

Backing Young Britain Mentoring

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1. Executive Summary

Introduction

- 1.1 This document outlines the service required by the Department for Work and Pensions (DWP) for the Backing Young Britain Mentoring Initiative (Mentoring). This document provides information regarding customer groups, service requirements, performance expectations and contract management arrangements. It is provided to support the Invitation to Tender (ITT).
- 1.2 In July 2009 the Secretary of State for Work and Pensions, as part of the Backing Young Britain (BYB) campaign, announced a number of measures to help young people to find work and build their confidence and skills. This included a commitment to make 10,000 mentoring places available to young people from the first day they make their claim for Jobseeker's Allowance (JSA) across England, Scotland and Wales.

The Mentoring Initiative

- 1.3 DWP does not have the capacity or the expertise to provide this service so are seeking to contract with an organisation who can ensure a national network of mentors is available for the first wave of customers, and source and train more mentors to ensure the 10,000 mentoring places are readily available when they are required.
- 1.4 This mentoring initiative is to be a voluntary service additional to any other provision the customer might be receiving through Jobcentre Plus (JCP). It is intended to provide support throughout the customer's experience of preparing themselves for work, during the jobsearch process and possibly throughout the first weeks of the customer starting work. While the customer will be receiving professional advice through JCP, customers will have the opportunity to receive supplementary supporting advice, share experiences and benefit from the knowledge the mentor will be able to share around positive experiences with jobsearch including hints and tips on successful approaches.
- 1.5 The mentoring contract will be let on a Prime Provider basis who will be responsible for co-ordinating, monitoring, and gathering necessary information on every mentoring relationship. The Prime Provider may deliver a proportion of the mentoring provision itself and utilise a range of sub-contractors for the effective delivery of this contract. The Prime Provider will be required to work with a variety of expert mentoring organisations, business, charities, and public organisations who are willing to provide mentors from their workforce in order to create a national network of mentors from a variety of sectors.
- 1.6 It is important that customers, who opt for the service, are matched with a mentor in their local area who would suit their individual requirements and who could develop a productive relationship with the customer. Therefore the Prime Provider will need a

diverse network of mentors across the country so that each customer can be matched to an appropriate mentor.

- 1.7 The preferred mentoring method is a 1:1, face-to-face ongoing arrangement which would allow a trusting and productive relationship to develop between mentor and customer. However, in order to reach out to the widest diversity of customers, and to all possible locations, other methods could be used. These could include group mentoring, telephone or e-mentoring.
- 1.8 The mentoring period of participation should be 26 weeks.

The procurement Approach

- 1.9 We will procure this service through a one stage Invitation to Tender exercise.

Flexibility within the Contracts

- 1.10 In addition to the service requirements within this specification, DWP may make available further opportunities during the life of the contract, for instance, extension of provision to other customer groups, changes in delivery model to reflect good practice or changing Ministerial and policy requirements. These could involve changes in the numbers and characteristics of customers to be supported. Such opportunities will be subject to discussion and agreement at the appropriate time.

Budget

- 1.11 This contract has an available budget of £3,250,000. Funding is available for the first 10,000 mentoring places only. DWP cannot guarantee volumes.

Funding model

- 1.12 The funding model will be 100% service fee as there are no job outcomes for this provision. The service fee will be based on starts and will have tolerances applied to prevent payment of the full service fee if the number of starts falls below the full 10,000 places, subject to the providers lower tolerance limit .
- 1.13 Travel and childcare will not be paid by the Jobcentre and so if providers wish to offer customers reimbursement of such expenses they should consider this as part of their costs.
- 1.14 A customer will be considered to have 'started' on provision once the customer and mentor have met or communicated for the first time for the purpose of a mentoring session. Customers may only be referred once to the Supplier. One start will be counted per customer for tolerance and contract monitoring purposes. Where a customer is placed with a different mentor at the customers request this will not count as another start.

- 1.15 Bidders may offer more than 10,000 starts if they feel they are able to deal with volumes above this figure within the available funding. However, if more than 10,000 starts are offered, the bid will still only be evaluated on the benchmark volume of 10,000 starts
- 1.16 The pricing schedule will ask bidders to profile upper and lower tolerances by month across the life of the contract, or until they reach the point where they have achieved the 10,000 starts, if they profile that this will occur sooner than 31 March 2011. Once the upper tolerance level has been reached no further referrals will be made during that period to ensure that the upper tolerance figure is not exceeded.
- 1.17 The last date a customer may start a mentoring programme is 31 March 2011 but payment will continue over the life of the 20 month contract until 30 September 2011.

Tolerances

- 1.18 Potential suppliers will be asked to supply upper and lower tolerance levels (in respect of starts) in their pricing proposal. The upper tolerance level will not attract any increase to the amount of monthly service fee payable but will trigger corrective action to cease any further referrals to provision in that period. The lower tolerance level will in fact be a 'lower banding' with potential suppliers asked to submit their proposed reduced service fee for activity falling within this range. If starts fall below the lower tolerance level this would trigger contract negotiations to agree a revised service fee.
- 1.19 For the first three months of the contract tolerances would not be invoked. This approach has been successfully used during the early days of other recently let contracts and allows time for Jobcentre Plus to ramp up referrals and allows a 'settling down' period for the supplier.
- 1.20 To ensure effective management of tolerances, quarterly trigger points will be built into the contract, supported by the Terms and Conditions.
- 1.21 Where the bidder achieves 10,000 starts before the end of the 14 months, both the contract and service fee payments will continue to the end of the contract.

Contract Size and Duration

- 1.22 Delivery of the Backing Young Britain mentoring contract is to commence January 2010. Funding will be available until 30 September 2011, to cover the 6 month tail after starts made up until 31 March 2011, or until all the 10,000 mentoring places have been filled, whichever comes sooner.
- 1.23 DWP intends to award one contract for the whole of Great Britain, including Scotland and Wales.
- 1.24 We expect the full programme (up to six months) to be available for all who start on this provision.

Localisation and Devolution

1.25 Engagement with local organisations who could provide mentors will be essential in the successful delivery of this contract. Providers will need to set out in their bid how provision will be made in rural areas as well as larger centres of population.

1.26 DWP is committed to working with:

- City Strategy pathfinders,
- Multi Area Agreement areas and
- City Regions
- Devolved administrations, including London

1.27 Involvement of these groups, including the exploration of joint working, in developing bids to meet local needs is encouraged.

1.28 This provision will be available in England, Scotland and Wales only.

2 Definition of the Customer group eligible for BYB Mentoring

- 2.1 This section describes the customer groups eligible for BYB mentoring.
- 2.2 This provision is specifically designed to assist young people seeking work. In the context of Mentoring we define young people as those aged 18-24 inclusive.
- 2.3 This provision is designed for those who have claimed Jobseekers Allowance. It will be available on a voluntary basis from day one of their claim.

3 The Service Requirement

3.1 This section describes what the minimum requirements for BYB mentoring will be.

3.2 The successful bidder will be required to:

- Co-ordinate a national network of mentors from a variety of sectors who are ready to provide a mentoring service to the first wave of customers referred through this initiative.
- Provide a recruiting and training programme for new mentors to ensure there is capacity for up to 10,000 mentoring opportunities
- Vet mentors to ensure that they are suitable to provide mentoring to young people and carry out any necessary checks.
- Provide a brokering service to match customers to a relevant mentor in their geographic area.
- Provide any support required by Mentors to enable delivery of effective mentoring.
- Gather and provide relevant management information to DWP for the purposes of evaluation.

3.3 Suppliers are encouraged to submit proposals that will be innovative and flexible in their approach as to how they would deliver the requirements of this specification.

Service Requirement Overview

3.4 The supplier must achieve 10,000 mentoring starts for young people across Great Britain by or before 31 March 2011. It is for the supplier to determine how this will be best achieved, however, the minimum expectations fall under the following requirements.

Ready-to-go Mentors

3.5 In order to maximise the number of customers taking up this opportunity as soon as possible, the supplier will need to quickly establish a bank of mentors across England Scotland and Wales who have undergone relevant training and who are ready to start mentoring as soon as necessary. The supplier will be required to engage with numerous organisations, large and small, who provide mentors across Great Britain.

Support to Mentors

3.6 The supplier is expected to provide Mentors with any necessary support and guidance to support delivery of mentoring referrals.

Recruiting and Training New Mentors

3.7 The mentoring opportunity is intended, as long as the customer finds it beneficial, to last up to six months. DWP require a Prime Provider to deliver 10,000 mentoring

places and therefore we anticipate that more mentors than are currently available will need to be sourced, recruited and trained throughout the life of this initiative.

Mentor recruitment and training

3.8 Bidders will need to demonstrate how they intend to ensure the full 10,000 mentoring places are available through recruiting new mentors. The sourcing of new mentors could be carried out by either the supplier or partners/subcontractors. Providers will be expected to indicate how new mentors will be trained and give an overview of how this training will be delivered.

Marketing

3.9 The supplier may self-market either as an individual campaign or as part of existing marketing if they wish. It will be possible to place a link on the BYB website. However, customers will not be able to refer themselves directly and referrals can only be made through Jobcentre Plus. Any marketing literature will need to be approved by DWP Communications.

The Referrals Process

3.10 The Department recently began using an electronic referral and payment system, called Provider Referral and Payments (PRaP). The Supplier will be required to use the new process and will exchange information with Jobcentre Plus using this system. It replaces the existing paper-based processes for referring customers to Suppliers. The Supplier will access information on PRaP via a secure internet web link utilising the Government Gateway. The web link will be accessible through standard internet browsers.

3.11 The Supplier will be required to work with DWP to ensure their processes and systems integrate with PRaP, in line with DWP Minimum Security Standards which will form part of the contract's Terms & Conditions. Further information on Minimum Security Standards are at Annex 3. Guidance on PRaP is at appendix 4.

3.12 The details available through the PRaP system will provide the customers name, address, National Insurance Number and telephone number. The supplier will need to contact the customer by telephone to discuss the customers mentoring requirements including; job goals, employment sectors of interest, their past employment experience and educational background. This contact should be made within 2 days of the referral.

The matching process

3.13 A successful mentoring relationship could be determined by the quality of the match. It will be necessary for the supplier to address a number of considerations when

matching a customer to an appropriate mentor. The first consideration is the young persons identified needs. The geographic area will also be important. The customer should not need to travel more than 60 minutes to a mentoring session. In some rural areas this might be difficult to achieve and so the supplier may consider telephone or e-mentoring in these circumstances, – although face-to-face mentoring is preferable.

- 3.14 We are also keen to match customers according to their stated job goal. Wherever possible, customers should be matched to a mentor who has experience working in the same sector the customer has expressed interest in.

Geographic coverage

- 3.15 The supplier must ensure that customers in all areas of Great Britain can benefit from this scheme. Tables 1 and 2 in annex 5 of this document detail number of claimants by geographical area. Ideally, opportunities should relate to number of claimants and opportunities per claimant should be in broadly similar proportions throughout Great Britain.

Customer Journey and programme framework

- 3.16 Provision of mentoring supplied through the successful bidder will be available to the customer from day one of their claim to JSA. The customer will be advised of this opportunity as part of their New Jobseeker Interview (NJI). If the customer and the JCP advisor believe this provision is appropriate, the customer will be referred to the supplier on the Labour Market System (LMS).
- 3.17 The supplier will receive information via the secure PRaP route relating to the customer's location, as well as their telephone number and address. The provider will need to contact the customer by telephone to discuss the customers mentoring requirements including; job goals, employment sectors of interest, their past employment experience and educational background. This will be the information on which the supplier can allocate a suitable mentor. The successful bidder will have demonstrated how they propose to handle this process.
- 3.18 This opportunity is available to customers at any point of their claim provided they still satisfy the eligibility criteria and referrals will be processed in the same way.
- 3.19 The supplier will be required to have matched a customer to a relevant mentor within 10 working days of the initial referral. The supplier will contact the customer directly to give details of the identified mentor and to arrange the first meeting.
- 3.20 The customer and mentor may meet in any location including the supplier or subcontractor's premises or the mentor's employer's premises as long as the identified premises adhere to Health and Safety requirements.
- 3.21 The first meeting or communication between the customer and mentor may take place at the convenience of the customer and the mentor or the mentor's employer. **The**

mentoring relationship will not be considered to have started until this first mentoring session has taken place.

- 3.22 The supplier will be required to collect evidence of this first session in order to provide each Jobcentre with details of numbers of starts each month. Evidence should consist of a document signed by both customer and mentor which states that they have met or communicated for the first of their mentoring programme sessions. This document should be retained by the supplier.
- 3.23 Subsequent mentoring sessions may take place as frequently as the customer and mentor think necessary but must take place at least once every four weeks. A mentoring session is expected to last for one to two hours.
- 3.24 If the customer is unhappy with the choice of mentor after this first session they may contact the supplier and be re-matched to a new mentor within another 10 working days. Only one change of mentor is expected to be offered. The first session with this new mentor will not count as another start.
- 3.25 A mentoring Start is defined as the first meeting or communication between mentor and customer, recorded by a document signed by both parties. Only one start may be claimed for each customer.
- 3.26 The customer may terminate the mentoring programme at any time after the first meeting but a successful mentoring relationship is expected to last up to six months. The supplier will be required to collect information relating to the length of each programme of participation as part of the contract management process.
- 3.27 It is for the supplier to determine to what extent the mentoring programme should be structured beyond the following minimum expectations. Bidders should demonstrate as part of their bid how they propose to structure the programme and to what extent the individual mentor will be expected to follow the proposed structure.

Phase one - Introductions

- 3.28 Firstly, it is important that the customer and mentor get to know each other. The mentor should explain to the customer what their role is and what support and advice they are able to give. If the customer has additional needs which the mentor considers to be outside of their knowledge and expertise, and has not yet been disclosed to or identified by the Jobcentre, the mentor should sign-post them back to the Jobcentre.
- 3.29 The customer and mentor should be provided with the information collected by the provider to inform the matching process. This will include: job goals, employment sectors of interest, past employment experience and educational background. This will provide a good starting point for introductory discussions with the customer around their job goals, background, any barriers to work and what plans the customer has to begin working towards achieving them.
- 3.30 The introduction stage of the programme forms the foundation of a productive mentoring relationship and should be a positive experience for both customer and mentor. The mentor should use this time to plan a recommended programme with the

customer. Following the introduction session, the mentor should make suggestions around how often they feel they should meet. The mentor should have also gained some understanding of how job-ready they feel the customer to be. This will inform later sessions which may have varying balances of what kind of focus the later sessions take. For example a less job-ready customer may need more sessions on confidence building, addressing aspirations and interview advice than other customers who may benefit from more practical advice.

Phase two - Planning a successful approach to jobsearch

3.31 The next phase of the mentoring sessions should consider the basic information on the customer's job goals and address in more detail what the customer thinks are the first steps in working towards achieving these goals.

3.32 Depending on customer need, discussions could focus on, although not be restricted to, the following:

- Raising the level of confidence the customer has in whether they believe they can achieve their stated goals
- What training, qualifications, skills and experiences the customer needs to gain in order to increase their likelihood of a successful application
- Addressing and improving upon the customer's CV.
- If the mentor has specific experience in a particular area of interest to the customer, a sharing of experience and tailored advice which will benefit the customer when breaking into that particular sector.

Phase three – successful jobsearch techniques

3.33 The main body of the programme should coincide with the customer's jobsearch and application activity. The mentor may have positive experience in this process themselves and they will be able to pass on their experience to the customer.

3.34 It will not be necessary for the mentor to physically take the customer through this process as they will be getting advice on this from other sources including their JCP advisors. Rather, the mentor will be a person to whom the customer can confide their concerns both for the jobsearch and application process as a whole and individual positions they might be applying for.

3.35 A jobsearch and applications process is bound to involve some disappointments and the mentor will be expected to talk these through with the customer in terms of maintaining the confidence to continue, and to draw out any lessons the customer could learn from employer feedback.

3.36 This is the time when mentors are required to be at their most attentive to the customer. Whilst they cannot take too much of an active role in the searching and applications activity themselves, it will be necessary for the mentor to keep track of the customer's activity in order to follow up at later sessions.

3.37 Mentors will not be expected to 'train' the customer or prepare them for interviews . as a qualified trainer or JCP advisor might be expected to. Their value will lie in the time they can take to talk to the customer about their concerns or anxieties before an

application or interview, and to follow this up with discussion on how the application or interview went after the event. Mentors may work with customers in order to build the customer's confidence in answering questions in an interview environment but they will not be expected to build this into the mentoring programme. Mentors will have varying levels of skill in this area and this is not what the mentoring relationship is primarily designed to do.

Phase four – Moving into work

- 3.38 During the customer's first few weeks of work, they may find that they would still appreciate the support of the mentor with whom they have built a trusting relationship. The mentor's own experience in this area could be very valuable. If the customer moves into work before the six month mentoring programme has finished, and they still wish to continue the programme, they may do so until the six month period is complete.
- 3.39 This may mean that the way in which the sessions are conducted will change, or even that the communication method may need to change in order to accommodate the customer's new working commitments. This should be arranged between the mentor and customer at the first instance, or then through the supplier if a satisfactory arrangement cannot be reached. Successful bidders will explain how they intend to support this change of arrangement if the customer wishes the programme to continue after they find work.
- 3.40 This phase is the last of the mentoring programme and the mentor should begin to draw the sessions or communications to a close. The BYB mentoring programme is intended to help young people who are out of work. Whilst every avenue should be explored to facilitate a continuation of the programme into the customer's employment, there may be instances which require the programme to close even if the customer wishes it to continue. Bidders will be expected to explain how they intend to manage the transition, and if it proves impracticable, how they will manage the cessation of the mentoring experience.

Reporting Management information

- 3.41 Bidders should describe how they would gather robust management information during progress of the placements. This should include what information would be gathered, how often, the mechanism for gathering the information and for feeding this back to Jobcentres and DWP, and ways of ensuring the quality of the information.
- 3.42 The supplier will be required to collect evidence of the start to provide each Jobcentre with details of numbers of starts each month. Suppliers should ensure a return is provided each month to individual Jobcentres stating how many starts have been achieved in the previous month. This should be through the secure PRaP system.
- 3.43 Bidders are required to describe how they will track individuals robustly to ensure starts are accurately recorded and track transfer of an individual if an initial placement is not satisfactory.

Equality of Opportunity

- 3.44 The Supplier is responsible for ensuring any placement complies with all Equal Opportunities legislation. The more recent legislation includes the Equality Act 2006, the Disability Discrimination Act 2005, Race Relations (Amendment) Act 2000, the Employment Equality (Age) Regulations 2006, Employment Equality (Religion or Belief) Regulations 2003 and the Employment Equality (Sexual Orientation) Regulations 2003.
- 3.45 Customers must be provided with an environment free from discrimination or harassment, which protects their dignity. The Supplier must ensure that provision makes a positive contribution to achieving the Government's equal opportunities objectives. The Supplier must be aware of, and deliver provision, that takes account of equal opportunities issues in their local area and more generally: for example, providing full access and support for disabled people, avoiding age and gender stereotyping, encouraging and facilitating access by people from minority groups and tailoring provision to meet the needs of all customers.
- 3.46 Mentoring may be of particular value to young people who require additional support over and above the services of Jobcentre Plus to engage effectively with the job market such as Care leavers and those leaving other institutions and those at risk of homelessness. Providers should describe how they expect to identify and ensure that provision is made for these groups.

Health and Safety

3.47 The Supplier must:

- ensure tenderers and, in turn, those providing mentoring arrangements consider whether Criminal Records checks are necessary and where they are necessary to ensure they are carried out.
- Tenderers' attention is drawn to the provisions of the Safeguarding Vulnerable Groups Act 2006. It is the responsibility of the successful tenderer to ensure that, where an internship, work experience placement or mentoring arrangement involves regulated activity relating to children or vulnerable adults, such activity occurs in compliance with the Act."
- Funding for CRB checks or other essential security accreditation will not be provided by DWP, so providers should expect to cover these costs;
- Ensure that the provision is delivered in a safe environment and customers receive health and safety induction, supervision, training and equipment, including safety equipment, which is appropriate to the provision being delivered (these are statutory requirements for all employees and customers);

- ensure that the health and safety arrangements set out within the contracting process are monitored and reviewed as appropriate, both at the suppliers' premises, any sub-contractors' premises or any other premises used; and
- provide Jobcentre Plus with timely and accurate reports of any relevant accidents occurring to Jobcentre Plus customers. Further details are supplied in Jobcentre Plus Provider Guidance which can be viewed on the DWP website at ; <http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/provider-guidance/>
- This requirement is in addition to Health and Safety legislation e.g. RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) and the supplier's own accident and investigation arrangements.

Data Protection

3.48 The Supplier will be required to comply with DWP data storage and data movement requirements and standards. The Supplier will be required to work with DWP to put in effect and maintain appropriate technical and organisational measures to ensure the prevention of unauthorised or unlawful processing of personal data and accidental loss or destruction of, or damage to, personal data.

3.49 Data must not be transferred outside the UK without the express permission of DWP, which must be applied for in writing.

4. Quality, Performance and Contract Management

4.1 This section provides Suppliers with the information required to meet contractual arrangements.

Quality

4.2 DWP is committed to raising the standards of provision so continuous improvement is an integral part of its contracting arrangements, and suppliers will be expected to cooperate with DWP to ensure this.

4.3 Suppliers are required to apply the principles set out in the DWP Quality Framework¹ which promotes provider's commitment to quality improvement through continuous self assessment and development planning.

4.4 The supplier will be responsible for ensuring that customers have access to suitable and high quality support in a way that provides a good service and an excellent experience for both customer and mentor.

4.5 For provision of Mentoring placements to offer the most effective support possible to customers a number of key features need to be integral to its delivery. We expect Suppliers to:

- deliver high quality support;
- provide minimum standards of support for all;
- build strong links with local employers and key partner organisations; and
- support the Department's Diversity and Equality policy.

4.6 Rigorous self-assessment and action planning are key factors in effective quality assurance. Suppliers will be required to assess the quality of their provision against their relevant Inspection Framework and submit an annual Self Assessment Report that feeds into the Contract Management process. The report should be supported by an action plan that shows how the supplier will address areas for improvement and build on strengths.

Performance

4.7 The supplier will be expected to achieve the performance targets agreed within the contract and will be required to give feedback to the DWP. The Management Information that DWP requires from Suppliers will be included in more detail in the Provider guidance, including the arrangements for collection of data and the timetables for returns. Where DWP requires additional information, to support performance management for example, the supplier will be expected to provide this within the agreed time limits.

¹ DWP Quality Framework: [http://www.dwp.gov.uk/supplyingdwp/what we buy/quality_framework.asp](http://www.dwp.gov.uk/supplyingdwp/what_we_buy/quality_framework.asp)

4.8 Delivery will be monitored through a combination of existing contract management practices, local Provider Engagement Meetings (PEMs) and a range of service delivery standards in the following areas:

- delivering provision in the right environment;
- delivering provision to the right quality standards;
- delivering provision at the right time;
- with the right result according to individual customer needs; and
- providing a positive experience for the customer and mentor.

Contract management

4.9 The BYB Mentoring contract will be managed in line with DWP contract management arrangements. The Supplier will need to take responsibility for managing issues and addressing poor performance with sub-contractors. The supplier will also be responsible for ensuring that sub-contractors meet all performance, quality, equality and legislative standards.

Delivering provision in the right environment:

4.10 In addition to the pre-requisite of adhering to legislative requirements there are a number of environmental issues that will contribute to the customer experience in addition to the content of the provision itself. To ensure that the environment is conducive with achieving the desired outcomes for the customer the measures include:

- ad hoc visits may be carried out by Jobcentre Plus to monitor the environment in which the placement takes place. This is in addition to the existing programme of contract management reviews; and
- minimum Health and Safety standards as laid down in legislation must be met at all times.

Delivered to the right quality standards:

4.11 It is essential that DWP can provide assurance to the taxpayer that publicly funded provision is delivering a quality service to individual customers. This is monitored through external inspection and the suite of quality measures already in place. The supplier will be required to achieve a satisfactory external inspection outcome as a minimum delivery standard.

At the right time – standards for responses:

4.12 When customers are referred to the supplier, it is important that momentum is maintained and that the customer has access to provision at the earliest suitable opportunity. Measures to monitor timely access to provision may include:

- the supplier contacting a customer within 2 working days of a referral; and
- the supplier giving notice of a customer's intention to start within 10 working days of the referral.

External Inspection

- 4.13 DWP Contracted Employment Providers are subject to external inspection by Ofsted in England, Estyn in Wales and HMIE in Scotland.²
- 4.14 External inspection gives an independent public account of the quality of provision and provides assurance to the funding body and Secretary of State that publicly funded provision is delivering a quality service to our individual customers
- 4.15 The primary focus of inspection is the experience and expectations of customers on provision, through the evaluation against the relevant inspectorate's Common Inspection Framework
- 4.16 The Supplier and employers must co-operate fully with representatives of the relevant inspectorate.

Evaluation

- 4.17 The DWP will require additional information from The Supplier in order to monitor and evaluate the success of provision and their management and delivery of it. The Supplier must co-operate fully with any evaluation activity commissioned by Jobcentre Plus, the DWP, the Department for Business, Innovation and Skills; and others. This may include details of a participant's age, gender, ethnicity, disability, progress and achievements.

² <http://www.ofsted.gov.uk/>; <http://www.estyn.gov.uk/home.asp>; <http://www.hmie.gov.uk/>

Annexes

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Glossary of terms

Annual self-assessment Report	As a condition of your contract you are required to produce an annual self assessment report
BYB	Backing Young Britain
Department's Diversity and Equality policy	The Department is committed to providing services which embrace diversity and which promote equality of opportunity. This policy sets out the DWP approach.
DWP	The Department for Work and Pensions
DWP contracted employment provision	Provision of DWP services to customers by contractors
DWP Minimum Security Standards	See appendix 1
DWP Quality Framework	The DWP Quality Framework provides the basis of our approach to maintaining and improving quality in DWP contracted employment provision
e-mentoring	Mentoring using electronic communication
Government Gateway	The Government Gateway is the website to register for online government services. It is an important part of the government's strategy of delivering 'joined up' government, enabling people to communicate and make transactions with government from a single point of entry.
HMIE	Her Majesty's Inspectorate of Education
Invitation to Tender	A package of documentation issued to bidders as a part of the procurement exercise.
JCP Personal Advisor	A dedicated Jobcentre Plus officer assigned to assist Jobseekers with jobsearch activity
Jobcentre Plus	Part of the Department for Work and Pensions, Jobcentre Plus provides an integrated service to people of working age. It offers help to people looking to move into work and support

	for people who cannot. Jobcentre Plus also provides a range of services to help employers fill their vacancies quickly.
Jobcentre Plus Provider Guidance	Link in document
Jobseeker's Allowance (JSA)	JSA – an allowance payable to customers who are out of work, or working less than 16 hours a week, are aged under 65 (for men) or under 60 (for women) and are actively seeking and capable of work.
Labour Market System (LMS).	The Jobcentre Plus vacancy management IT system
New Jobseeker Interview (NJI)	Initial interview with a new Jobseeker
Ofsted	Office for Standards of Education (in England) inspects and regulates care for children and young people, and inspects education and training for learners of all ages.
Prime Provider	A single organisation delivers provision directly and is contracted to appoint and manage performance of other organisations as subcontractors to deliver all aspects of the provision specification.
Provider Engagement Meetings (PEMs)	A PEM is a meeting between Jobcentre Plus, DWP Contract Managers and either a single contracted employment programmes provider or a number of providers.
Provider Referral and Payment (PRaP) system	An automated Provider Referrals and Payments (PRaP) system to replace the current clerical processes for new Commercial Employment Provision.
Referral	process of a JCP Personal Advisor recommending a customer for the scheme and noting this on the LMS
Start	A mentoring Start is defined as the first meeting or communication between mentor and customer, recorded by a document signed by both parties. Only one start may be claimed for each customer.
For the purposes of this contract the definition of a Young person is:	Those age 18-24

Sources of Additional Information

Further background information can be found in the following:

- Apprenticeships opening Doors to a Better Future
<http://www.apprenticeships.org.uk/>
- Backing Young Britain
<http://interactive.bis.gov.uk/backingyoungbritain/>
- Data Protection Act 1998, Chapter 29:
http://www.opsi.gov.uk/acts/acts1998/ukpga_19980029_en_1
- Disability Discrimination Act 2005, Chapter 13:
http://www.opsi.gov.uk/Acts/acts2005/ukpga_20050013_en_1
- Disability Equality Duty (DED): <http://www.dotheduty.org/>
- DWP Customer Charter: <http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>
- DWP Welfare Reform <http://www.dwp.gov.uk/policy/welfare-reform/>
- DWP Provider Guidance: <http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/provider-guidance/>
- DWP Quality Framework: <http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/quality-framework/>
- Graduate talent Pool
http://graduatetalentpool.bis.gov.uk/cms/ShowPage/Home_page/plekppgba
- More Choices, More Chances: A Strategy to Reduce the Proportion of Young People not in Education, Employment or Training in Scotland:
<http://www.scotland.gov.uk/Publications/2006/06/13100205/0>
- NOMIS Official Labour Market Statistics: <https://www.nomisweb.co.uk/Default.asp>
- National Minimum Wage: <http://www.hmrc.gov.uk/nmw>
- Office of public sector information - UK legislation: <http://www.opsi.gov.uk/legislation/uk.htm>
- Office for National Statistics at www.statistics.gov.uk or www.ons.gov.uk
- Race Relations Amendment Act (2000):
http://www.opsi.gov.uk/acts/acts2000/ukpga_20000034_en_1

Security Plan

Completion Guidance for Providers

Introduction

The attached spreadsheet provides an outline Security Plan that sets out the security measures to be implemented and maintained by Providers in relation to all aspects of the services and all processes associated with the delivery of PRaP

You will be required to provide a level of security which:

- a) is in accordance with Good Industry Practice and Law
- b) complies with DWP's Security Policy
- c) complies with ISO/IEC27002 and ISO/IEC27001 ("ISO27001")³
- d) meets specific security threats to the Contractor System

An outline Security Plan is provided in the form of the accompanying spreadsheet which is structured in accordance with the international standard ISO27001 and links together references relating to a), b) and c) above.

This is intended to aid Providers in producing a Security Plan to address all contractual security requirements.

As each Provider will have their own different implementations of PRaP Provider Information Systems and Services, in order to determine the specific security threats as per d) above, it is necessary for each Provider to provide the following details in section 2 & 3 below to allow the scope of their Security Plan to be assessed by DWP

1. Scope

Basic Information

Providers are required to scope the information systems in the context of the organisation's business in relation to PRaP Provider Information Systems and Services. It must describe the security-relevant aspects of the system in order for the specific security threats to the PRaP Provider Information Systems and Services to be determined.

1.1 Business Context of PRaP Provider Information Systems and Services

This shows that the business needs of the organisation are understood and fed into the risk management process, and should cover:

- Organisational ownership of the Asset
- High level business aims and objectives served by the Asset
- Business functions supported by the Asset
- Information processes carried out by the Asset

Data flow and/or process diagrams may be useful.

1.2 Description of the Information Systems and associated Assets of PRaP Provider Information Systems and Services

This should provide a pen picture of:

- Information assets (description, quantity, sensitivity)
- Hardware (main items, with reference to inventory)
- Software (main items, with reference to inventory)
 - People (user groups, roles, organisations, personnel check/security clearances)
- Locations

Schematic architecture diagrams to be provided

1.3 Interconnections, Interfaces, Shared Infrastructures & Related Security Domains of PRaP Provider Information Systems and Services

- Document and describe each external connection
 - Document and describe any shared infrastructures (networks and systems) that are used and how they relate to non PRaP specific services

Diagrams will be useful to illustrate the above.

Details may include ownership, business need, data flows, technical details, sensitivities and the security status of the any connecting or shared systems.

2. Security Threats

Provide details of the perceived security threats to PRaP Provider Information Systems and Services and document security counter-measures implemented to address each security threat.

A table may be useful to illustrate the above that relates to controls within the Security Plan

3. Security Plan

Complete details in the attached outline Security Plan for the Contractor System

Further guidance for completion of this is shown in the notes section of this spreadsheet.



Outline Provider
Security Plan

Provider Referrals and Payments System Guidance

In October 2009, DWP introduced an automated Provider Referrals and Payments (PRaP) system to replace the clerical processes for new Commercial Employment Provision. PRaP will deliver a quicker, more secure and accurate service for customers and Providers.

You will use a standard web browser (Internet Explorer) to access PRaP following user authentication via the Government Gateway. You will be able to download referral information such as contact details and other relevant customer data. This information can be exported from PRaP either in .pdf or .csv file formats.

You will need to record certain actions within PRaP e.g. start dates, leaver dates and outcomes. PRaP will automate payments of monthly service fees and payable outcomes as appropriate.

Direct access to PRaP will be limited to Prime Providers, and as you will have access to some personal customer data you will need to comply with the Departmental Security policies and the Data Protection Act for onward transfer of this data through your own systems.

We will need assurance that you are compliant with The DWP Minimum Security Standards before you will be given access to PRaP. This will be done via a Security Plan which you will be asked to submit during the tendering process. The standards will be included in your contract Terms & Conditions, and should be made available to your planning and IT departments.

If you have any queries about these standards, you should raise them via our web site. We are making arrangements to support successful **Mentoring** bidders through this process, and will let you know about them as soon as we can.

Case load

Table 1 Regional breakdown

Claimant count by Government Office Region at September 2009 18-24 year olds

Region	Number of claimants aged 18-24
North East	27,680
North West	65,240
Yorkshire and The Humber	49,540
East Midlands	35,905
West Midlands	57,285
East	34,750
London	59,935
South East	45,280
South West	28,435
Wales	27,690
Scotland	37,860
Total	469,595

Table 2 District Breakdown

Claimant Count by Jobcentre Plus District at September 2009 18-24 year olds

District	Number of claimants aged 18-24
Bedfordshire & Hertfordshire	9,655
Berks, Bucks & Oxfordshire	11,010
Essex	10,900
Hampshire	10,530
Kent	11,245
Surrey & Sussex	12,485
Cambridgeshire & Suffolk	8,955
Norfolk	5,365
Central London	5,670
City and East London	8,545
Lambeth, Southwark and Wandsworth	6,965
London West	10,835
North & North East London	14,080
South London	14,080
Devon & Cornwall	9,105
Dorset & Somerset	5,235

Gloucestershire, Wiltshire & Swindon	7,565
West of England	6,380
Birmingham and Solihull	18,455
Black Country	15,765
Coventry and Warwickshire	6,710
Marches	8,070
Staffordshire	8,410
Derbyshire	8,360
Leicestershire & Northamptonshire	12,880
Lincolnshire and Rutland	4,875
Nottinghamshire	9,400
North & East Yorkshire and the Humber	13,540
South Yorkshire	14,915
West Yorkshire	21,240
Cheshire Halton & Warrington	7,160
Cumbria & Lancashire	13,215
Greater Manchester Central	10,195
Greater Manchester East & West	18,020
Merseyside	16,640
Cumbria (pre apr 2008)	-
Northumbria	8,695
South Tyne & Wear Valley	10,320
Tees Valley	8,685
North & Mid Wales	5,535
South East Wales	7,780
South Wales Valleys	8,620
South West Wales	5,640
Ayrshire, Dumfries, Galloway & Inverclyde	5,590
Edinburgh, Lothian and Borders	5,835
Forth Valley & Fife & Tayside	7,560
Glasgow	6,930
Highlands, Islands, Clyde Coast & Grampian	5,655
Lanarkshire and East Dunbartonshire	6,290
Total	469,595

Indicative volumes

1. The volumes shown in the case flow estimate and table 3 below represent our current planning assumptions and as such consider the impacts of all current and announced future policies. Further background on the process employed to arrive at these estimates is provided below in 'Further Information' at annex 7.
2. In the current economic environment there is uncertainty around the potential future path of eligible volumes for each strand. The figures presented in this annex represent our current planning assumptions. Given the wider economic conditions and policy environment these estimates may change as we progress through the procurement process. If there is a significant change in these estimates we will seek to update you during the procurement process and updated volumes will be provided prior to contract award.
3. Suppliers should be aware that the DWP does not guarantee volumes or the number of starts to suppliers.

Case flow, based on current planning assumptions

Using current planning assumptions, during the life of the scheme between January 2010 and March 2011, a total of 1,700,000 young people will fulfil the eligibility criteria to benefit from the mentoring scheme.

Table 3 Eligible flow – Mentoring

The total number of people who would be eligible to take up this strand, by month and region (for indicative purposes only, see caveats above)

	East Midlands	East of England	South East	London	North East	North West	South West	West Midlands	Yorkshire & Humberside	Wales	Scotland
Feb-10	8,200	8,300	10,800	18,100	7,200	15,550	6,800	15,300	12,650	6,150	11,100
Mar-10	8,250	8,300	10,850	18,150	7,200	15,600	6,850	15,350	12,700	6,150	11,150
Apr-10	8,250	8,300	10,850	18,150	7,200	15,600	6,850	15,350	12,700	6,150	11,150
May-10	8,600	8,700	11,300	18,900	7,500	16,300	7,100	16,000	13,250	6,450	11,600
Jun-10	8,600	8,700	11,350	19,000	7,550	16,350	7,150	16,050	13,350	6,450	11,650
Jul-10	8,600	8,700	11,350	19,000	7,550	16,350	7,150	16,050	13,350	6,450	11,650
Aug-10	9,300	9,400	12,250	20,450	8,100	17,600	7,700	17,300	14,350	6,950	12,550
Sep-10	9,150	9,300	12,100	20,250	8,050	17,400	7,600	17,100	14,200	6,900	12,400
Oct-10	9,150	9,300	12,100	20,250	8,050	17,400	7,600	17,100	14,200	6,900	12,400
Nov-10	7,800	7,900	10,300	17,200	6,850	14,850	6,500	14,550	12,050	5,850	10,550
Dec-10	8,050	8,150	10,650	17,800	7,050	15,300	6,700	15,050	12,500	6,050	10,900
Jan-11	8,050	8,150	10,650	17,800	7,050	15,300	6,700	15,050	12,500	6,050	10,900
Feb-11	7,700	7,800	10,200	17,000	6,750	14,650	6,400	14,400	11,950	5,800	10,450
Mar-11	7,600	7,700	10,000	16,750	6,650	14,400	6,300	14,150	11,750	5,700	10,250

Numbers rounded to the nearest 50

Table 4 Profile places - Mentoring

Number of mentoring places that need to be filled each month, by region in order to hit the indicative profile of 10,000 starts by March 2011

	East Midlands	East of England	South East	London	North East	North West	South West	West Midlands	Yorkshire & Humberside	Wales	Scotland
Feb-10	15	15	20	35	15	30	15	30	25	10	20
Mar-10	35	35	45	70	30	60	25	60	50	25	45
Apr-10	50	50	65	105	40	90	40	90	75	35	65
May-10	50	50	65	110	45	95	40	90	75	35	65
Jun-10	50	50	65	110	45	95	40	95	75	35	65
Jul-10	50	50	65	115	45	95	40	95	80	40	70
Aug-10	55	55	70	120	45	105	45	100	85	40	75
Sep-10	55	55	70	120	50	105	45	100	85	40	75
Oct-10	55	55	70	120	50	105	45	100	85	40	75
Nov-10	55	55	70	120	50	105	45	100	85	40	75
Dec-10	55	55	70	120	50	105	45	100	85	40	75
Jan-11	55	55	70	120	50	105	45	100	85	40	75
Feb-11	55	55	70	120	50	105	45	100	85	40	75
Mar-11	55	55	70	120	50	105	45	100	85	40	75

Numbers rounded to the nearest 5

Please note this information is based on current Jobcentre Plus capacity and is indicative only.

Further Information on the labour market and customer demographics

1. You will be expected to conduct research on the labour market and the demographics of the customers in the areas you are bidding for. Sources of further information on proportions of key customer groups:
 - **NOMIS Official Labour Market Statistics:** <https://www.nomisweb.co.uk/Default.asp>
NOMIS provides a history of information on JSA counts and flows. It is possible to breakdown by geographical areas, certain characteristics, claim durations, occupation sought and recorded destination on leaving JSA.
 - **DWP Tabulation Tool:** <http://research.dwp.gov.uk/asd/tabtool.asp> - The Tab Tool provides a history of information on counts and flows for other benefits and Jobcentre Plus mainstream employment programmes, this includes local area performance data down to Jobcentre Plus District or Employment Zone level.

How to use NOMIS to obtain data on JSA flows

2. JSA count figures can be obtained from <https://www.nomisweb.co.uk/Default.asp>. These can be produced for a range of geographical areas and can be aggregated to Flexible New Deal contract areas. The figures can also be broken down by gender, age and duration of claim.
3. To obtain the JSA count by duration:
 - Select Advanced query → Claimant count → Claimant count –age and duration.
 - Use the options menu on the left side to select geographical area of interest, date (a monthly time series as far back as 1985 can be produced), age and gender.
 - To get individual duration bands select this from the drop down menu under the age and duration option. This gives frequent duration bands up to three months and then gives claimant count in three month duration bands.
 - Select Review selections → Format/Layout → Download data.
4. To calculate threshold flows then the claimant off flow information is also required. This is obtained through Advanced query → Claimant count → Claimant flows – age and duration. Then follow steps two to four to select subcategories required.
5. Thresholds flows are calculated as the number flowing through a particular duration point, e.g. six months, during a particular quarter. For example to obtain the six month threshold flow for April 2008 calculate the difference between the six month plus claimant count in April 2008 and the same figure three months earlier. Then add the claimant off flows for claims over six months in the three months to April 2008.
6. This data does not include non-computerised clerical claims, which make up approximately 1% of JSA claims.

Jobseeker Journey

Additional support available

From Day 1 you can offer...

Jobsearch and Programme Support

Support for professionals and executives
 Support for the newly unemployed
 Backing Young Britain (mentoring, work trials, group sessions)
 Additional adviser support
 Programme Centre (until December 2009)
 Support Contract (from December 2009)
 Additional support through disability employment advisers
 New Deal for Lone Parents (NDLP)
 New Deal for Partners (NDP)
 Progress to Work (drugs)
 Progress to Work LinkUp (ex offenders, alcohol)

Skills and Training

Basic skills
 CV development (Programme Centre)
 Apprenticeships
 Training
 Graduate internships

Additional Options

Fast tracking to 6-month support
 Work trials (for certain disadvantaged groups)
 Employment on Trial (EOT)
 Adviser Discretionary Fund (ADF)
 LEP vacancies
 Travel to Interview Scheme (TIS)

From 3 months

Extra adviser interviews (for young people and 20% of other customers)

From 6 months

6 month offer:

Recruitment subsidy of £1000
 In work training
 Work-focused training
 Self-employment support
 Volunteering support

Work trials (all age groups)
 New Deal for Young People
(in FND Phase 2 districts only)
 Internships

From 9 months

Young Person's Guarantee:

(primarily for 18-24s)

Future Jobs Fund opportunities
 Pre-employment training in key sectors
 Work-focused training
 Community Task Force

From 12 months

Flexible New Deal *(in FND Phase 1 areas)*

From Day 1

Support for professionals and executives: 1-day advice/coaching sessions for those who are work ready but lack experience of current jobsearch. Delivered by ext organisations.

Support for newly unemployed: Help with jobsearch techniques. 1-hour internal group sessions/coaching or 1-day external courses.

Backing Young Britain:

- mentoring support from Jan 2010
- work trials for disadvantaged 18-24 year olds
- group support for 18 year-olds – jobsearch sessions for those looking for their first job.

Additional adviser support for customers who want it. Alongside jobsearch reviews.

Programme Centre (until Dec 2009): help with jobsearch, cv, interview skills, confidence.

Support Contract (from Dec 2009): various training modules for JSA customers / other groups. From Day 1 at adviser discretion.

Additional support via **disability employment advisers** (DEAs)

- **Access to work** – practical support to overcome work-related obstacles from disability.
- **Workstep** - programme for people whose disability makes it difficult for them to find or keep a job.
- **Work preparation** - to address barriers associated with a disability and prepare customers to enter the labour market.
- **Job Introduction Scheme** – help for disabled customers and their employers.

New Deal for Lone Parents (NDLP): programme for eligible lone parents.

New Deal for Partners (NDP): programme to improve partners' job prospects.

Progress to Work/LinkUp: programmes helping customers with a history of drugs/alcohol misuse & ex-offenders to prepare for, seek and sustain employment.

Graduate internships: may be paid or unpaid. Likely to mean leaving benefit/allowances for those on JSA less than 6 months.

Apprenticeships: skilled job opportunities with structured learning and progression, primarily aimed at young people.

Basic skills support: help to develop basis literacy, numeracy or language skills.

Training: through local providers/brokers. Unlimited part-time training whilst available for and seeking work. Up to 2 weeks full-time training in a year.

Fast-tracking to 6-month support: early access to support normally available from 6 months, for those at particular risk of long-term unemployment.

Work trials (for certain disadvantaged customers): a trial period in an actual job. Customer remains on benefit. Maximum duration 30 days over no more than 6 weeks.

Employment On Trial (EOT): try out a different type of work without risk of losing JSA.

Adviser Discretionary Fund (ADF): normally up to £350, higher subject to business case. To help customers move into work by paying for specific expenses or items.

Local Employment Partnership (LEP) **vacancies:** vacancies covered by an LEP agreement between and employer and Jobcentre Plus.

Travel to Interview Scheme (TIS): financial help to attend job interview beyond normal travelling distance (or, at adviser discretion, for local interviews).

Additional options

From 3 months

Extra adviser time: around 1 in 5 customers gets two extra 30-minute adviser interviews between weeks 13 and 26. Young people get an extra hour

Work experience placements (18-21 year olds from Jan 2010): up to 2 weeks to gain work experience.

From 6 months

The 6 month offer

Recruitment subsidy: a £1,000 subsidy payable to an employer who recruits someone who has been on JSA for 6 months (or fast-tracked to stage 3 of FND) to a long-term.

In-work training: government-funded in-work training.

Work-focused training: training linked to local job opportunities. In some circumstances can be up to 8 weeks full-time training on a training allowance.

Volunteering: contracted third-sector broker discuss suitable volunteering opportunities to improve employment prospects. Customers remain on JSA.

Self Employment: with advice from partner organisations. Credit of £50 per week available for up to 16 weeks.

New Deal for Young People (FND phase 2 Districts only): intensive adviser support followed by requirement to take up one of four options.

Work trials (all JSA customers): trial period in an actual job. Customer remains on benefit. Max duration 30 days over no more than 6 weeks

Internships (from Jan 2010): for graduates and 18-21 year-old non-graduates. Part of Backing Young Britain. Up to 13 weeks on training allowance if unpaid.

From 9 months

Future Jobs Fund opportunities: jobs of at least 25 hours a week lasting at least 6 months. Available to 18-24s and, in areas of particularly high unemployment, over-24s.

Routes into Work (including pre-employment training in key sectors): from Nov 2009

Work-focused training: in skills relevant to the local jobs market. From Nov 2009

Community Task Force: for young people approaching 12 months on JSA who have not taken up one of the above offers. From Jan 2010, mandatory from April 2010.

In **FND Phase 1** districts: Guarantee to be delivered by week 50.

In **FND Phase 2** districts: Guarantee to be delivered by the end of the New Deal Gateway.

At 12 months (week 50 and beyond) you should refer to **Flexible New Deal** (FND) in the 28 Phase 1 districts. Delivered by contracted providers.

From 12 months

Young Person's Guarantee
Primarily for 18-24s