

1.4.1 Delivery Proposal – Content & Method

1.4.1.1 – Please provide a detailed/structured account and breakdown of your proposed content and method of delivery for the Fast Lane and Route Finder Provision as detailed in the Specification. Your response should include:

(a) For Key Paths 1 & 2 – Fast Lane and Fast Lane Plus

- Activities designed to stimulate learning, confidence and motivation;
- Contents of courses and delivery proposal timetables;
- Details of how claimants will be job matched to employment opportunities;
- Local Employer engagement.

(b) Rationale for your delivery approach which details how your proposal will help achieve the performance requirements for the service.

Response (a) + (b) limited to 2 sides of A4

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

1.4.1.1: For Key Paths 1 & 2 – Fast Lane and Fast Lane Plus.

Activities designed to stimulate learning, confidence and motivation;

To ensure engagement through innovative, interactive and learner-led delivery:

Key Innovation - Multimedia delivery: Via face-to-face training, e-learning modules and interactive video-based units (via Windows 10 laptops). Claimants will use our in-house e-learning sites: Online Resource Centre and ORACLE (designed specifically for Key Path customers), allowing training to be refreshed at any location/time, promoting self-reliance.

Key Innovation - Digital Support to build autonomy: Claimants will be supported to create a UJM account, targeted CVs and email account with 15GB of free cloud storage. Training will be given to upload, attach, and build an e-portfolio of jobsearch documents ensuring no CV or letter is ever lost again. Claimants will be directed to free software for home PC/ tablets/phones including word processing (Open Office, Office Suite), email apps (Outlook, Gmail), maps and transport planners (AA Routeplanner, Traveline) and job sites/apps (Reed, Indeed, Jobwise) to promote continued independent jobsearch.

Key Innovation - Outbound activities: Fast-Lane Plus offers visits to local businesses and employment agencies to personally deliver CVs for identified vacancies. These activities will enhance self-esteem, presentation and communication skills. **Contents of courses and delivery proposal timetables:** Both Fast Lane and Fast Lane Plus will be delivered in local Standguide centres with a 6:1 Claimant to Staff ratio. Refreshments will be provided.

Fast Lane: 2 - day course 9.30am–3.30pm including 30 min lunch for 2 consecutive days. Course target: each claimant to produce 5 quality job applications by the end of the course.

Aimed at claimants with reasonable I.T. skills relatively close to the labour market

MORNING ACTIVITIES	AFTERNOON ACTIVITIES
Day 1: The Right Skills for the Right Vacancy	
Overview of provision, addressing claimants' expectations/any concerns about attendance, identifying additional needs or support required. Group session on barriers, ambitions, confidence & motivation, goals. Transferable skills; use of our Career Goals Assessments tool to broaden aspirations. Identify sector-specific local recruitment agencies (e.g. via Agency Central website).	Identifying individual barriers to work and solutions, focusing on what can be achieved. Expert Job Matching to locally-sourced, sustainable employment opportunities. Analysing what is being asked for in a job advertisement utilising a quiz, training on how to research companies online, and tailoring CVs to meet the specific requirements of each vacancy.
Day 2: Impressing Employers In Writing, Online and In Person	
Job matching, overview of past jobsearch methods and of the importance of getting employer feedback. Email, cloud storage, attaching, downloading and use of free job search/Office software/apps. UJM account: how save a search, apply and record activity. Interactive video module on Interviews.	Workplace Behaviours roleplay, case study group activities. Job matching and introduction to Online Resource Centre for extra support/further learning. These resources will be made available to all Claimants once they have completed provision. Celebration of success, signposting and next steps.

Fast Lane Plus: 1 week/5 day course 9.30 – 3.30 including 30 minute lunch for 5 consecutive days. 27 hours interactive group delivery and 3 one-hour mentoring sessions (beginning, middle and end) detailing progress and activities, leading to a signed Exit/Action Plan. Course target: Claimants to apply for at least 8 vacancies and secured one interview by the end of the week. *Aimed at claimants without a CV or with low-moderate I.T. skills.*

MORNING ACTIVITIES	AFTERNOON ACTIVITIES
Day 1 - Ambitions, Job Goals and Labour Markets.	
An overview of the provision, group session on barriers, ambitions,	Session on application methods (in-person, agencies, online) exploring the positives of

confidence & motivation and time-management. Identification of transferable skills . Use of our Career Goals Assessment tool to identify 3 realistic short-term jobsearch goals. Sector research to find vacancies.	alternative approaches. First 1 to 1's : Identifying individual barriers to work and starting to build a claimant's jobsearch toolkit e.g. a C.V., UJM registration, creation of spec letters, an email address. Job matching to locally sourced sustainable opportunities
Day 2 - Digital Skills & CV Creation.	
Digital Skills – Training on Word, Internet and email and creation of an email address with cloud storage. How to attach and download documents, accessing free software and apps to facilitate jobsearching /IT skills. Use of NHS Change4Life for lifestyle, nutrition, fitness, emotional resilience & support.	Completion of interactive <i>CV Writing</i> e-learning module on our ORACLE website. Creation of a first draft CV to be tailored for specific job vacancies to improve job matching and generate further appropriate job interviews. Group Work – workplace behaviour challenge. End with stress-busting/anti-anxiety techniques recognising jobseeking can be stressful.
Day 3 - Matching the Employers' Requirements.	
Interactive quiz: analysing job adverts to identify skills, qualities and duties. These will be transferred into targeted CVs meeting the requirements of specific vacancies rather than one 'generic' CV . Ongoing job-matching by staff.	Jobsearch approaches session. Telephone skills (roleplay session), written and online job applications. Creating targeted cover / spec letters. 2nd 1-to-1's to arrange support for housing, debt, health/mental health, addiction etc. Review of first three days and opportunity to tailor support needed for last two days
Day 4 - Self Presentation & Outbound Jobsearch.	
<i>Claimants to attend in professional attire</i> : to complete an interactive video-based module on Interview techniques and mock interview with Mentor /Trainer providing productive feedback.	Group outing around local town centre with staff to speculatively approach (with CVs) businesses and agencies. Consolidate and follow up leads and job match claimants. Peer to peer job matching utilising UJM.
Day 5 - Securing Work, Succeeding in Work, Staying in Work.	
Use of Online Resource Centre for aptitude/psychometric practice/testing and additional learning as needed. Using Facebook / Twitter / Glassdoor for jobsearch.	Job matching, review of jobsearch activity so far, contacting employers for feedback. 3rd 1 to 1's – where we take the opportunity to recognise distance travelled, Completion of exit reviews, signposting to next steps.

How claimants will be job matched to employment opportunities: Our Mentor/Trainers use our CRM system which holds over **REDACTED** live vacancies at any time. They will match the duties, experience and skills employers are looking for with the claimant's CV. Where a good match is identified, they will discuss the opportunity with the claimant, ensuring they are positive about the opportunity. The Mentor/Trainer will advocate on behalf of the claimant by phoning the employer to arrange an interview or support with the identified next step i.e. submitting an online application. **Local Employer engagement:** Standguide have worked in GM E+W for over 20 years and have built up a strong network of SMEs and corporate employers known to be sympathetic to the long-term unemployed, ESA, 50+ and ex-offenders. For this provision, staff are targeted to generate **REDACTED** vacancies per week in addition to the ERAs who generate **REDACTED** vacancies per week each across all provisions. These are generated through face-to-face/telephone contact with employers highlighting our recruitment solutions at no cost; we then match our newly job-ready candidates to their opportunities. **Rationale for delivery approach:** Our FL and FLP courses will be an engaging, interactive experience that will ensure 100% of claimants complete. We upskill to meet the needs of local employer networks; tracking ensures no job is lost. This will result in 50% of claimants on Key Path 1 and 70% of claimants on Key Path

1.4.1 Delivery Proposal – Content & Method - continued

1.4.1.1 – Please provide a detailed/structured account and breakdown of your proposed content and method of delivery for the Fast Lane and Route Finder Provision as detailed in the Specification. Your response should include:

(c) For Key Paths 3 & 4 – Route Finder and Route Finder Plus

- Intended process following referral from Jobcentre Plus;
- Diagnostic interview;
- Activities designed to stimulate learning, participation, confidence and motivation;
- Courses content and delivery proposal timetables;
- Post Work/Volunteering Experience Placement Support;
- Post Programme/In Work Support;
- Local Employer engagement.

(d) Rationale for your delivery approach which details how your proposal will help achieve the performance requirements for the service.

Response (c) + (d) limited to 4 sides of A4

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

1.4.1.1: Referrals: For this provision we will have a named contact in our experienced Referrals Team who will take calls from JCP Work Coaches (WC) and can book Diagnostic Interviews over the phone or online. We will take the claimant's details and inform them and the WC of the time and place for the Diagnostic Interview and subsequent course venue and start date. We will follow up with a text reminder the day before and report non-attendance to JCP.

Diagnostic interviews: All claimants referred to both courses will have a minimum 1.5 hr 1-2-1 diagnostic interview to identify their key real or perceived barriers to employment. This will take place throughout Standguide's network of centres, at least 5 days before the start of provision, and will comprise of:

- A warm greeting, introduction and overview addressing fears/concerns, while gathering essential information to identify barriers and support needs (e.g. work history, education, physical and mental health issues, addiction, debt, housing issues, criminal convictions).
- Use of Forskills Assessment to gain an understanding of the claimants' Literacy, Numeracy and ICT skills and inform them on how we will work with/support each claimant on the course.
- Use of Standguide Ltd's own purpose built online Career Goals Assessment Tool to identify 3 short term-career goals to support the *Any job*→*Better job*→*Career* strategy.
- Production of an Individual Action Plan (IAP) identifying realistic job goals in the claimants' preferred sector. The IAP will detail barriers and solutions. Each IAP will be updated throughout the course forming the backbone of activity the claimant will undertake to secure sustainable employment.

Claimants will leave the Diagnostic interview with a renewed sense of purpose and a realistic appraisal of the features and benefits of the provision they are about to start.

Activities designed to stimulate learning, participation, confidence & motivation: To ensure engagement through innovative, interactive and learner-led delivery both Route Finder and Route Finder Plus courses will include the following key elements:

Key Innovation - Personal Development & Solution-Focused Approach: Claimants will be mentored using Solution-Focused coaching strategies in order to compliment and support interventions by JCP Work Coaches and Work Psychologists. This will encourage claimants to take ownership of their journey throughout provision. On Route Finder and Route Finder Plus each claimant will receive 6 hours training and 4 hours 1 to 1 advice and mentoring over two consecutive days each week, including 1 hour of self-selected training. This allows claimants the opportunity to build their own course from a range of modules, ensuring each claimant's journey is individual; this will impact on social justice by giving our Claimants equality of opportunity by empowering them to independently apply for work in the most effective manner possible, rather than encouraging dependency. The selection of modules includes:

- Developing English, Maths and ICT skills using BBC Skillswise / Webwise, the Excellence Gateway, Go-On, Barclays Digital Eagles or British Council ESOL for Work.
- Using our purpose-built e-learning Online Resource Centre and ORACLE site (designed specifically for Keypath 1-4 customers), to develop personal or jobsearch skills/tools.
- Better Off Calculations and practice in Aptitude tests and Psychometric tests available through our ORACLE site.
- Preparing for **self-employment** by taking an online course provided by HMRC.
- Improving skills and knowledge in at least one of the following sectors: Childcare, Administration, Accounting, Catering, Customer Service, Hospitality, I.T., Construction, Leisure, Logistics, Retail and Warehouse/Distribution. Claimants will use established e-learning software such as the ALISON website to develop sector-specific work skills including Health & Safety, Food Safety, Workplace Ergonomics, Business and

Enterprise Skills where relevant to their job goals.

Key Innovation - Outbound activities: Claimants will participate in out-of-centre activities aimed at enhancing confidence and motivation, self-presentation and communication skills, as well as labour-market awareness. This will include: Speculative approaches to employers to personally deliver their CV, visits to local employment agencies to sign up for opportunities, employer workplace visits, talks from employer guest speakers to give an insight into their industry.

Key Innovation - Presentation or web-based project: (Route Finder Plus)

To develop confidence, self-reflection, presentation, communication and digital skills, Route Finder Plus claimants will be given the option of working in groups to create either a **biographical video-diary** of their journey throughout the provision or a **podcast presentation** on a key topic regarding employment and careers (e.g. ‘top tips for an interview’). This could be broadcast on our purpose-built YouTube channel to celebrate achievement and success, with the group’s consent.

Key Innovation - Digital Support to build autonomy: Claimants will be supported in all aspects of digital jobsearch as identified in the Fast Lane and Fast Lane Plus delivery model.

Courses content and delivery proposal timetables:

Both Route Finder and Route Finder Plus will be delivered in local Standguide centres with a 6:1 Claimant to staff ratio. Refreshments will be provided during breaks / lunch.

Route Finder: 3 weeks, 10 hours per week delivered across two days per week, 9.30 – 2.30 each day with 30 minute lunch. (**Day 1:** 1 x 5 hour group training day and **Day 2:** 1 hour of self-selected training followed by 4-hour 1 to 1 support). Route Finder Claimants will work to a target of 3 quality job applications per week. *Aimed at claimants who, whilst needing a significant boost in confidence and practical job seeking skills, have relatively recent work experience and can concentrate on securing a job.*

MORNING ACTIVITIES	AFTERNOON ACTIVITIES
Week 1: Goals, Barriers, Tools and Skills	
<p>DAY 1: Personal Development (1) Introductions, icebreakers, personal development group tasks, goal setting, barriers to work, online module to identify transferable skills, setting of course job applications target.</p>	<p>Digital Support (1) Online-safety, Word, Internet, digital support, creation of email & cloud storage and outline of free office and planning software/apps to download for home PCs/Tablets/Phones to aid independent jobsearch.</p>
<p>DAY 2: Financial Awareness 1-hour <i>self-selected e-learning</i> training followed by 1 to 1 support sessions in Career Goals and Financial Awareness, with budgeting, benefit calculations and 1 to 1 advice from Money Advice Service (MAS).</p>	<p>Healthy Lifestyles 1 to 1 support with Physical & Mental Health Awareness, with use of NHS Change4Life diet & exercise software. Referrals to services i.e. Expert Patients Programme/Healthy Minds for help Managing a Health Condition.</p>
Week 2: Expanding Jobsearch Approaches	
<p>DAY 1: Labour Market Awareness (1) Talks from local employers and sector research to determine additional realistic job goals leading to creation of first draft of tailored CV. Identifying routes to employment.</p>	<p>Digital Support (2) Communication skills and telephone techniques, speculative calls to employers. Safe use of Facebook / Twitter / Glasdoor for job seeking in line with Safeguarding & Prevent Duty.</p>
<p>DAY 2: Professional Job Matching 1 to 1 job matching. Support in using UJM to jobsearch, personalise and save a UJM search. Tailor applications, working towards job App. target. Finalising CV’s.</p>	<p>Labour Market Awareness (2) 1 to 1 mock interviews with feedback to improve confidence, interview techniques and preparation skills. 1-hour <i>self-selected e-learning</i> training.</p>

Week 3: Meeting the Employers' Requirements <i>Claimants to attend in business attire.</i>	
DAY 1: Accessing Local Provision Guest speakers from local services e.g. Learndirect and 'Get Britain Working' initiatives such as Work Clubs, voluntary agencies and Apprenticeship opportunities	Personal Development (3) Finding sector-specific recruitment agencies. <i>External activity:</i> Speculative visits to local employers and employment agencies for interviews, sign-ups and job matching.
DAY 2: Workplace Behaviours 1 to 1 support identifying and discussing employers' expectations e.g. communication skills; self-presentation; punctuality; time management; team working and problem solving. 1-hour <i>self-selected e-learning</i> training.	Work-Related Coping Strategies 1 to 1 sessions identifying interaction, anxiety, memory, concentration and behaviour needs. Strategies to support according to claimant needs. Completion of exit plans, during which Mentor/Trainers will signpost claimants to appropriate local provision.
Route Finder Plus: 8 weeks in total consisting of 4 weeks x 10 hours per week delivered two days per week 9.30 – 2.30 each day with 30 minute lunch, as per Route Finder (above) followed by 3 weeks placement (16-20 hours) and 1 week post-placement support 10 hours over 2 days. Route Finder Plus Claimants will work to a target of 3 quality job applications per week. <i>Aimed at claimants needing wider range of support including a period of work experience to prepare them for employment, and to gain up-to-date references for CVs.</i>	
Week 1 - 3: Training and mentoring as per Weeks 1 – 3 of Route Finder (above).	
Week 4: Managing the Transition to Work <i>Claimants to attend in business attire.</i>	
DAY 1: Preparing For Work Introduction to placements and session researching the nature of businesses, travel planning/bus routes, points of contact for emergencies, work clothes/equipment requirements.	Personal Development (3) Creating pre-placement/volunteering video diaries detailing their learning on provision so far and expectations regarding placements. Job search session and job matching.
DAY 2: Introduction to Work Placements 1 to 1 work with Mentors to produce a work placement action plan detailing: the employer, position, duties, hours and days, identifying support needs/solutions	Pre-Placement Visits Claimants to make trial journeys to their placement/voluntary work providers for an informal meet & greet, before returning to the centre for last checks and Job Matching .
Weeks 5 – 7: Placement/Volunteering – 3 weeks' (16 – 20 hours per week), work experience placement or volunteering work with a local employer or voluntary agency in the claimants' chosen sector. This will be negotiated in-line with claimants' personal situation e.g. childcare, mobility/travel, health requirements or caring responsibilities.	
Week 8: Post Work/Volunteering Placement Support: (10 hours delivered over two days, 9.30am – 2.30pm)	
DAY 1: Reflection on Placements Group session reviewing successes and difficulties on placement, including impact on job goals and where necessary determine new job aspirations.	Personal Development (4) Completion and viewing of reflective biographical video-diary or podcast presentation detailing placement achievements. Further job matching in place.
DAY 2: Digital Support (3) 1 to 1 support updating CVs with new experience & references. Identifying vacancies. 1 hour self-selected e-learning.	Job Matching (2) 1 to 1 Job Matching , job applications, any further appropriate signposting and next steps. Completion of a detailed exit plan. Celebration of success
Post Programme / In Work Support; Exit/Action Plans will be produced for each claimant leaving or completing both provisions. All exit reviews will be delivered to the JCP Work Coaches within 4 working days of each finished course. Exit plans will include a narrative assessment report detailing each claimant's progress, strengths and areas for development, as well as the claimant's perceptions of their own employability and barriers,	

both on starting and on leaving the course. Exit plans will include activities completed on the course, signed agreement of next steps identified, proof of distance travelled and evidence of **impact achieved on social justice** (e.g. heightened digital skills), and achievements from work experience, work placement or volunteering work.

Standguide staff will conduct two case conferences to establish and share Claimant progress and job seeking activity with JCP Work Coaches for all claimants completing the Route Finder Plus course, and one for each claimant completing Route Finder. All claimants will be offered **13 weeks, post-programme support for 2 hours per week where we complete further job matching and support in completing job applications, following completion of their 3 & 8 week courses.** Standguide have exceptional sustainment outcomes with **REDACTED** of job starts reaching sustainable job outcomes throughout our Work Programme provision, due to the professional support of our Mentor/Trainers. They provide ongoing and in-depth help for claimants entering employment, contacting claimants at a time best suited to them, often outside of working hours, identifying any concerns about their new job and completing an In Work Support Plan with the claimant. This includes:

- Any **in-work benefits** they may be entitled to i.e. housing benefit/subsidised travel
- **In-house training** which will be offered to them or their employer
- Help to overcome any arising issues (**e.g. travel issues, pay, benefit changes, declarations, childcare and tax**) and signposting to relevant support organisations.
- A rapid response service to those who fall out of work to minimise the financial aspects of being unemployed, including **fast job matching for second job starts.**

Local Employer engagement: Standguide have worked in Greater Manchester and Cheshire for over 20 years and have built up a strong network of SMEs and employers known to be sympathetic to the long-term unemployed, ESA, 50+ and ex-offenders. For this provision, Mentor/Trainers are targeted to generate **REDACTED** vacancies per week in addition to the ERAs who generate **REDACTED** vacancies each per week across all provisions. These vacancies are generated through face-to-face/telephone contact with employers highlighting our recruitment solutions at no further cost to the employer; we then match our newly job-ready candidates to their opportunities. We have a wealth of experience sourcing work placements, having secured over **REDACTED** placement opportunities across our Jobcentre Plus Support Contract in Greater Manchester, Cheshire and Merseyside.

Rationale for delivery approach: Our rationale for delivering Route Finder and Route Finder Plus in this manner ensure the claimant is challenged to engage with a range of digital skills and tools, as well as enhancing social and personal management skills. Autonomy and self-development are at the heart of the claimant journey, so that skills are taught rather than told, and learning takes place beyond the classroom environment, with outbound, face-to-face interaction with businesses and agencies. This offers the opportunity to practically test and apply skills built during provision in the real world, which will ensure that 100% of claimants who complete their provision have the required employability skills. These approaches are currently used on our Get Up & Go 2-week employability provision in West Yorkshire, contributing towards a year-to-date overachievement of **REDACTED** performance against both starts and completers and a **REDACTED** performance against job outcomes Chris, a course completer said 'My Mentor gave me the confidence that I could do this job and the interview questions we practiced were asked by the employer, which resulted in me getting the job!' Claimants will be job-matched in-line with the Jobcentre Plus **A**ny job→**B**etter job→**C**areer strategy, with Claimants matched to their realistic job goals and other sustainable job opportunities. Placements and e-learning materials are selected to reflect growth sectors and specific local employer demand. This strategy will contribute to ensuring that 40% of Route Finder will achieve job outcomes and 100% of Route Finder Plus claimants will complete

placement/voluntary work and 40% will achieve job outcomes. The mentoring relationship we have built with the claimant whilst on provision will naturally continue once they are in work and will ensure that at least 80% will reach sustained outcomes.

1.4.1 Delivery Proposal – Content & Method - continued

1.4.1.2 – An outline of your organisations existing partner relationships and how you will build upon these to ensure an appropriate range of support and opportunities are available to claimants on each of the Four Key Paths.

1.4.1.3 – An outline description of the systems your organisation will use to administer the provision effectively (e.g keep accurate and auditable records on customers, outcomes, claims etc.) **and** the gathering of information on claimant feedback to improve delivery or address claimant concerns.

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

Total page response for 1.4.1 - Delivery proposal – content & method = 7 pages.

a & b = 2 pages in total

c & d = 4 pages in total

1.4.1.2 & 1.4.1.3 = 1 page in total

PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION (1.4.1.1 a-d + 1.4.1.2 + 2.4.1.3) MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.

1.4.1.2. On award of contract we will contact all local councils, local LEPs, regeneration teams, NHS Partnership Trusts, Colleges, Neighbourhood Housing Agencies, Connexions, Probation Teams etc. that we already work with across GM East/West, arranging meetings to introduce the new provision and to ensure a named contact is in place. We have also **established strong local links with specialist support organisations** whereby we have named contacts and through the operation of a virtual office, can get answers to most claimant queries within 24hrs. In more complex cases we arrange face-to-face support and interventions. Examples of support agencies we work in partnership with include: **Bury:** Adult Learning for ESOL, Red Door - homelessness support; **Tameside:** Threshold - support for Women Offenders, TARA - refugee support; **Wigan:** The Brick - multi- agency support, Making Space - Mental Health Support; **Oldham:** Acorn Drug/Alcohol Abuse Service, Oldham Food Bank; **Bolton:** Get Connected - offender support, End The Fear – escape from domestic violence; **Rochdale:** Creative Support - Mental Health Support, WHAG - Domestic Violence Refuge; **Stockport:** The Well Spring - multi agency support e.g. benefits advice, homelessness. All Mentor/Trainers have access to a comprehensive, local directory of Partner support agencies. Should new agencies move into the area we will duplicate these partnership arrangements to ensure claimants have the best possible range of services. We participate in local Communication Meetings e.g. Employer Forums/ Regeneration Team meetings e.g. Action 4 Business, Bolton, Rochdale Skills and Employment Forum, Charter Housing, Tameside to keep up with labour market trends and generate vacancies. **Providing employment opportunities for claimants is an essential part of our service;** each Trainer/Mentor is responsible for generating **REDACTED** vacancies a week in addition to those provided by our Employer Relations Advisors, who work across all contracts. Vacancies generated (**REDACTED** current live vacancies e.g.) Maplin's, Wigan; Woodlands Financial Solutions, Rochdale; Clear Mortgages, Tameside; will be displayed on our CRM system, and matched by Mentor/Trainers to claimants on each of the Four Key Paths. We will continue to directly target sector specific employers as identified by our claimants, and offer our services to new businesses opening up. **Other strategic relationships:** Jobcentre Plus: excellent working relationships with JCP built over 25 years, we attend JCP Communication and breakfast meetings, and provide walkthroughs in their offices resulting in generating the **greatest number of referrals and starts being achieved nationally (over REDACTED) on the Jobsearch Support Contract.** Standguide will ensure communication is constant to maintain a holistic support service for each customer. Skills and Employment Partnership – we will continue our work with SEP to respond to present and future growth and employment and skills needs. Standguide are members of GM Centre for Voluntary Organisations (GMCVO) and Greater Manchester Chamber of Commerce and we intend to work in tandem with **important local initiatives** such as Backing Young Bury. **1.4.1.3** Customer details and journey (inc. daily attendance) will be managed, tracked and maintained with our secure MI system MAYTAS 5, developed to ensure Standguide can input and view progress at any point. MI collected will meet all KPIs and the contract will be vigorously audited by our Quality Compliance Team. All feedback/IAPs will be RAG rated and detailed reports cascaded to SMT and the Contract Manager who meet monthly to review progress against contractual targets, implementing any remedial action or innovation to improve the service for claimants e.g. Privilege Card allowing claimants to return and jobsearch/modify CVs. Standguide is conversant with DWP paperwork, SL2s, processes and compliance requirements and were awarded substantial assurance at our last DWP PAT audit. Claimant feedback: gathered at the beginning, middle and end of each course, acted upon immediately e.g. adding new modules/changing delivery methods. Results are analysed and displayed as 'You Said–We Did' posters. Customer forums held quarterly, suggestion boxes & feedback postcards are also available. Complaints are dealt with within 5 working days. These inform short and long term recommendations and are monitored as part of local improvement plans.

1.4.2 Delivery Proposal - Work Placements

1.4.2.1 Please describe how you will ensure there will be sufficient/suitable Work Placements throughout the duration of the Route Finder Plus Course. Your response should include the types of placements available, e.g. shop, warehouse, office/administration, etc.

Insert your response in the pre-set space. Your response must be limited to 1 side of A4.

1.4.2.2 To support your response please complete the table below (annex a) which summaries the position; and includes the undertaking/commitment, as shown below the table, from each employer/retailer that you intend to use. The undertaking/commitment from employers should be scanned and embedded in the table. There are no space limitations to this supporting information.

On completion, please upload onto Bravo as one attachment.

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

1.4.2.1. We have extensive experience ensuring our customers have access to suitable Work Placements (WP) to enhance their journey into sustainable employment and **we have significant employer support in Greater Manchester East and West: Our Early experience talking to local employers has been hugely positive**; we have named contacts who have agreed to work with us in providing Work Placements (see signed employer verifications) Our employers understand the nature of both the candidate and what we aim to achieve from the WP, and we will be working with a wide range of employers; some looking for work ready candidates, some prepared to develop people who are further away and need more support. Our Employer Relation Advisors (ERAs) have consulted with over 100 employers in all of the areas we will be delivering Route Finder Plus, and have generated opportunities across varying sectors to ensure there is something for everyone e.g. customer service/shelf stacking/warehouse (B&Q), retail (Boots, Miss Selfridge), hospitality. Employer Health & Safety checks are also carried out at every premises.

Over the past five years we have provided **work/volunteer placements (min 16 hours per week) for REDACTED of Launch Pad for Lone Parents/Carers customers (REDACTED placements) across Greater Manchester East and West**, based on their desire to trial or retrain in appropriate work sectors - **REDACTED moved into jobs** at the end of the experience. In addition to these customer groups we have also serviced Work Programme, Intensive Jobsearch Support, Skills for Employment, and Skills for those under notice of Redundancy throughout Greater Manchester providing over **REDACTED** placement opportunities over five years. Our ERAs constantly have direct discussions with employers in Greater Manchester East and West regarding the setting up of Work Placements and Work Trials leading to specific vacancies. All staff will have weekly targets to meet in terms of proactively calling employers to canvass for Work Placements (this process currently brings in **REDACTED** opportunities per week per member of staff). Additionally we will have the services of our ERA Team who are targeted to bring in new Job Placements and vacancies (**REDACTED** per week). We can generate additional placements through holding breakfast/comms meetings with employers, pitching our free services at 'grass root' level and engaging additional support from our sessional staff to intensify ERA activity. We will familiarise employers with **Access to Work**: government funding support to employers for people with a disability or physical/mental health condition, to help them start and stay in work. Used to: pay for adaptations to equipment they use, fares to work if they cannot use public transport, a support worker or job coach to help them in the workplace, disability awareness training for work colleagues and a communicator at a job interview. **Permitted work**: If the claimant is on ESA and works less than 16 hours per week, they can earn up to £107.50p per week for 52 weeks without affecting their benefits; this also applies to ESA claimants on a Work Trial. Once in work, we support claimants to ensure they stay in employment and become economically independent - both these initiatives help to break down barriers and encourage employers to open up opportunities to those perceived to be further from the labour market.

Additionally the Canal and River Trust have provided us with an opportunity to engage and manage our own work placements through 'Adopt a Section of Waterways' Programme within the North West area. Our aim is to set up our own work placements for up to 3 weeks (16-20 hours per week). Examples of activities: Keeping the canal and towpath clean, smart and clear of obstructions; Making improvements to access and facilities; Recording and improving wildlife habitats; Promoting the waterway to other local people; Running events and guided walks. **Where required, as part of our partnership working with employers, Standguide commit to offering training sessions for their staff on Autism awareness, Epilepsy, First Aid / Appointed person, Mental Health Capacity Act, Health & Safety when working with customers, Understanding hidden disabilities (Dyslexia/ dyspraxia, etc.)**

Summary of Proposed Work Placements

JCP District	Employers Name	Employers Address	Type of Employment (EG: Retail / Hospitality)	Work Placement Opportunity (EG: Customer Service)	Potential Number of Placements Please identify (Hub & Outreach Location) placement may be filled from..	Embed Employers Undertaking
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED	REDACTED

REDACTED						
REDACTED						
REDACTED						

Suppliers must use Ariel Font 12 and keep their responses within the allocated number of pages

Retailer/Employer Undertaking/Commitment

Employer/Work Placement Provider

Bidders Address

Dear xxxxx,

Confirmation of Work Placement

I wish to confirm that my organisation can provide suitable work placements to enable participants complete a 4 week work placement in the following Jobcentre Plus District(s): -

Cumbria & Lancashire

Merseyside

Greater Manchester East & West

Greater Manchester Central & Cheshire

(delete inappropriate JCP Districts)

This will include undertaking a mock job interview with the participant.

Yours sincerely,

Name:

Position:

1.5.3: Premises

Please provide details of the premises from which you propose to deliver the Fast Lane and Route Finder Provision.

Your response should:

- 1.5.3.1** Include full address details, including postcode, together with supporting rationale for choosing the premises, i.e. why do you consider them suitable;
- 1.5.3.2** Details of the resources / facilities available to participants at your proposed delivery premises;
- 1.5.3.3** If you intend to use existing premises for elements of this provision, please explain how this would fit with their current use and confirm there will be no adverse affect on provision currently being delivered.

Alternatively, where new premises are proposed, please give an indication of timescales required to secure these premises and confirmation they will be available for the start of the programme.

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).

1.5.3.1 Premises Greater Manchester East and West: The premises we have secured for the delivery of Fast Lane and Route Finder provision are as follows:

Ashton-under-Lyne: 1ST Floor, Heritage Wharf, 1 Portland Place, OL7 0QA (Current Premises). All training rooms and one to one spaces are tastefully furnished and decorated and the centre is fully equipped with computers, printers, IT/AV equipment etc. The centre is fully DDA compliant. There is a kitchen area to allow refreshments for claimants to be provided, a manned reception, and on the site there is a friendly, inexpensive café. The main Ashton bus station – serving residents from Ashton, Hyde, Stalybridge, Denton and Manchester is just 10 minutes' walk away – with the 330 bus stopping directly outside the centre. The nearest train station is 10 minutes' walk away and allows travel to Manchester, Ashton, Stalybridge and Mottram etc.

Wigan: 1ST Floor, Pro-Co North West, Hanley House, Prescott Street, WN6 7DD (current Premises) Standguide have been based here for several years and successfully deliver the Work Programme from this location. Training rooms and one-to-one space available. The centre is equipped with broadband/Wi-Fi, projectors, computers and all resources required for intensive job search – phones, fax, printers, stationery, stamps etc. On site is a café providing inexpensive drinks/snacks. We share the building with Pro-Co Northwest who provide apprenticeship opportunities in motor mechanics, business administration, construction and hair and beauty. The local rail station – Wigan Wallgate – connects Liverpool, Hindley, Atheron and Manchester with Wigan, and the main bus station (all buses) are a five minute walk away. Parking is available on site.

Bury: 1st Floor, 2 The Square, Millgate Shopping Centre, Bury, BL9 0QD (current premises) These premises – currently used for the successful delivery of the Work Programme. All major public transport is one minutes' walk away at the Bury Interchange where buses/trams converge. The centre is fully equipped for delivery of the Four Key Paths Provision e.g. Wi-Fi, computers, printers, phones etc. Facilities are available for the provision of refreshments and also private space for prayer. Disabled customers who require access to provision are transported by taxi to the nearest centre to where they live, at our expense. Customers have access to a range of placements in the shopping mall and surrounding area and we have excellent links with employers there.

Community venues:

Bolton: The Bolton Hub, Bold Street, Bolton, BL1 1LS. Situated in the centre of Bolton this location offers outstanding facilities for our claimants. The offices are fully equipped with IT and AV equipment, including interactive whiteboards, DVD playback, PA System, hearing loop, projectors and computers. All rooms are airy, spacious and decorated to a high standard. The CVS provides a service across the community and many local groups are housed in the building e.g. Eden – counselling service. There is a dedicated manned reception, kitchen facilities on each floor, disabled access parking bays and a prayer room. Directly outside the building is the new Newport thoroughfare leading to the Transport Interchange (5 minutes' walk) where transport from all areas converges.

Rochdale: The Wardleworth Community Centre, South Street, Wardleworth, OL16 2EP. Situated in the centre of Rochdale – 4 minutes' walk from JCP – 3 minutes from the main bus station providing access to all surrounding areas – Accrington, Milnrow, Newhey, Heywood etc. and 5 minutes from the Metro link and rail station (links to Manchester/Ashton-u-Lyne). This vibrant community hub plays host to variety of other organisations e.g. welfare/benefits advice, immigration, debt advice, IT classes, work clubs, ESOL etc. Many of these services will be available to claimants and makes it the ideal delivery centre for the Four Key Paths. The centre has high-speed Wi-Fi, is DDA compliant and provides facilities for prayer. All training and one-to-one rooms are furnished and decorated to a high standard, are light and airy and conducive to learning.

A kitchen is available for the preparation of refreshments.

Oldham: The Honeywell Centre, Hadfield Centre, OL8 3PB. The Honeywell is a busy community centre serving the needs of local residents; there is a Sure Start Children's Centre on site; is fully DDA compliant, has an onsite voluntary run café and has prayer facilities. All training rooms are spacious and airy with Wi-Fi and interactive whiteboards and are tastefully decorated. Bus 409 from Oldham/Ashton stops immediately outside and runs every ten minutes. Facilities are available for the preparation of refreshments for claimants and sporting facilities are available for use e.g. all weather pitches. Other uses of the centre include: CAB, Breath Easy and Children's Services.

Stockport: Hilton House, Block A, Lord Street, Stockport, SK1 3NA (current premises) Situated adjacent to the Job Centre and within 5 minutes' walk of public transport (buses 192, 22) and five minutes from the train station this centre is ideally situated for delivery of the Four Key Paths provision. Spacious and airy training rooms which are well equipped are available, alongside one to one space and a separate kitchen area. Until recently Standguide were delivering Lone Parent provision from this location and are familiar with all employers in the area.

1.5.3.2 Resources and facilities available for claimants: All premises identified are located in town centres to ensure easy accessibility, equipped with high-speed Wi-Fi and have been Risk Assessed by our Health and Safety Team. Centres are fully equipped to provide a quality experience for claimants ensuring that an individualised service is provided which meets the needs of all. All claimants have access to computers (ratio 1-1), printers, scanners, fax machines, phones and stationery to ensure that all the tools for intensive job search are in place. A large variety of training materials and methods are available e.g. work books and modules for completion covering Managing a Tenancy, Using Social Media, Transferrable Skills, Better Parenting, Interview Skills etc., (available in different languages); online modules e.g. Change for Life Digital Eagles are accessed, group sessions and intensive 1-1 work are implemented to ensure that each claimant receives individualised support. Additionally, facilities for disabled claimants are provided e.g. hearing loops, dyslexia support. We work in partnership with local organisations to provide a seamless journey for claimants e.g. Advisors from Money Matters – providers of debt and financial IAG, base themselves in our centres, as do NCS advisors delivering 1 2 1 careers advice. Employers share our premises to promote vacancies, collect CVs and undertake interviews on site. Information regarding Equality and Diversity; Safeguarding; Data Protection and Sustainability is clearly displayed.

1.5.3.3. Current premises: We can confirm that delivery from our centres in Wigan/Tameside and Bury would not be adversely affected when the Four Key Paths provision commences; this is due to the fact that the number of customers attending the Work Programme has diminished considerably – hence we have the room, resource and staff on site to accommodate the extra numbers without disruption or hindrance to the quality of service being delivered.

New premises: We have secured premises in the local community for the delivery of this contract. We are able to secure premises swiftly and effectively wherever need dictates. We have the resources, finance and flexibility to set up new premises within a very short timescale.

Example of our scalability: On award of the Destination Work provision in Birmingham within three weeks we had advertised, recruited and trained staff, sourced and fully set up premises, marketed the provision and were ready to go live on the contract start date. We pride ourselves having always commenced provision delivery on the Go Live date. We have secured all new premises provisionally and we will have them resourced and fully operational by 13/01/16.

1.6.4: 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 all Four Keypaths of the Fast Lane and Route Finder Provision.

Your response should include:

- 1.6.4.1** Full time equivalent (FTE) staff numbers, of staff (delivery staff, admin, management) involved in the delivery of the programme together with supporting rationale for your deciding on these numbers (Please express a full time member of staff as 1:0, with others detailed as 0:5 or 0:25);
- 1.6.4.2** An outline of the roles and responsibilities for all staff listed / involved (delivery, admin and management) in the Fast Lane and Route Finder provision;
- 1.6.4.3** 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 side2 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.

1.6.4.1 Full Time Equivalent (FTE) staff numbers and rationale -

Standguide intend to be the sole deliverer of this contract without sub-contractors to ensure maximum accountability to DWP and participating claimants.

Staff numbers: We propose: **Mentor / Trainers** – 4 Full Time and 2 Part Time (5.0 FTE)

Skills Advisors – 2 part time (1.0 FTE) 1 based in Ashton covering Stockport, Oldham and Rochdale to conduct 216 Initial 1.5 hour Diagnostic Interviews and 1 based in Wigan covering Bury and Bolton to conduct 168 Initial 1.5 hour Diagnostic Interviews;

Employment Relations Advisor – 1 part time (0.5 FTE)

Contract Manager (0.5 FTE.) Head Office support will equate to 1.2 FTE

Rationale: Based on specification guidelines: with 79 courses running between **13th January 2016 to 24th March 2017** we have developed a provisional detailed delivery schedule for GMEW. This provides a realistic framework for delivering the anticipated area volumes to the required specification, with margin built in to allow for down-time from mid December – mid January and historically less claimants in the summer holidays. **Our staffing proposals enables us to run three delivery teams to deliver 44 courses in Ashton, Stockport, Oldham and Rochdale and 35 courses in Wigan, Bury and Bolton – 79 courses in total to a minimum of 948 Claimants. This gives us the flexibility to deliver three courses at any one time across the whole District.** We recognise that actual referral volumes may fluctuate and we will work with District teams to agree a final schedule and maintain flexibility in response to demand. **Our Contract Manager** will move between centres to oversee the smooth running of delivery across the entire area and will be on hand to support the Delivery Staff as needed and report to the Senior Management Team. **All staff will also have an enhanced DBS check. Standguide employ 15 fully trained and qualified bank staff**, available to cover for holidays and sickness. This means that we can always have an experienced Standguide member of staff in place whilst new staff are being trained up. *Note: In the event that the number of claimants per course is higher than anticipated, these staff will be utilised to maintain the ratio of 1staff to 6 Claimants.* Our proposed delivery model has the Mentor/Trainers delivering 6 hours per day on Fast Lane and Fast Lane Plus, and 5 hours per day on Route Finder and Route Finder Plus; wrap-around duties can be carried out when not directly delivering to Claimants. Additionally, we have scheduled full days when we are not working directly with Claimants to allow Mentor/Trainers to fulfil all aspects of their job roles e.g. personalised job-matching, finding placements. This worked excellently on LaunchPad where staff were ultimately responsible for managing the claimant's whole journey where we offered all participants a placement opportunity and achieved **REDACTED** job outcomes for Lone Parents. Both members of each team will be able to carry out Mentor and Trainer duties to ensure a joined up holistic journey. Each team will work closely with our 2 **Skills Advisors** based in Central Manchester and Cheshire who will have the responsibility of undertaking the initial Diagnostic Assessment sessions that take place prior to the courses and creating Individual Action Plans. The **Employer Relations Advisor** will specialise in working with employers and securing vacancies suitable for our Claimants on all of our provisions.

1.6.4.2: An outline of the roles and responsibilities for all staff:

Mentor/Trainer duties: reporting to CM; review Diagnostic Assessments and create/update Individual Action Plans produced by the Skills Advisor; ensure all claimants fully engaged in sessions and deliver all one to one/group sessions, tailored to meet each claimant's abilities and learning needs; support in developing IT skills and creation of video diaries/podcasts, organise mock interviews, manage in-house Resource Areas ensuring job application activity is completed; job matching and tracking, securing job verification paperwork, provide support after the work/voluntary placement experience including the 2 hours per week following programme and In Work Support to ensure sustainability; 1-2-1 mentoring on a regular basis, providing relevant signposting to local support organisations

as needed; complete all administration/paperwork, reporting attendance and sending Exit Reports to JCP Work Coaches. Organise reimbursement of travel costs and administering petty cash. When not directly delivering, Mentor/Trainers will promote Standguide's free job-matching service to employers, generating a minimum of 84 (7 Route Finder Plus courses x 12 Claimants) volunteer or work placements with local, regional and national employers, securing 501 job opportunities/ring-fenced vacancies; vetting potential job candidates and organising interviews with employers to ensure our job targets for this contract are met. **Qualifications:** Have/working towards PTLLS and ILM level 3 in IAG with proven achievement of targets. **Skills Advisor Duties:** Roles include: Contacting claimant prior to initial meeting to remind them to attend, delivering initial Diagnostic Assessment to establish job/career goals and key barriers to employment along with literacy, numeracy and ICT skills and what additional support they will need; creating Individual Action Plan, processing SL2s and ensuring JCP Work Coaches know who has attended.

Qualifications: ILM level 3 and level 4 IAG with a minimum of two years' experience in the Welfare to Work Industry, proven track record of working with JCP colleagues and the JSA/ESA Claimant group. **Contract Manager duties:** REDACTED, our experienced Contract Manager will report monthly to Standguide's (SMT), attending monthly management/operations meetings to ensure all targets are met in relation to referrals, starts, job outcomes and sustainability, compliance and value for money; oversee the day to day management responsibilities across the centres and the staff, ensuring targets are set and met on a weekly/monthly basis; conducting staff reviews and addressing any underperformance; allocating caseloads; arranging staff training, resolving cover issues; overall responsibility for working with Jobcentre Plus; ensuring all work placements/job verifications secured in a timely manner; oversee twilight tracking as required and post work support. **Qualification** ILM level 5 with 12 years Welfare to Work experience with Standguide Ltd. **Senior Management Team (SMT):** Comprised of Company Directors REDACTED and REDACTED and Performance and Quality Director REDACTED, SMT will meet monthly (minimum) with the Contract Manager to review progress.

Qualifications: Two Directors both hold Diploma in Careers Guidance. The Performance and Quality Director holds B.Ed Honours 2:1, Certificate in Education and Diploma in Management – level 7. All have over 10 years' experience at Management level in the Welfare to Work Industry.

1.6.4.3: How our proposals fit within our management structure.

The CM will also have support from all our Functional Managers in Head Office: **Finance:** helping to ensure budgets are managed and supporting the performance related bonus for staff; **Claims/MI:** pulling together monthly performance data and submitting checked claims for payment; **Training and Development:** provides new innovative ICT based delivery content and associated staff training; **Marketing:** provides updated material to promote provision and encourage referral to the provision and managing our website; **Quality/Compliance and Auditing:** audits all Diagnostic Assessments, Action Plans and associated provision paperwork and conducts observations of learning with recommendations for any improvement and staff development; **Health and Safety (Safeguarding):** ensures a safe learning environment; **IT & Infrastructure:** audits data security procedures and maintains high spec IT resources for claimants online jobsearch; **HR/Personnel:** ensures the timely recruitment, induction and training of staff and support with any HR issues. Functional Managers are able to support this new contract without negative repercussion on current delivery (0.15FTE per department, 1.2 overall).

On this contract we will employ a total 8.2 FTE delivery and management staff

All staff receive a one week induction that covers Policies, Procedures, contract Compliance and specific provision training; we conduct observations of teaching, training and mentoring to ensure that staff deliver a quality service to our Claimants. Ongoing training addresses safeguarding, data protection and health and safety.

1.7.5: Previous Experience

Please provide a detailed example which demonstrates your experience of:-

1.7.5.1 successfully delivering this type of provision (or similar);

1.7.5.2 working with the claimant group as described in the specification;

If your organisation has no previous experience of delivering this type of provision to 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).

1.7.5.1: Standguide have delivered similar provisions to Claimant groups including JSA, ESA, Lone Parents, 50+ and Universal Credit Claimants for 20 years and understand the dynamics that make this provision work. We adopt a six stage approach. First we give people an opportunity to let off steam and express frustrations – at the same time get to know each other. Second, they articulate their fears, concerns and barriers to returning to work through a combination of group activities, plus one to one discussions on more personal issues and how to overcome them. By now the group have gelled and become a team. Third, through careers guidance and greater understanding of transferable skills they start to reassess their job/career goals and thus widen their job search. Fourth, we teach them modern ICT based jobsearch techniques enabling them to be competitive in the jobs market – we have experience of combining this with providing work experience opportunities/tasters with employers who have current vacancies and we proactively job match our claimants to these opportunities. Fifth, we continue to support them once formal training has been completed, with all the resources and staff, to effectively apply for jobs and prepare for interviews – with unlimited access to our Business Centres. Sixth, we support them in work to ensure they sustain their job, via evening calls giving advice on finances, budgeting and dealing with work related issues.

Barriers faced by Claimants include: depression; lack of confidence/motivation; sense of isolation; lack of knowledge of work opportunities they can access; fear of coming off the benefits safety net; lack of childcare; lack of knowledge around in-work benefits; lack of mentoring and support to help make this transition; lack of support once in employment resulting in unnecessary job loss; lack of understanding around practical help they can receive in the workplace to help them with a physical condition or disability. **ALL THESE BARRIERS/ISSUES ARE ADDRESSED AND SOLUTIONS PROVIDED ON OUR FAST LANE AND ROUTE FINDER PROVISION.** We have found targeted courses to be effective in turning customers around, re-motivating them and enabling them to recognise that a sustainable job and career is open to them. **We have designed and delivered courses specifically for JSA/ESA, 50+, and Lone Parents** including: **Job Centre Plus Support Contract** where **REDACTED** JSA/ESA Claimants attended and **REDACTED** entered employment; **Work Programme:** Since 2012 we have adopted an intensive approach on our Work Programme where all new starters JSA and ESA experience a **2 week Kick Start** provision, resulting in **REDACTED** gaining employment within 6 weeks of joining and over **REDACTED** gaining a job by the 13 week point - **Overall, our Work Programme is achieving REDACTED job success rate.** On our **ESF Family Support Programme in 2014 we achieved REDACTED job starts (REDACTED of our contractual target).** Our **Launch Pad provision** for Lone Parents was delivered to **REDACTED** Claimants and we achieved **REDACTED** job outcomes in the last year. NB We have delivered all these programmes in areas where Universal Credit has been rolled out and are familiar with their requirements around increased hours. Additionally we set up Pre-Employment Training and work trials that result in additional job outcomes and work with over **REDACTED** companies across Greater Manchester, Cheshire, Merseyside and the Midlands, overall placing **REDACTED** unemployed people in to work in the last year. We work with Assist, Adecco, Blue Arrow and Randstad agencies who directly employ staff on behalf of e.g. DWP Data Inputting Centre, Warburton's and Adidas. **Following on from these successes we have recently delivered a similar two week Intensive Job Search contract in Manchester Central and Cheshire District** and have received this initial feedback from a Work Coach. "It is so nice hearing all the positive comments from every person on my caseload who are enthusiastic and motivated as a result of attending this course. So far it seems to be the best job seeking provision I have encountered whilst working at the Jobcentre and hope it continues to be for the future." **We intend to duplicate this employer focussed approach in Greater Manchester East and West to ensure we achieve our target of: 347 Key Path 1&2**

job outcomes: 154 Key Path 3&4 job outcomes and 123 sustained job outcomes.