

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).

Fast Lane: Day 1 (6 hrs):

- Welcome session: An overview of the course and ice-breaking activities
- Guidance worker led group IAG (Information, Advice and Guidance) sessions resulting in an action plan for each claimant, including the identification of barriers and the solutions
- Workshops to explore and challenge negative attitudes and behaviours, *Better off Working* calculations and other benefits of working, and identify employment opportunities not hitherto considered. Activities will include / cover *Managing Your Time* (particularly effective for demonstrating to participants who work limited hours and perceive that they don't have the time to work more hours), input from the NHS *Live Well* teams. We will also refer, where appropriate, to Money Advice Matters. Our *Executive Fast Lane*, will provide workshops for unemployed executives covering *Fitting Back In*, *Executive Digital Skills* (including a *Marketing Me* element, supporting participants to create a compelling LinkedIn profile and similar activities) and pay expectations
- *Get a Great CV*: Group workshop in preparing a professional looking CV, to be further tailored to specific vacancy during our job search workshop on Day Two

Fast Lane: Day 2 (6 hrs):

- *The Secrets of Interview Success*: How to prepare for an interview, understanding interviews, confidence at interviews, skills in self-marketing (*Marketing Me*) and creating the right impression. Video recorded practice interviews, with playback and feedback on the interview answers and non-verbal communication (including body language)
- What to expect if you are asked to take an aptitude test / participate in an assessment centre. Examples of tests and questions, followed by a practice test with feedback
- *Find Your job*: Group workshop – how to use on-line resources such as Universal Jobmatch, job-search on-line and engage with employment agencies. The broadening of job-search goals and the development of realistic labour market relevant choices. Understanding what is being asked for in a job advertisement. We will bring up vacancies we have been notified of by our employer partners, and match claimants to these, using our experienced team of 3 *Job Matchmakers*. The workshop will conclude with each claimant having a personal email address, details of their job opportunities and a CV adapted to these

Fast Lane Plus: Day 1 (6 hrs):

- Welcome session: An overview of the course and ice-breaking activities
- Guidance worker led group IAG sessions resulting in an action plan for each claimant, including the identification of barriers and the solutions. In addition, diagnostic sessions to identify needs in relation to Basic Skills (literacy and numeracy), IT and digital skills
- *Bringing Out the Best*: Workshops in team building and team working, good interpersonal communication, confidence building and motivation, dealing with nerves and anxiety. This will include *You're The Boss* (role play to understand the employer's perspective), individual and team presentations, team work to create a sense of incentive and initiative, such as nominating a team member for a makeover in our salon, with team members taking responsibility for writing the session up, setting up and taking the before and after photographs

Fast Lane Plus: Day 2 (6 hrs):

- Workshops to address identified needs (claimants will have the opportunity to attend three of these, depending on their needs):
 - IT and digital skills

- Help with Basic Skills
- Improving communication skills: talking and listening skills
- Non-verbal communication and understanding body language
- Ways to be more confident and motivated
- Taking Care of Yourself: Good personal hygiene and self-presentation

Fast Lane Plus: Day 3 (6hrs):

- *Get a Great CV*: As for Fast Lane
- *Find Your job*: As for Fast Lane
- *The Secrets of Interview Success*: As for Fast Lane

Fast Lane Plus: Day 4 (6 hrs):

- Experience and understanding of aptitude testing / assessment centres: As for Fast Lane
- Training workshops in skills most often cited as needed by our employer partners, delivered as workshops involving practical exercises, including customer care, Health and Safety, Food Safety (continued on day five)

Fast Lane Plus: Day 5 (6 hrs):

- *Looking the Part*: Image makeover sessions using our professional salon facilities, for claimants who have an interview or will be starting a job – to prepare themselves. These makeovers transform the way claimants look, feel, think and behave, boosting their confidence. Where appropriate, we can refer for dental work
- For claimants not taking part in *Looking the Part*, workshops will continue from the previous day, covering skills most often cited as needed by our employer partners
- *Meet the Employers and Agencies*: Employers and agencies from our network talking to claimants about what they look for in an employee, and opportunities in their sector or company, talking about and removing “perceived barriers”: letting participants know about shift patterns and flexible family friendly working hours for lone parents, and that they do not view long term unemployment in itself as a barrier to employing someone. The session will conclude with employers receiving job applications or CVs from claimants, and with participants registering with our recruitment agency partners (Cordant and Staffline)
- Exit reports, including a narrative assessment, record of activities, distance travelled assessment and other elements specified in the ITT

The rationale for the above delivery approach is that our previous significant experience of delivering comparable projects points to:

- The need to actively and fully engage with the target group, for their full participation as opposed to their passive attendance – the above approach is proven as successful in achieving this
- The fact the above content and method achieves the desired outputs, outcomes and results, particularly in terms of identifying and providing solutions to barriers, achieving motivation and confidence, and giving employers what they need

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).

Route Finder: A 3 week, 10 hours per week course

The referral process, before the start of the course, will include the DWP having a single contact point, permanently staffed by the same / familiar booking staff, with a detailed and specific understanding of the programme. This will include one central booking line. Our experience tells us that discussion of the suitability of the programme for a potential participant, with the DWP referring officer, is critical to ensure the participant is placed on the right programme and can benefit from it. Where the referral process identifies that the programme is not suitable for a potential participant, we will work with the DWP officer to identify more appropriate provision. For participants starting the programme, the first contact will be our warm up call, covering who and where we are, how to get to us for the IAG session, any special needs they may have, what time to arrive, who to ask for (by name) and what to expect when they arrive. During this warm up call we will take their contact number(s) and email if they have email. After IAG we will email or call them again, before the course starts, to check they are coming, remind them of the venue and check all other factors relevant. Our *Bring a Friend* policy will be used wherever it is helpful on the first morning, including giving a shopping voucher to welcome the friend and participant. One week prior to the course beginning, an overview of the course and individual one-to-one IAG sessions delivered by 2 experienced Matrix accredited and qualified IAG specialists. 1.5 hours minimum, 2 hours maximum – with people being allocated specific times. This will include diagnostics to identify the barriers to employment for each claimant and an agreed action plan completed, for example in relation to Basic Skills, IT and digital skills, referral to specialist agencies for support and guidance in addressing specific needs and barriers to employment, for example in relation to financial advice, debt counselling or managing a health condition. Where our IAG specialist team identifies travel costs as a significant barrier, a travel award may be made on a needs assessment basis. This will be equivalent to the cost of public transport, unless there are exceptional circumstances (such as a mobility disability). The public funding for this programme will not represent value for money or enable the maximum number of claimants in the ITT profile to take part and benefit, if public or private transport costs are provided irrespective of need. Based on our experience of comparable programmes, we are very aware we would be exhausting public funds irresponsibly and before the agreed profile end-date, if we failed to manage this process on an individualized basis. We have planned our locations for the programme to take maximum benefit from public transport routes and travel awards will be used strategically

Week 1 (10 hrs)

- Workshops to explore and challenge negative attitudes and behaviours, *Better off Working* calculations and other benefits of working, and Identify employment opportunities not hitherto considered. Activities will include / cover *Managing Your Time* (particularly effective for demonstrating to participants who work limited hours and perceive that they don't have the time to work more hours), input from the Childcare Sufficiency Service and from and the NHS *Live Well* teams. These workshops will increase the self-esteem, self-discipline and motivation of claimants, by enabling them to challenge perceptions which may be acting as barriers to employment. A session on financial awareness, including, managing personal money, budgeting advice, Entitled To calculations and debt support. We will also refer, where appropriate, to Money Advice Matters
- *Looking the Part*: Image makeover sessions using our professional salon facilities. These makeovers transform the way claimants look, feel, think and behave, boosting

their confidence. Where appropriate, we can refer for dental work. Advice and guidance in relation to healthy lifestyles and self-worth will be part of these makeover All About You sessions

Week 2 (10 hrs)

- *Get a Great CV*: Group workshop in preparing a professional looking CV, to be further tailored to specific vacancy during our job search workshop. This will include helping participants create a selection of CVs to use and adapt to meet the needs of the different job types and occupations they are suited to / matched to
- *The Secrets of Interview Success*: How to prepare for an interview, understanding interviews, confidence at interviews, skills in self-marketing (*Marketing Me*) and creating the right impression. Video recorded practice interviews, with playback and feedback on the interview answers and non-verbal communication (including body language improvement)
- What to expect if you are asked to take an aptitude test. Examples of aptitude tests and questions, followed by a practice test with feedback
- *Bringing Out the Best*: Workshops in team building and team working, good interpersonal communication, confidence building and motivation, dealing with nerves and anxiety. Interactive methods, creative activities, biographical work and team projects, to stimulate learning, retention on the programme and personal motivation. Identifying, discussing and buying in to the personal qualities, attitudes and behaviours needed in the workplace, including communication skills, self-presentation, punctuality, time management, team working, problem solving, coping strategies, anxiety management, memory improvement and concentration skills. This will include *You're The Boss* (role play to understand the employer's perspective), individual and team presentations, team work to create a sense of incentive and initiative, such as nominating a team member for a makeover in our salon, with team members taking responsibility for writing the session up, setting up and taking the before and after photographs. Our *Programme Champions* (people who have succeeded from the programme or from one of our comparable programmes, such as *Chance for Change* and *I or Empower*) will be involved in talking at or helping deliver these workshops

Week 3 (10 hrs)

- *Find Your job*: Group workshop – how to use on-line resources such as Universal Jobmatch, job-search on-line and engage with employment agencies. The broadening of job-search goals and the development of realistic labour market relevant choices. Understanding what is being asked for in a job advertisement. We will bring up vacancies we have been notified of by our employer partners (we have an extensive network of local employers), and match claimants to these. We have a team of 3 trained and experienced *Job Matchmakers* to work between the participants and employers who have notified vacancies to us, Given our profile with employers we are often first to know about vacancies. The workshop will conclude with each claimant having a personal email address, details of their job opportunities and a CV adapted to these
- *Meet the Employers and Agencies*: Employers and agencies from our network talking to claimants about what they look for in an employee, and opportunities in their sector or company, talking about and removing “perceived barriers”: letting participants know about shift patterns and flexible family friendly working hours for lone parents, and that they do not view long term unemployment in itself as a barrier to employing someone. The session will conclude with employers receiving job applications or CVs from claimants, and with participants registering with our recruitment agency partners (Cordant and Staffline)
- *Meet the Providers*: Speakers from our network of relevant agencies coming in to talk to claimants about how they can benefit from other local provision and agencies
- *Celebrate Your Success*: an event to mark the successful completion of the participant's

journey, including the presentation of completion certificates and prizes (e.g. *Most Improved, Best Makeover, Best Team Player, Best Team*)

Route Finder Plus: An 8 week course (2 x 5 hour days per week)

The referral process before the IAG and start of the course will be as described above for Route Finder. One week prior to the course beginning, an overview of the course and individual one-to-one IAG sessions delivered by 2 experienced Matrix accredited and qualified IAG specialists. 1.5 hours minimum, 2 hours maximum - as set out for Route Finder, above, including the strategic use of travel awards as described above

Week 1 (10 hrs)

- Workshops to explore and challenge negative attitudes and behaviours, as per Route Finder, above
- An inspirational and motivational session delivered by **REDACTED** of **REDACTED** (inspirational specialist). **REDACTED** became a very successful entrepreneur as a response to becoming blind at 30 years of age. His sessions are exceptionally effective at changing the mindset of claimants who may feel they cannot do anything about personal barriers
- *Looking the Part*: Image makeover sessions, as per Route Finder, above

Week 2 (10 hrs)

- *Get a Great CV*: As per Route Finder, above
- *The Secrets of Interview Success*: As per Route Finder, above
- What to expect if you are asked to take an aptitude test. Examples of aptitude tests and questions, followed by a practice test with feedback
- *Bringing Out the Best*: Workshops in team building and team working, good interpersonal communication, confidence building and motivation, dealing with nerves and anxiety, as per Route Finder above, including our *Programme Champions* talking at or helping deliver these workshops

Week 3 (10 hrs)

- *Meet the Providers*: Speakers from our network of relevant agencies coming in to talk to claimants about how they can benefit from other local provision and agencies
- Workshops to address identified needs (claimants will have the opportunity to attend three of these, depending on their needs):
 - IT and digital skills
 - Help with Basic Skills
 - Improving communication skills: talking and listening skills
 - Non-verbal communication and understanding body language
 - Ways to be more confident and motivated
 - *Taking Care of Yourself*: Good personal hygiene and self-presentation

Week 4 (10 hrs)

- *Gear Up for Your Placement*: Training workshops in skills most often cited as needed by our employer partners, delivered as workshops involving practical exercises, including time management, customer care, Health and Safety and Food Safety, and in the specific skills needed for the identified work experience or volunteering placements to follow in weeks 5, 6 and 7. This *Gear Up* element will also show and help participants to get into the routine / habit of work, managing / planning how long it takes to get to and from the place of work and how to anticipate and prepare for their responsibilities

Weeks 5, 6 and 7:

A 3 week, 20 hours maximum and 16 hours minimum per week element, comprising a work experience or volunteering placement appropriate to the claimant's job goal. Each claimant will be offered a work/volunteering experience placement for 3 weeks, ideally with an employer in their preferred employment sector.

An individual action plan will be agreed with the claimant, to identify the employer, work experience placement position/job or the volunteering placement, its duration and the

support that will be available to the claimant. The work/volunteering experience placement will be for a maximum of 20 hours and minimum of 16 hours per week. Work experience placements will be sourced, ideally, with employers who can offer a job to the claimant following their placement. We are very experienced at turning placements into jobs with the employer with whom the placement has been made, and in keeping in touch with the participant and employer to ensure job sustainability. We will arrange for employers to give a reference or statement at the end of the placement, and an informal or formal interview. Before a claimant works with children and or protected adults, a check will be completed to ensure he / she does not have a known history of harmful behaviour, and has not previously been barred from working with children and or protected adults.

Week 8 (10 hrs)

We will provide post-placement support to all claimants who do not move directly into work on completion of their work/volunteering placement. This will identify and secure employment with other employers. It will include the following elements:

- *Find Your job:* Group workshop – how to use on-line resources such as Universal Jobmatch, job-search on-line and engage with employment agencies. The broadening of job-search goals and the development of realistic labour market relevant choices. Understanding what is being asked for in a job advertisement. We will bring up vacancies we have been notified of by our employer partners (we have an extensive network of local employers), and our team of 3 *Job Matchmakers* will match claimants to these. The workshop will conclude with each claimant having a personal email address, details of their job opportunities and a CV adapted to these
- *Work Tours and Work Walks:* Using our minibuses to travel to our employer partners' locations, or organizing walk-arounds of employment areas (such as city and town centres, business parks and retail parks, to introduce participants to employers, opening their eyes beyond their immediate locality. Employers from our employer network talking to claimants about what they look for when appointing and retaining a new employee, and opportunities in their sector or company. The session will conclude with employers receiving job applications or CVs from claimants. *Work Tours* and *Work Walks* will also include our *Work Register* concept: recruitment agencies will host the tours and walks and register participants for current or future work opportunities. Cordant and Staffline agencies have already confirmed their commitment with us
- *Exit plan:* including a narrative assessment, record of activities, distance travelled assessment and other elements specified in the ITT
- *Celebrate Your Success:* As described above for Route Finder

All claimants on the Route Finder and Route Finder Plus courses will be offered 13 weeks, 2 hours per week, post-programme support, on completion of their 3 and 8 week courses.

Claimants who get a job will receive support in starting and keeping their job: Those progressing into work during or within 13 weeks of completing the Route Finder and Route Finder Plus courses will be offered in-work support of up to 6 weeks.

There will be two case conferences with the Jobcentre Plus work coach for all claimants completing Route Finder Plus, and one for all claimants completing Route Finder.

For both Route Finder courses, each participant will have a minimum of 4 hours one to one support per week and 6 hours group sessions per week.

The rationale for the above delivery approach is that our previous significant experience of delivering comparable projects points to:

- The need to actively and fully engage with the target group, for their full participation as opposed to their passive attendance – the above approach is proven as successful in achieving this
- The fact the above content and method achieves the desired outputs, outcomes and results, particularly in terms of identifying and providing solutions to barriers, achieving motivation and confidence, and giving employers what they need.

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. Our employers include Costa Coffee, KFC, Age Concern, Asda, Dunelm Mill, Dobbies, B&M, Greene King Brewer, Ladbrokes, Granada TV, British Heart Foundation, Denholm Rees, People's Ford, Crown Plaza, Thistle Hotel and Village Hotels. Our third sector employers include Emmaus and Bulky Bob's. We also have longstanding excellent partner relations with the range of relevant agencies, not least with JCP, recruitment / work agencies such as Cordant and Staffline, local health and care agencies, providers of specialist support and colleges. We have strong partner links with mental health support agencies including Making Space and Inclusion Matters, and with NHS health teams such as the Quit Smoking Team. We will build on our partner relationships to ensure an appropriate range of support and opportunities for claimants, for example:

- *Work Tours and Work Walks:* Using our minibuses to travel to our employer partners' locations, or organizing walk-arounds of employment areas (such as city and town centres, business parks and retail parks, to introduce participants to employers, opening their eyes beyond their immediate locality. Employers from our employer network talking to claimants about what they look for when appointing and retaining a new employee, and opportunities in their sector or company. The session will conclude with employers receiving job applications or CVs from claimants. *Work Tours and Work Walks* will also include our *Work Register* concept: recruitment agencies will host the tours and walks and register participants for current or future work opportunities. Cordant and Staffline agencies have already confirmed their commitment with us
- *Meet the Providers:* Speakers from our network of relevant agencies coming in to talk to claimants about how they can benefit from other local provision, including agencies with funding to help people back to work (e.g. housing associations – we have excellent relationships with Helena, One vision, Riverside and other local housing associations)

1.4.1.3. We hold ISO 9001, Matrix IAG, IiP and Customer First standards. There will be a system of weekly performance meetings led by the contract manager, reporting to monthly meetings of the senior management team. All staff receive continuous training in our QA system. Our performance management system consists of:

- Internal and external audit, and a team of contract compliance specialists
- Clear and specific guidance and continuous training to all staff
- Teaching and learning observations, including as part of our appraisal process
- Regular analysis of the opinion of claimants and employers to assess satisfaction levels, and feedback to improve delivery and address any concerns (in the form of satisfaction surveys, a compliments and complaints system and feedback sessions at the end of each day)

We have the following system for this or any other contract for comparable services:

- A briefing and induction event for all staff, to familiarise them with the contract / new work, its targets and intended outcomes, outputs, results and methodology
- An additional briefing and induction event for those involved in contractual compliance, evidence compilation for claims, finance and administration
- These events will be supported by and documented through a project manual for staff, specific to the project, and weekly team meetings

Attendance records, including names, dates, times and session / course / activity details, will be retained to show claimants' eligibility, attendance, activities, achievements and destinations to support claims. These will be kept in a secure, separate, clearly marked and identified file at our central office, with a copy stored in a second separate location, in line with good Data Protection practice, retained as a minimum for the amount of time specified in the contract.

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.

We will ensure there are sufficient and suitable work placements throughout the duration of Route Finder Plus by drawing on and continuously expanding our extensive local network of employers (examples listed at 1.4.1.2. above). Our experience of delivering large volumes of comparable work is that the size, range and scope of our employer network is more than able to provide quality, relevant work experience for all claimants planned on Route Finder Plus, with many leading to sustainable employment with the employer.

We work hard at employer engagement, to ensure a high number and appropriate range of work and placement opportunities. For example, we:

- Offer training to their existing staff, including in Health and Safety, First Aid and Food Safety, as an incentive to keep employers fully engaged with us
- Have increased our team of *Job Matchmakers* to ensure a continuous and sustainable increase in the number of jobs and work placements we can offer our participants

Our *Job Matchmakers* are part of the secret of our success in ensuring jobs and work placements. They:

- Continuously foster excellent relationships with our existing employer network and engage additional employers into our network
- Identify and secure job opportunities and placements for our participants
- Maintain dialogue with employers to ensure constant awareness and intelligence of labour market trends and characteristics, and the needs of employers and sectors in the local economy
- Pro-actively advocate our participants in relation to specific opportunities

Job Matchmakers combine with our *Work Tours and Work Walks* to ensure excellent employer engagement and an increasing supply of work and placement opportunities: Using our minibuses to travel to our employer partners' locations, or organizing walk-arounds of employment areas, we introduce claimants to employers. Employers talk to claimants about what they look for in employees, and about opportunities in their sector or company.

The types of placements are all in line with current local labour market intelligence and projections for growth. They include placements with employers such as Costa Coffee, Pizza Hut, Emmaus, Local Solutions, Go Outdoors, British Heart Foundation, Armistead, Co-op Group, B & M Retail, Poundland Ltd, Johnsons Toyota, Sefton CVS and Dobbies Garden Centres. The types of employment offered through these employers includes hospitality and catering, working at a charitable organisation, care, retail, warehousing, construction, car dealership work, working for voluntary services, garden centres, customer service, administration and clerical work.

We have significantly more employers and placements than the selection we have used for the following table. The table is illustrative only. We have calculated that, of the 144 placements required in the ITT, we can deliver 340, way in excess of the ITT requirement.

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
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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 3 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. The premises from which we propose to deliver the Fast Lane and Route Finder provision are as follows:

- Strand House, 21 Strand St, Liverpool, L1 8LT
- Maritime House, Maritime Enterprise Park, Atlas Rd, Bootle, L20 4DY
- Price Street Business Centre, Price St, Birkenhead, CH41 4JQ
- Peter Street Centre, Peter Street, St Helens, WA10 2EQ
- Huyton Churches Training Services, 599 Princess Drive, Huyton L14 9ND
- Kingsway Learning Centre, Victoria Rd, Widnes, WA8 7QY
- Parenting 2000, The Lodge, Mornington Road, Southport, PR9 0TS
- Ganney's Meadow Community Hub, New Hey Road, Woodchurch, Wirral, CH498HB
- The Kirkby Centre, Norwich Way, Knowsley, L32 8XY

We also have a highly flexible embedded outreach strategy, with well-established outreach sites: we use / hire quality facilities in localities across our targeted CPA area. We have excellent partnership arrangements with children's centres and housing associations for the use of their facilities. This is complemented by our hi-tech mobile units for digital skills and other activities, which can be driven to and set up very quickly in any location, community, neighbourhood, on or by employers' or support agency premises. In our planning for this tender, we have identified that KPs 1, 3 and 4 will be delivered principally from our central premises, and KP 2 principally from our local community venues.

We also run a mini-bus service, where needed, to help claimants with their travel needs, especially during the first days of a new job, to ensure their punctuality and attendance.

The supporting rationale for choosing the above premises is as follows:

- They are all sited in a central easily accessible and locally known location within the identified hub and outreach locations set out in the ITT
- They are very accessible to claimants using public transport within our targeted CPA area
- Claimants will not need to travel more than 1 hour (each way) to attend provision in a hub location. In the vast majority of cases, claimants will only need to travel or walk relatively very short distances, taking up a minimal amount of their time
- They are very well-resourced, welcoming and unintimidating premises

1.5.3.2. The resources and facilities available to participants at our proposed delivery premises are as follows:

- A sufficient number of PCs, laptops and tablets to meet the volumes planned for the work, well maintained and supported
- At least one main training room and breakout area at each location
- One-to-one areas
- Powerpoint, whiteboards and related presentation facilities
- Flexible desk and chair layouts

- Wi-Fi / internet access
- Clean and well stocked tea points and hospitality points
- Friendly and helpful reception
- All naturally well lit, clean, modern and professional
- Very well-maintained, regularly inspected, clean and modern toilet facilities
- Excellent disability access

Our main hi-tech mobile unit / vehicle for digital skills and engagement activities has the following resources and facilities available to participants:

- Computer stations and laptops
- Wi-Fi / internet access
- Crèche area
- One to one area
- Catering and hospitality area
- Screen for viewing film, video / digital content
- Branding for Fast Lane and Route Finder (internal and external)

1.5.3.3. Our proposed premises are already established, in use and known to people, employers and agencies. However, there is the capacity to run the proposed courses without this effecting in an adverse way other existing provision. We have checked this carefully in each location as part of the preparation of this tender. In fact, the proposed provision would fit very well with existing provision at these locations, in the sense that there is already a high degree of knowledge and familiarity of the premises amongst people, our staff, employers and agencies, they are proven as fit for purpose and there is already a buzz / lively and friendly hub of relevant activity on site.

The fact that our premises are already established also has the benefit of there being no risks or issues around timescales to secure the premises in time for the start of the courses.

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. We will have 6 of our fully trained delivery team working on this contract at any one time, including 3 IAG specialist Matrix accredited staff. In addition there will be 17 staff supporting the delivery team, including the chief executive, finance manager, quality assurance manager, contract manager / team leader, senior contract and funding compliance officer and compliance team (3), Job Matchmakers (3), mentors / workplace mentors (4) and administrative support staff (3). The time allocated to this programme from each of these staff is as follows: delivery team (full time), IAG specialists (0.6 of their full time), chief executive (0.3 of her full time), finance manager (0.3 of his full time), QA manager (0.3 of her full time), contract manager / team leader (full time), compliance officer and compliance team (0.5 of their full time).

The supporting rationale for these numbers is that our significant experience of delivering comparable contracts over many years for DWP, SFA, ESF and others, shows us that the numbers we have planned represent the most efficient and effective approach to the volumes of claimants planned, their needs and the types of activities we have found to be most effective.

1.6.4.2. The roles and responsibilities of the staff for this work are as follows:

Delivery staff: To deliver the workshops, ice-breaker, team building, training and other activities of the courses

IAG staff: To provide IAG, including diagnostic testing and individualised action plans

Chief executive: To provide overall strategic leadership and deploy all necessary resources. To take responsibility for the overall performance and compliance of the work

Finance manager: to provide a robust finance and accounting system for the work, including ensuring the integrity of all funding claims and audit trails

Quality assurance manager: to manage and ensure the quality of the work, and ensure our QA framework, system and procedures are followed, including in relation to claimant and employer feedback and the continuous improvement of the courses

Contract manager / team leader: to lead and supervise the delivery team, including chairing weekly team meetings and ensuring all operational objectives and targets are clearly understood and met. The contract manager / team leader will have immediate overall responsibility for the performance management of the proposed work.

Senior contracts and funding compliance officer and compliance team: To ensure all claims are correct and supported by firm auditable evidence. To ensure operations comply with the terms of the funding contract, including the smooth and efficient management of visits from external auditors. Compliance will include performance management in relation to the contract and all applicable legislation, policies, procedures and management systems, including in relation to The Data Protection Act, Information Security, Health, Safety and the Environment, business continuity, competency management and equality legislation. We have a compliance team of four staff, led by our senior compliance officer.

The team and the lead member of staff have extensive experience of DWP, SFA and ESF compliance, based on the high volumes of this work we have delivered in recent years. We have an excellent record of audit and verification visits and inspections, with no adverse audit findings

Job Matchmakers: to continuously foster excellent relationships with our existing employer network and to engage additional employers into our network. To identify and secure job opportunities and placements for our participants. To maintain dialogue with employers to ensure constant awareness and intelligence of labour market trends and characteristics, and the needs of employers and sectors in the local economy. To advocate our participants in relation to specific opportunities

Mentors / workplace mentors: To ensure participants have the personal support they need to be motivated and fully engaged with us and with their employer placements

Administrative support staff: to provide administrative assistance in order to ensure all paperwork, audit relevant documentation and claims are robust

1.6.4.3. Our proposal fits within our overall management structure in the following ways:

All staff will be subject to all of our company policies, procedures and systems, for example in relation to quality, equality and diversity, Health and Safety, appraisal, professional development and training. All delivery and support staff will be led, managed and supported within the existing leadership and management structure of the company: there is no separation of the proposed work from the rest of the company

All central management services apply to this work, including our finance team, QA, HR, IT / technical support and our chief executive's support and direction.

We have an experienced management team and staff, who have worked on DWP contracts worth £4.5 million per year, and in the delivery of a wide range of SFA sub-contracts. The proposed contract covered by this tender specification is our field of expertise and we have the capacity to deliver immediately. The necessary team is already in place to carry out the work. There are no other delivery partners involved.

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. We have over 20 years' experience of delivering similar programmes, principally for DWP, SFA and ESF. We currently engage around **REDACTED** claimants per year, including traineeships and apprenticeships for young people, employer-based provision (notably Sector-based Work Academies), pre-employment programmes for a range of sectors including care, retail, construction, warehousing, hospitality, catering and visitor support. Our achievement rates for qualifications and employability are never less than **REDACTED**, which is **REDACTED** above the national benchmark. On some programmes we have had achievement rates of **REDACTED**. Our Sector-Based Work Academies have achieved **REDACTED** into jobs. Specific examples of our successful delivery of similar programmes are:

- *Empower and Enable*: for Income Support claimants on Merseyside, particularly lone parents and other carers, comprising of 2 weeks of training followed by 2 weeks of job search and other support, in preparation for a work placement of 2 to 6 weeks. We have already achieved **REDACTED** of our target profile of 320 and are confident that we will surpass the 320 target
- *Chance for Change*: a 6 week programme consisting of 2 weeks of intensive employment training followed by 2 weeks of training supported job-search and job-match to jobs and placement opportunities, followed by a 2 week placement and follow up support. This was initially profiled for Sefton, but having filled up, we have also opened the programme up to North Liverpool. We have engaged **REDACTED** of a target profile of 200, which we are easily on target to achieve

On both of these programmes, we have achieved **REDACTED** of Social Justice outcomes.

1.7.5.2. We have extensive experience of work with the target cohort, including with those furthest from the labour market, such as ex-offenders and MAPPAs (Multi-Agency Public Protection Arrangements). All of our work on DWP led programmes over the past 20 years has concerned engaging the unemployed and long term unemployed and addressing worklessness. However, to best illuminate our work, we believe the personal stories of our ex-participants make the strongest impact. For example:

- Lisa is a lone parent with 8 children between the ages of 1 and 25. She had never worked. The before and after photographs from her make-over All About You salon session show an extraordinary transformation. Lisa completed our Empower programme, including a work placement at The Cathedral Project. She is now the supervisor of a British Home Stores restaurant and, according to BHS management, shows team leader potential
- Mark is 25 and he had never worked. He faced multiple barriers, including in relation to personal hygiene and self-presentation. He completed a post-Work Programme course with us and was transformed dramatically. He now has a responsible job at Grencore (food production) where hygiene and food safety are business critical priorities