taxis on a discretionary basis. We will also continue to work closely with Work Coaches to monitor referral patterns, including the extent of "out-of-area" referrals, to ensure that our venue configuration maintains responsiveness.

Facilities Available at Each Location: The minimum facilities which will be available at each venue will include the following.

- Clear signage to ensure that participants can identify the venue / entrance;
- Appropriate disability access measures as applicable to each venue to comply with the Equality Act (e.g. lifts, ramps, grab rails, wide access doorways, etc.);
- A designated reception and welcome point / desk;
- At least one suitable training room which can accommodate up 25 participants in Group Work, without being so large so as to be overwhelming;
- Modern and durable desks and chairs, with good writing surfaces, sufficient to comfortably accommodate groups of up to 25 participants in each room;
- A range of training support materials such as, for example, flip charts stands and pads, writing pads, marker pens, post-it-notes, making tape, and blue-tack;
- Facilities for the provision of on-site refreshments (e.g. tea, coffee), either a self-service kitchen area, designated canteen, or room catered service.
- Appropriate participant welfare facilities (e.g. on-site toilets with disability access, with distinct male and female facilities);
- On-site land lines in case of any potential emergency;

In addition, our in-house PeoplePlus venues will also offer:

- Additional break out rooms / areas, including 1-2-1 meeting rooms;
- Internet enabled computers and printers, to support participant job search;
- Leader access to laptops, projector screens, and data projectors;
- Supplemental job-search guides, resources, job boards and literature.

Use of Existing Premises: The existing PeoplePlus delivery venues proposed for this provision are already supporting the delivery of other contracted employment services, primarily the Work Programme. Our ability to operate multiple programmes

from common venues enables us to achieve economies of scale within our local delivery, affording better value and more competitive pricing to DWP. We have undertaken a review of these existing sites to ensure that they have appropriate capacity to deliver Group Work provision. Our Work Programme activity is now moving into the tail end of the contract term without additional new starts, meaning that learner volumes are tapering off as residual jobseekers enter work or complete their allotted time, freeing up centre capacity for new contracts. We are therefore confident that Group Work will not conflict with other commitments, and full capacity is assured for contract start on or before January 2017. We will continue to review these arrangements over the lifetime of the contract, and will secure additional venue capacity if required, in consultation with DWP, if proposed facilities are insufficient. All other venues are brokered community outreach sites and, as such, are immediately available, subject to a guideline of approximately four weeks' notice for each scheduled course, with no competing capacity issues. In this respect, all proposed venues are assured for the contract Go Live date.

Meeting the Needs of All Customers: We will work with DWP to ensure that the needs of all participants are met within the parameters of the pilot, and will adopt any reasonable adjustment to accommodate a participant with a specialist need. This may include, for example, engaging a venue with a hearing loop to support participants with hearing impairments, or applying earlier / later course start and finish times to accommodate participants with childcare responsibilities.

Entire CPA Delivery: As previously stated, our venue configuration has been geared to ensure maximum participant journeys of 20 miles / 30 minutes within the CPA pilot coverage / hub area. We will apply flexibility to source additional venues if required to maintain this. Our Group Work Leaders will be selected from across the pilot area, working on a peripatetic basis in that they can travel and deliver the provision from any preferred venue, further ensuring full coverage.

Fluctuating Volumes: We will work with the DWP Single Point of Contact (SPoC) to devise an advanced schedule of courses to deliver the target of 900 participant starts over 12 months, with an average of 15 participants per course (approximately 60 courses in total). This will be aligned and mapped to our venue configuration, locking-in venue dates / bookings at each site as far in advance as possible to guarantee capacity, whilst still retaining flexibility to respond to emergent referral trends (volumes and localities). Our local Referral Manager will review actual referrals against this schedule each month, equally taking account of DWP referrals and starts in other pilot CPAs to gauge the rate of take-up against DWP's overall expectation of 3,000 participants nationally. We are mindful that a proposed increase or decrease in the forecast number of courses will reflect on overall contract revenue, which will form part of these review discussions. In principle, however, we will ensure a stock of reserve Group Work room bookings, and a 10% stretch capacity within our Group Work Leader team resourcing, to provide scope to host extra courses should they be required. This will include maximising occupancy on scheduled courses (i.e. achieving a minimum of 15 participants per course, rather than an average). Similarly, our resourcing has been planned to accommodate volumes at 10% below forecast, by removing courses and working with smaller groups, albeit still with a minimum of 10 participants, without materially undermining contract viability and our wider venue configuration.