

Mentoring and Employability Skills for 50+ Claimants

Supplier Name: Prevista Ltd

2.4.1 Delivery Proposal – Content & Method

Please provide a detailed account of your Delivery proposal for the key stages of the end to end claimant journey through the Mentoring and Employability Skills for 50+ Claimants, with supporting rationale and clearly detailing any subcontracted elements. Your response should include:-

- Details of how you propose to engage with JCP Advisors, with regards to handling initial referrals and taking forward the provision
- Details of how you will identify the appropriate levels of support required for the individual claimants
- Details of the design and content for the support you will provide
- Details as to your proposals/steps to help ensure claimants achieve an initial job outcome.
- Details of the In work support you will provide.
- A clear indication of the innovation you propose to include in your delivery model, including your rationale for the proposed approach and why you consider it to be innovative.
- An outline description of the systems your organisation will use to administer the provision effectively (e.g. keep accurate and auditable records on claimants, outcomes, claims etc) and to gather / analyse / act upon claimant feedback.

Insert your response in the pre-set space. Your response must be limited to 4 sides of A4. (On completion, please upload onto Bravo).

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

Prevista has 20 years' experience working in the Employability, Skills & Enterprise sectors managing contracts on behalf of DWP (Flexible Support Fund, Work Programme (WP), Innovation Fund, New Enterprise Allowance), SFA (Skills Support for the Unemployed (SSU), Adult Skills Budget, Workplace Learning). For our Mentoring and Employability Skills for 50+ Claimants programme Prevista, as Managing Agent, has brought together 2 SME Delivery Bodies (DBs) (REDACTED) who have provided mentoring & employment support to over 6,500 50+ Claimants (50+Cs). **JCP Adviser Engagement** Initial telephone referrals are received by our experienced enquiry team who confirm details/eligibility with the JCP Adviser, accessing 'live' DB diaries to set an initial meeting within 5 days, confirmed via a letter sent to claimant with details of the time, place, joining instructions & programme details. DBs Project Manager will make use of existing relationships with JCP to liaise with Centre Managers & Advisers to promote the programme e.g. DBs weekly co-location at JCP for sign ups, attend monthly Adviser presentations, JCP Communication Meetings & Local Employment Partnership events. This approach has proved successful across Prevista's & DBs programmes that support 50+ claimants into work e.g. SSU. Provision is taken forward by **Identifying the appropriate levels of support** is initially via a Diagnostic Interview (DI) (within 5 days of referral) Duration: 2 hrs Frequency: weekly across 13 delivery premises; JCP offices; local community centres. We assign a Personal Employment Adviser (PEA) from the outset who works with them through their entire journey. PEAs discuss the programme & their role, then conduct the DI assessing each claimants strengths, needs & barriers using a range of tailored 50+ assessment tools covering well-being/health; family; basic skills/IT; communication/attitudinal skills ('can't do/too old'); ESOL; educational/vocational qualifications; disabilities; learning difficulties/styles; benefit/employment/offending history; volunteering/work experience, transferrable skills, job-readiness & work aspirations. Results are discussed, with an agreed Action Plan (AP) produced which remains a live document setting realistic goals & subject to weekly reviews to ensure support continues to be appropriate. It includes SMART targets that firstly address primary barriers e.g. lack of basic IT skills, length of time unemployed, health, personal & vocational development enabling the development of a robust CV. It defines 1:1, group &/or online methods, potential work experience placements (employers/roles) and details of their induction & programme start date. PEAs are coaches & mentors for the 50+C making contact if claimants miss meetings/training providing encouragement and motivation. They agree any additional specialist support to embed in delivery (i.e. coping strategies for depression or health restrictions) &/or involving external agencies e.g. health/disabilities (REDACTED), substance misuse e.g. DAATs agreeing a tri-partite element to the AP (Claimant, PEA, Specialist Support Contact) with agreed regular monitoring & feedback protocols. Experience & published research highlights self-employment as a solution e.g. recently redundant, long term unemployed. Those identified as potential start-ups are assessed further and offered referral to NEA (REDACTED) &/or PRIME avoiding duplicating DWP provision. **Design/Content of Support** has been informed by our combined 50 years' experience of working with & understanding 50+ groups (e.g. those with disabilities; health issues inc. mental; Carers; long term unemployed (i.e. WP

Completers); BAME, women, recently redundant; involvement of our **Employer Partnership Group** (25 SME/Large businesses from our Employer network of 1500+ meet quarterly to inform/evolve all our Employment & Skills delivery); knowledge gained from our monthly workshops with key stakeholders e.g. REDACTED), JCP; and appropriate research e.g. DWP's *How ready is Jobcentre Plus to help people in their 60s find work?* (2012) and *50+ Works* (REDACTED). In January 2015 we consulted with Local Authorities (e.g. REDACTED), VCS sector (REDACTED), JCP, Employers and 20 of our 50+ participants from other programmes through focus groups, project evaluations & survey feedback. The intelligence gathered highlighted the need for a dedicated Adviser who understands the age group, the importance of tackling primary barriers first (e.g. health, confidence, perception), importance of choice for claimant; continuous mentoring with intertwined specialist support; Employer support/involvement (e.g. talks, work experiences, jobs) and relationships with key agencies/community groups that add value (REDACTED) aiding our selection of DB's. The content is designed to address real & perceived employment barriers e.g. a lack of modern job search skills i.e. searching/applying online, limited IT skills, unrealistic wage expectations, a narrow job search focus, outdated quals, low confidence and belief they are being discriminated against because of their age. Our programme is a structured yet flexible package of personal & job focused support (3-6 months) with robust continuous assessments, tailored pre-employment, focused job entry and in-work support that is tailored to meet the varying needs of individual claimants with access to other funded programmes (e.g. vocational skills via SFA programmes) preparing 50+Cs for sustainable jobs.

Week 1: Induction covering programme outline, menu of support, self-employment options, work tasters/placements & in-work support. We introduce 50+Cs to Progression Methodologies and how these will support their journey into work; delivering 3 workshops: **Believe it or not** challenges concepts of different job roles encouraging them to explore fresh opportunities in sectors/positions they may have not considered &/or vary from previous employment history i.e. linked to their transferrable skills; **Gain Experience** shows the value gained from work placements &/or volunteering e.g. experience, confidence, references; training; & **Learn a New Skill** that may be vocational (Licences to Practice; health & safety, food hygiene) or life skills (i.e. ESOL, literacy/numeracy; punctuality). ALL workshops are followed by facilitated discussion groups, some involving Employers and 50+ employees to show what is achievable. **Psychological Support:** If identified as appropriate 50+Cs (e.g. 25% WP Completer flows) will receive psychological training (1:1/group/online) developed by partners REDACTED. This establishes causes of disengagement, focuses on positive thinking & coping mechanisms. This has improved employment outcomes by 22% since introduction on SSU for all users and 34% for those aged 50+. PEAs meet each claimant weekly to discuss activities, review progress, highlight matched jobs addressing any concerns, & ensuring risk factors (care/family needs, health conditions) & additional support needs are addressed quickly. **Week 2: Digital Support:** All claimants are assessed on their digital/online skills (CV creation, email use, using social media profiles (Facebook, Twitter, LinkedIn), online recruitment tools, Universal Jobmatch) with focused training to address

improvement areas inc. complimentary SFA funded IT User units/quals. All 50+Cs are given access to, & training on, **MyWorkSearch (MWS)** an innovative online employment service that empowers claimants to become involved in the digital aspect of today's job market including assessments (transferable skills), eLearning modules (digital profile development); CV building; interview techniques all designed to maximise chances of securing a job. Daily vacancies are matched to their job profiles from multiple jobsites (PEA's access MWS logs to ensure users follow agreed activities). Our data shows 94% user satisfaction ratings & when used with PEA coaching MWS claimants secure jobs 3x faster than those without. **Week 3: Workplace Behaviours** Delivered in a workshop setting focusing on 4 key progression methodologies: ***Realise Your Potential*** links personal development (confidence/motivation) with delivery of employability (problem solving, communication, customer awareness) & new/updated vocational skills; ***Develop a Good Answer*** minimises employer's concern about employing 50+ staff as we highlight case studies/examples why age is not an issue for employment & the benefits only older workers offer (transferable skills life experience,). It accentuates the positive aspects why the claimant would be a valuable employee; ***Change Your Attitude*** utilises techniques to help the claimant understand employers' perspective, how they may be perceived and how to moderate/change their attitude to gain employment e.g. how to portray themselves on social media e.g. Facebook, Twitter, LinkedIn. **Week 4: Recruitment Process** to develop job application, CV & interview skills & techniques common with the recruitment processes in today's job market. Designed with employers committed to the 50+ agenda, key to the day is the 'real world' setting we create with all 50+Cs offered a range of appropriate work experience options with local employers. With PEA guidance they complete 'job' applications which are assessed by the employers with results fed back via the PEA. We hold employer led interviews, & in some instances candidate testing, offering feedback (some filmed for objective assessment) with training/support (i.e. vocational training/mock interviews) to address identified areas for improvement. This support & PEA mentoring improves each 50+Cs confidence & motivation levels in applying for jobs, approaching employers & attending interviews to secure work. **Weeks 5-8 Work Experiences (W.Exp)** **Duration:** 4 weeks **Frequency:** 2-3 days per week **Locations:** max 1 hour travel. Employers commit to agreed travel expenses & assign an In Work Mentor (IWM) who provides induction & support in the workplace throughout the placement. Our W.Exps are proven to provide claimants with opportunities to learn about new roles; meet challenges & broaden their horizons by applying knowledge & skills acquired in weeks 1-4 e.g. 89% who completed their placement on SSU stated their view on the benefits of working had positively changed (mental health/ social contact). PEAs schedule regular calls to motivate with weekly 1:1 reviews to assess progression, address concerns/encourage success (informed by employer update). At the end claimants receive structured feedback, a certificate of achievement & an up to date reference. **Weeks 9 onwards - Employment Support** (within 5 days of W.Exp ending) **Duration:** up to 4 months **Frequency:** min 4 hrs per week (1:1 review; MWS support; phone/email contact) PEAs coach and motivate 50+Cs to access additional training/support, work experience/ volunteering, reviewing AP progression with weekly

targets to drive progression into work. They monitor MWS activity supporting on-line applications, **CV tailoring, mock interviews**. They make contact if 50+Cs miss meetings/training providing encouragement & motivation. Our Employers offer discussion groups on 50+ labour market awareness (working in specific sectors, employer expectations, application/interview techniques) with new job opportunities highlighted that meet 50+Cs work requirements.

This approach will ensure all 50+Cs achieve an initial job outcome before programme end. **In Work Support (IWS)** PEAs conduct an Into Work AP for those successful at gaining employment & agree contact at weeks 1,2,3,4,5,7,9,11&13, then monthly for the next 6 months. Levels of contact & methods (face-to-face/telephone/text/email/Skype & group meetings) vary depending on need, with 3 way-meetings with their employer every month. PEAs support claimants In-Work Progression via participation in other funded support (vocational training, mentoring schemes), offer travel options & money management advice while acting as coach & mentor. IWS ensures sustained employment by identifying issues & addressing them quickly with employee & employer. Where required, PEAs support 50+Cs move into other jobs to avoid them moving on to benefits again. **Innovation** is throughout our programme **1) Personal Advisers** experienced & successful in moving older claimants into sustained employment (Level 3-4 IAG qualified/age related CPD); **2) 50+ Assessment Tools** evolved through experience, 50+ user feedback, latest research & continuous improvement; **3) Progression Methodologies** engage & inspire tackling complex 50+ barriers through empowerment & utilising facilitator led discussion groups; **4) MWS** tailored online support with up to date resources that combined with PEA support engage 50+ in digital skills proven to enhance job outcomes;**5) Psychological Support** cutting edge techniques that break down age related barriers e.g. 'can't do/too old' attitudes & develop claimants, resulting in employment; **6) Complimentary Funded Programmes** used to support key needs & access lifelong training i.e. vocational skills adding value, not duplicating existing provision & **7) Employer Involvement** ensures our programme aligns to their recruitment, & current job market, needs & provides work placements that lead to real jobs suitable for 50+Cs. Our **Rationale** is to bring these innovative elements together for this programme having been designed & evolved specifically for 50+Cs. They have proven successful in similar employment & skills programmes, with a flexible & job focused approach that met/exceeded minimum service standards. Delivered through experienced DBs with key employer relationships under Prevista's proven DWP programme management expertise. **Systems** are based on our DWP compliant PICs management information system, used by DBs across all delivery, via PGP encryption, recording claimant's details, AP SMART targets, PEA reviews & contract outputs ensuring full audit ability. We monitor monthly performance through reporting tools with Service Level Agreements (SLAs) defining DB KPIs in line with DWP across performance, quality, evidence & claim reqs (standardised forms ensures consistency) with regular monitoring checks. 50+Cs feedback is continually gathered via reviews (online/paper) at each intervention (DI, weekly reviews, exit), via surveys & focus groups, recorded on PICs enabling swift data analysis. Results are collated monthly, reviewed by Project Steering Group & fed into our Continuous Improvement Plan with APs monitored through the contract as part of SLAs.

2.4.2 Premises

Please provide details of the premises from which you propose to deliver the Mentoring & Employability Skills for 50+ claimants in the London & Home Counties Group. Your response should include:

- full address details, including postcode, together with supporting rationale for choosing the location, i.e. why do you consider them suitable;
- details of facilities available at your proposed delivery location;
- if you intend to use existing premises for this provision, please explain how this would fit with their current use and confirm that they have sufficient capacity. Alternatively, where new premises are proposed, please give an indication of timescales required to secure these premises.

Insert your response in the pre-set space. Your response must be limited to 1 sides of A4. (On completion, please upload onto Bravo).

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1/ Colchester: REDACTED – Fixed Site (FS); PT: BUS: 8/16A/50/61/67/175 /802

2/ Basildon: REDACTED- FS; PT: BUS: 8/46/50/561

3/ Braintree: REDACTED- FS; Facilities; PT: BUS:

9/10/21/23/34/34A/70/70X/133/314/343/345/352/508/509 4/ Uttlesford:

REDACTED - FS; PT: 1/11/18/34/59 /101/118/132

/301/313/417/418/419/444/445

5/ Chelmsford: REDACTED- FS; PT: BUS: 3/11A/14/15/16/17/18

/31/32/40/41/42/45

6/ Southend: REDACTED - FS; PT: BUS: 9/11A/20/25 /251/816 /825

7/ Epping Forest: REDACTED PT: 10 min walk to Epping tube. BUS:

7/16/19/20/21/66/213/339/380/381/500/501 503

8/ Thurrock: REDACTEDPT: BUS: 23/27/66/73/83/ 100/200 /265/268

9/ Harlow: REDACTED; PT: BUS: 1B/2/3/3A/5/12/380/381/382/390/505 901

10/ Maldon: REDACTED; PT: BUS: 3/31/90/630/D2/FC07

11/ Rochford: REDACTED; TP: BUS: 7/8/807/808

809/810/811/812/813/SB72

12/ Castle Point: REDACTED TP: BUS: 1/1A/21B/21C/22/27/827

13/ Tendring: REDACTED. TP: BUS: 2/10/11/137. **FACILITIES** Our sites

have group Training Rooms (TR), meeting rooms (MR) for 1:1s & access to

PCs. They range from 1 TR at Locations (L) 7,8,9, 10,11, 12,13 through to 3

large TRs at L1,2,4 & 4-6 large TRs at L3,5,6. Locations 7,8,9,10,11,12,13

have 1-3 MR rising to 4-6 MR at remaining locations; L7,8,9,10,11,12,13 have

access to 6-10 PCs rising across locations to a total of 30 PCs at L1.

Claimants also have access to laptops when required. **RATIONALE:** Our 6

fixed locations & 7 **outreach** premises are ready for delivery now; have

space to accommodate volume fluctuations & have convenient transport links.

Our delivery bodies (DB) have access to 50+ libraries & community centres in

the CPA for ad hoc delivery in rural locations e.g. Finchingfield Library. Sites

are located in deprived areas with high 50+ unemployment (e.g. 27% of

claimants Holland ward in Clacton are 50+, Tendring avg 21%) & population

centres accessible from rural areas (eg Coggleshall to Braintree via 70 bus),

close to support services eg mental health (REDACTED); money

(REDACTED). They have 1:1 space, PC/laptop access & additional facilities

i.e. **Induction Loops** for hard of hearing; **Large Screens** (for visual

impairments); **Voice recorders** for mock interviews. **All locations are ready**

now. Our DBs work closely with JCP & will expand co-location with weekly

referral desks for individual sign-up appointments. This has proved successful

on the Skills Support for Unemployed (SSU) programme. **Existing Premises:** 5

FS's are all designed for interventions (1:1, group training; jobsearch). They

have capacity to service 50+ claimants with no adverse effect on existing

provision. Our partnership delivers programmes from the outreach locations &

we have gained commitment from each location to deliver this

programme.

2.4.3 Human Resource

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

- FTE staff numbers, together with supporting rationale for your proposals including the required skills and experience of delivery staff;
- an outline of the roles and responsibilities for all staff involved (including delivery and management);
- an indication of how your proposals fit within your organisations' overall management structure.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 2 sides of A4. (On completion, please upload onto Bravo).

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Prevista's role as Managing Agent is to ensure Contract and Financial Management, Performance and Compliance, high standards of Quality and Risk Assurance. Using economies of scale and providing back office and added value complimentary support (Volunteers and Assessors) at no cost to the programme, **85% of budgeted staff are focused on frontline delivery**, designed to provide optimum support to claimants to ensure **sustained job outcomes**. All **staff listed below are in place** and **all FTEs are total across the supply chain**. Our structure is underpinned by our established, robust and proven database and MI systems (PICS) available across the Delivery Bodies (DB) , experience using PRaP and tried and tested quality processes (Matrix, Ofsted, ISO9001, ISO27001, Investors in People, Customer First) and financial systems (audits, governance) which reduces requirement for multi-tiered management functions.

PREVISTA STAFF Performance Director (PD), REDACTED (no cost) reporting directly to MD Roles and Responsibilities (R/R): overarching responsibility for successful delivery of the programme, team leading, performance management, resource planning. Skills and Experience (S/E): PRINCE2 practitioner, staff performance management, planning delivery. 10 years sector experience, 5 years at this level. Reporting to the PD are:

Finance/ICT/HR Director, REDACTED (no cost) R/R: financial procedures/reconciliation, monitoring ICT and tracking protocols, MI/CRM systems, management of IT team; candidate selection; S/E Employment law; AAT & CIPFA qualified; CIPD membership. 12 years' experience at this level.

Project Manager (0.2 FTE), REDACTED R/R: DWP point of contact, approves claims, responds to information requests, managing Admin team and day-to-day performance across DBs /E PRINCE2 practitioner. 5 years sector, 2 years management experience.

Claims and Quality Manager (0.1 FTE), REDACTED R/R: Collation, verification & submission of MI & claims, data entry, compliance, monitoring checks, continuous improvement, quality, updating claimant files, maintains standard forms across delivery, office procedures, claim and invoice compilation. S/E: PRINCE2 practitioner, knowledge of DWP processes, Internal Auditor Certification (CQI), IOSH qualified. 6 years' experience.

DB STAFF Alongside DBs we have designed a staffing structure which **maximises the skills, expertise, and resources of frontline staff**, and meets the needs of the claimants. We have ensured consistency of R/R based on active caseloads, claimant groups, activity/length/duration/frequency, staff experience/skills and anticipated referrals.

Project Managers (PMs) (0.2 FTE) R/R: named contact reporting to our PM; generating referrals through attendance at JCP meetings to promote programme to JCP Advisers and Managers; supervision of their staff, compile/submit monthly claims and statistical returns and all aspects of quality and performance management, JCP and other stakeholder relationships. S/E Team leading. Average 8 years' experience. Reporting to the DBs PMs are:

Personal Employment Advisers (PEA) (1.5 FTE) – all 1:1 activity R/R: weekly 1:1 face to face reviews; information, advice and guidance; development of Individual Action Plans; ongoing needs analysis; outreach activities; arranging specialist support; supporting/matching Work Placements; Post Placement support; In-Work Support; promoting In-Work Progression Pathways i.e. funded support e.g. vocational skills S/E: Min Level 3 IAG;

experience working with 50+ client group and knowledge of their needs. Minimum 2 years' experience.

Trainers/ Tutors (0.3 FTE) – all group activity R/R: accredited/non-accredited training/ development (i.e. Basic IT Skills, Food Hygiene, Health and Safety, Social Media workshops, CV Writing, Interview Technique, ESOL), In Work training/development S/E A1/V1, PTTLs, DTTLs. Qualified to minimum Level 3 in taught subject areas. Minimum 2 years' experience.

Employer Account Managers (EAMs) (0.75 FTE) – all vacancy generation activity R/R: Employer sourcing/engagement, supporting recruitment/placement processes, candidate sifting/interview preparation, onsite open days/taster events/site visits, sourcing appropriate placements/jobs and developing retention/progression strategies/pathways i.e. Vocational Learning including Apprenticeships S/E: Field sales skills, relationship building. Minimum 3 years' experience.

COMPLIMENTARY SUPPORT

Prevista has access to funding streams enabling us to **add value** through **complimentary** resource and volunteers.

Volunteer Pool R/R Lead seminars, talks and workshops to build motivation. S/E Includes **sector specific experts** e.g. REDACTED, REDACTED, **employer ambassadors** e.g. REDACTED and **programme graduates** who are now employed or self-employed e.g. New Enterprise Allowance, Work Programme, SSU.

Assessors R/R Deliver Apprenticeships or QCF modules to those who have found work. S/E See Trainers/Tutors above.

RATIONALE

Our total staffing requirement is **3.05 FTE**, **84% of budgeted staff are focused on frontline delivery**. DBs have frontline staff in place to start delivering from **16 March**. We have based staffing levels on a profile which takes into account: 250 projected starts; cumulative numbers on programme (peaking in Nov 15); group workshops required; review days throughout the journey (i.e. from pre-employment training to in work support). This has been calculated based on experience of working with the 50+ client group in Essex and the outcomes required. Our rationale factored in:

- 25% of the claimants expected to be post-Work Programme needing more intensive 1:1 support. We have upped PEA resource to **decrease average caseload during the life of the contract to 37.5** (peak will be 66 in Nov 2015, lowpoint will be 7 in March 2015) ensuring a tailored service
- The need to **generate an average of 12 vacancies per month** (peak 18 in November 2015, lowpoint 6 in June 2015) over the contract lifetime. On our existing provision (e.g. SSU and Work Programme) our EAM average is 31
- The need for specialist staff to provide 1:1 support, group workshops and employer engagement, based on our experience of the needs of 50+ claimants with health issues; carers; ex-offenders; recently redundant individuals and the long term unemployed
- The shift in focus from job starts to in work support / sustained job outcomes as the programme progresses
- Flow forecasts and fluctuations ($\pm 25\%$) in the first 6 months of the contract
- Our real-time MI system allows us to intensively monitor activity and inactivity and allows us to direct attention specifically to where it is needed.
- Staffing ratios e.g. managers to front-line staff, Trainers/Tutors to claimants.

2.4.4 Previous Experience

Please provide an appropriate and detailed example which demonstrates your organisations' experience of successfully delivering this type of provision (or some other similar type of support / training provision) aimed at the customer group outlined in the Specification document.

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

Insert your response in the pre-set, shaded space of the following pages. Your response **MUST** be limited to 1 side of A4. (On completion, please upload onto Bravo).

Experience: Prevista has supported 18,000 unemployed (**4,000 50+ claimants (50+C)**) into employment since 1995, leading pre-dominantly SME partnerships delivering targeted support, skills development, employer engagement, job brokerage & in work support. We have selected 2 SME delivery bodies (**REDACTED** and **REDACTED**) to deliver this programme in Essex. These organisations have a demonstrable track record of successful delivery to the 50+ client group in Essex:

REDACTED): Skills Support for Redundancy (SSR) (SFA subcontract) - 56% 50+ Claimants.

REDACTED provides end-to-end support for individuals made redundant or under notice. **REDACTED** provides training needs analyses which outline bespoke support e.g. how to navigate online jobsites; sector-specific pre-employment training; self-employment routeways & skills for life e.g. basic ICT.

Performance: over 200 referrals - 64% entered employment, 49% sustained employment (26 weeks).

REDACTED): Skills Support for Unemployed (SSU) (SFA subcontract) - 51% 50+ Claimants.

REDACTED up-skills & re-skills individuals to enter employment through the delivery of targeted careers advice and skills-based interventions to meet the needs of employers offering recruitment opportunities and those generated through the creation of new Apprenticeships.

Performance: over 325 referrals - 63% entered employment, 48% sustained (26 weeks), 39% entered an Apprenticeship.

REDACTED: REDACTED) (REDACTED, Beds) - 41% clients 50+Cs

REDACTED supports claimants through intensive 1:1 coaching, integrated jobsearch (using MyWorkSearch), employer led pre-employment training (PET), vocational qualifications, work placements/trials leading to sustained employment with defined in work progression pathways.

Performance: Starts 118; Completers 96; Job Starts 52 (44%); Sustained 46 (39%) - one of the highest performing providers in England

Our delivery bodies **successes working with the groups** within the 50+C client group (i.e. with health issues; physical disabilities; long term unemployed; recently redundant) is illustrated through the below case studies.

Beneficiary A was 55 years old & been out of work for 9 months. She was made redundant from her cleaning role after the small firm she worked for outsourced cleaning to a large multinational. A had a history of unemployment due to having caring responsibilities for her disabled husband. A was referred to **REDACTED** SSU contract where she received 1:1 support, including CV writing, interview technique & careers advice around suitable roles. Following a basic skills IT course, **REDACTED** helped A successfully apply for a job-sharing part-time role as a local school receptionist, enabling her to combine work with caring responsibilities. **Beneficiary B** was 59 & has hearing difficulties leading to being in and out of employment for 12 years & taking up temp office jobs. He was referred to **REDACTED** SSU programme & through intensive 1:1 support, signposting to the Essex Deaf Job Club in Chelmsford organised by the Royal Association for Deaf People, B found a full time data entry job.. In October 2014, B had sustained this job for 26 weeks.

This experience across a range of projects enables us to develop a package within this programme of mentoring & support for 50+C.

