

**EUROPEAN SOCIAL FUND PROGRAMME  
2007-2013**

***LOCAL SPECIFICATION***

**EAST OF ENGLAND**

**BEDFORDSHIRE & HERTFORDSHIRE  
DISTRICT**

**REF NO: EE01**

**TITLE: FLEXIBLE ROUTEWAY  
PROVISION**



**European Union**  
**European Social Fund**  
Investing in jobs and skills

**DWP** Department for  
Work and Pensions

## Table of Contents

1. Introduction .....	3
2. Aim of Provision .....	3
3. Design & Content.....	3
4. Definition of Activity Requirements .....	4
5. Target Groups.....	5
6. Geographical Coverage .....	6
7. Eligibility .....	6
8. Referrals .....	7
9. Coherence & Context with other Provision .....	7
10. Networking/Links .....	7
11. Marketing .....	7
12. Funding Model Ratio/ Volumes.....	7
13. Non Paid Outcomes.....	8
Annex 1 – Make up of District Customer Register by Local Authority .....	9
Annex 2 – Current Labour Market Overview.....	10
Annex 3 – Current Childcare activity and average cost across the District.....	12

## 1. Introduction

The Flexible Routeway provision will address the needs of those customers who face barriers to work, real and perceived, who are subsequently disadvantaged in the labour market. The provision must inspire and empower customers to achieve their potential by identifying and providing the skills to find sustainable work.

This Annex sets out the criteria for the provision to be delivered through ESF in the Bedfordshire and Hertfordshire Jobcentre Plus District. Prospective bidders will be required to submit full and detailed proposals, meeting the specific criteria below.

- DWP is looking to award **one Prime Contract** to cover the entire district. Although one organisation will be required to lead the contract, it is not expected that one organisation will be the sole deliverer of the provision covering the entire District. The successful provider will have to directly deliver some elements of the training. The successful provider will be expected to demonstrate links they would create with local organisations to meet the requirements of this specification. Full details of any partnerships/consortiums/sub-contracting arrangements will need to be fully explained in the tender. The bidder must provide letters of support from local organisations involved in the worklessness agenda in each Local Authority.

## 2. Aim of Provision

To deliver customer-led/individually tailored provision, which provides a full and inclusive range of support in order to move customers into work.

Activity is targeted at those not eligible for mainstream provision or provides additional/enhanced support to those customers for whom mainstream provision does not fully meet their requirements.

## 3. Design & Content

Contract is due to start in June 2008 and will be let for 3 years with possible extension for a further 2 years. Indicative contract value is expected to be between £2.8m and £3.5m with the possibility of increasing maximum contract value up to £5m should any extension be progressed.

Indicative volumes are that in excess of 2100 customers will access provision over the life of the contract.

### Activity Hours per week

Part time, up to a maximum of 29 hours per week but flexible to support the customer. Customers will be expected to attend for a minimum of eight hours per week unless exceptional individual cases are agreed with Jobcentre Plus

### Duration

Actual length of stay is dependant upon individual need but the average is expected to be 13 weeks, with a maximum of 26 weeks.

In addition, participants may continue to receive support once in work for up to a further 13 weeks to help overcome initial barriers and support retention.

(There may be occasional and exceptional circumstances where participation beyond 26 weeks may be agreed with the express agreement of the DWP contract manager).

## 4. Definition of Activity Requirements

### Essential Programme Elements

The programme is to provide a flexible route-way specifically designed to support the needs of individual customers, whilst also supporting the needs of the local labour market.

Customers will have a range of needs and require varying levels of support. We would expect there to be a balance between the volumes requiring a low level of support and those requiring more intensive assistance.

The support must comply with benefit regulations and must not impact on a customer's benefit entitlement.

Each customer must have an initial assessment of need leading to the production of an individual action plan which should be regularly reviewed. This action plan should reflect the local labour market and Jobcentre Plus District priorities, and have the end goal of sustainable employment.

The action plan should be available to their Jobcentre Plus adviser if requested.

<b>The individual action plan should address the following elements, as required;</b>	<b>Performance expectation – Indicative % volumes of participants accessing the various elements of provision</b>
<b>1. Job search support</b>	<b>100%</b>
<b>2. Soft skills</b> , life skills, confidence building, motivation, etiquette and presentation skills, etc.	<b>50%</b>
<b>3. Advice and guidance</b> which could cover such issues as career choice, financial awareness, health, childcare, disclosure of criminal records, etc.	<b>75%</b>
<p><b>4. Training.</b> We would expect the training delivered to reflect the Jobcentre Plus priority sectors (hospitality, logistics, transport &amp; warehousing and retail) and District requirements. The length of training will be dictated by individual need and sector requirements up to a maximum of 26 weeks.</p> <ul style="list-style-type: none"> <li>• <b>Pre-employment vocational training</b> – for example, a short course relating to a particular employer recruitment or general training that supplies a skills shortage area.</li> <li>• <b>Certification courses</b> e.g. Health and Safety at Work, First Aid at Work, Food Hygiene, etc.</li> <li>• <b>Essential Certification and licences to UK, European and International standards e.g. PCV, forklift, Plant licences, machinery or other Operators licences/certification</b></li> <li>• <b>Industry recognised &amp; sought qualifications e.g. IT and Accounts</b></li> </ul> <p>Where you are delivering vocational training, it must address local employer needs and any skills gaps identified by the relevant Sector Skills Council.</p>	<b>70%</b>

<b>5. In work support</b> which recognises the potential difficulty in making the transition from benefits to work and ensures that once in work the customer remains in work.	<b>50%</b>
<b>6. Mentoring</b> i.e. providing one-to-one support throughout the period of the programme	<b>20%</b>
<b>7. Discretionary funding</b> which will clearly help the participant overcome a specific, identified barrier and move nearer to or into work.	<b>10%</b>
<b>8. Specialist support activity</b> for customers with particular barriers or disadvantages in returning to the labour market – this could include addressing particular health and disability issues, etc.	<b>10%</b>
<b>9. Work placements/tasters</b>	<b>15%</b>
<b>10. Gateway</b> - Signposting to other sources of support, such as other Jobcentre Plus provision, LSC provision, Business Link East services, etc.	<b>20%</b>

Providers should ensure that provision is sufficiently flexible to respond positively to support emerging needs and local initiatives, such as “Local Employment Partnerships”.

NB: These activities are indicative. The provision should provide a flexible route-way customised to support the needs of the individual customer and the local labour market.

The support must comply with benefit regulations and must not impact customer’s benefit whilst on this programme.

## 5. Target Groups

The project is designed for any unemployed and inactive customers although we would expect participation rates to reflect DWP priority customer groups, which are:

- People on Incapacity Benefits (particularly those with children)
- Lone Parents
- Other people with children
- People with other disadvantages in the labour market – minority ethnic groups, offenders, those with histories of drug and alcohol misuse, the homeless, refugees and people aged over 50
- Other JSA customers (no more than 20% of customers should be recruited from this group)

Within these priority groups it should be recognised that there will be sub categories of customers with particular niche/specialist needs whom we would expect to be supported through this programme, such as customers with learning disabilities, people with visual or hearing impediments, people failing Personal Capability Assessments, etc.

Activity is targeted at those not eligible for mainstream provision or gives additional/ enhanced support to those customers for whom mainstream provision does not fully meet their requirements.

Providers should be aware that Bedfordshire and Hertfordshire will be a Pathways to Work District for those who make a claim to Incapacity Benefit from April 2008 and any volunteers

from existing Incapacity Benefit customers. Any provision aimed at these groups should be complementary to but not duplicate that delivered within Pathways to Work.

Targets	Percentage
Participants with disabilities or health conditions	22%
Participants who are lone parents	12%
Participants aged 50 or over	18%
Participants from ethnic minorities	24%
Female participants	51%

The outcomes of this project are 50% of participants move into a job

**Definitions:**

**Unemployed** – People without a job and available to start work and looking for work.

**Inactive** – People without a job who do not satisfy the criteria for “unemployed”

**6. Geographical Coverage**

We expect full coverage to be provided across Bedfordshire and Hertfordshire District. There should be a focus on local delivery and, as a minimum, delivery sites to be in the following locations:

- Luton
- Stevenage
- Watford
- Bedford
- We may also require a site in Waltham Cross

Some local authority wards have been identified as having an employment rate significantly below the national rate and have, consequently, been designated as Deprived Wards. The Deprived Wards for Bedfordshire and Hertfordshire are shown below and we would expect them to be a focus for delivery:

- Dallow, Biscot and Northwell in Luton
- Cauldwell in Bedford

The District would like to see some outreach coverage in all other Jobcentre Plus areas. There are 14 offices: (Large sites) Bedford, Luton, Hemel Hempstead, Stevenage, Watford, Waltham Cross, (Medium sites) Dunstable, Hatfield, Hertford, (Small sites) Biggleswade, Borehamwood, Leighton Buzzard, Letchworth, St Albans. We also have two Benefit Delivery Centres Watford and Luton both of which process IB claims.

Delivery sites should be open five days a week Monday to Friday and, as a minimum, 9am to 5pm every day.

**7. Eligibility**

The project is designed for any unemployed and inactive customers although we would expect participation rates to reflect DWP priority customer groups, which are:

- People on Incapacity Benefits (particularly those with children)

- Lone Parents
- Other people with children
- People with other disadvantages in the labour market – minority ethnic groups, offenders, those with histories of drug and alcohol misuse, the homeless, refugees and people aged over 50
- Other JSA customers (no more than 20% of customers should be recruited from this group).

Within these priority groups, it should be recognised that there will be sub categories of customers with particular niche/specialist needs whom we would expect to be supported through this programme, such as customers with learning disabilities, people with visual or hearing impediments, people failing Personal Capability Assessments, etc.

## **8. Referrals**

The onus is on providers to ensure they take the necessary action to recruit the numbers specified in their tender. Jobcentre Plus will work in partnership with providers but is not responsible for ensuring referrals are made. The expectation is that all participants will have the potential to progress into permanent employment given this additional support and providers need to have a selection process, which recognises this. Participants who are not selected, or who feel unable to take up an offer of a placement, should be given feedback and, where appropriate, be referred to another source of support e.g. Jobcentre Plus Adviser or alternative provision.

## **9. Coherence & Context with other Provision**

DWP has mainstream provision including New Deal, Programme Centres and Pathways to Work, targeted at particular customers. For customers that do not have access to this provision, or who have undertaken it and found it does not meet their needs, Flexible Routeway provision fills this gap. Its flexibility is designed to best meet the needs of the individual customer.

## **10. Networking/Links**

We strongly encourage the prime contractor to work with a range of specialist providers in order to support the delivery of the widest range of activities within this contract. Providers are asked to describe in their delivery model any such arrangements.

Providers are also expected to work with Jobcentre Plus and other partners to maximise the benefits of other mainstream programmes e.g. Work Trials, Train to Gain. Providers will need to have a good understanding of Jobcentre Plus programmes and of other provision in the local area funded through Investing in Communities, Local Area Agreements, etc.

Providers should be able to respond positively to emerging local initiatives, such as Local Employment Partnerships.

## **11. Marketing**

Prospective delivery organisations should provide a copy of an appropriate marketing plan as part of the tender. Plans must show how this provision will be promoted and marketed to the target customer group.

## **12. Funding Model Ratio/ Volumes**

**The funding model will be 50/50.**

50% delivery fee and 50% job outcome fee

The minimum number of participants will be 2100. In your bid you may want to set out a higher figure.

Participation rates from the range of eligible customer groups should reflect the DWP priority customer groups and also the East of England ESF Framework targets/  
During the lifetime of the contract, we may amend the expected participation rates for the various elements of provision to reflect changing local market needs.

### **13. Non Paid Outcomes**

None.

## Annex 1 – Make up of District Customer Register by Local Authority Working Aged Benefit Claimants by Local/Unitary Authority in Great Britain

Local Authority	Total Population	16 - 59 Population	Unemployed Claimants	Sick and Disabled Claimants	Lone Parents	Other	All Claimants
Peterborough	156061	92869	3240	8255	2640	3490	17625
Luton	184371	111046	4120	8575	3075	4665	20430
Southend-on-Sea	160257	89905	3230	8235	2465	4120	18045
Thurrock	143128	87020	2595	6295	2250	2770	13915
Mid Bedfordshire	121024	73721	885	3155	700	1910	6645
Bedford	147911	88491	2340	6025	1785	2880	13030
South Bedfordshire	112637	67112	1180	3805	1320	1845	8145
Cambridge East	108863	74498	1395	3920	960	1520	7795
Cambridgeshire	73214	42928	555	2165	475	1090	4285
Fenland	83519	46611	1100	4635	995	1820	8545
Huntingdonshire	156954	95081	1325	4785	1005	2200	9315
Cambridgeshire South	130108	78460	775	3365	630	1905	6670
Basildon	165668	98162	2580	7975	2810	3555	16920
Braintree	132179	78655	1455	4940	1175	2255	9820
Brentwood	68456	39078	420	2065	485	925	3900
Castle Point	86608	50078	815	3295	840	1605	6550
Chelmsford	157072	95235	1635	4745	1220	2215	9815
Colchester	155796	94787	2000	6650	1680	2915	13240
Epping Forest	120896	70631	1295	3985	1220	1695	8200
Harlow	78768	46922	1645	3590	1305	1660	8200
Maldon	59418	34897	630	2050	395	960	4035
Rochford	78489	44924	625	2380	495	1135	4635
Tendring	138539	69201	2220	7655	1645	3210	14735
Uttlesford	68946	40805	385	1600	315	820	3120
Broxbourne	87054	51813	940	3105	1295	1585	6925
Dacorum	137799	81947	1555	4225	1215	2075	9065
East Hertfordshire	128919	78645	750	3150	670	1505	6075
Hertsmere	94450	55327	935	3005	990	1525	6455
North Hertfordshire	116908	68640	1240	3415	1010	1910	7575
St Albans	129005	77287	755	3415	810	1700	6675
Stevenage	79715	47400	1130	3180	1165	1800	7280
Three Rivers	82848	48156	575	2305	695	1140	4715
Watford	79726	49496	950	2985	870	1540	6335
Welwyn Hatfield	97553	57166	940	3435	1040	1595	7015
Breckland	121418	67695	1480	4940	920	2075	9420
Broadland	118513	67111	865	4160	595	1540	7165
Great Yarmouth	90810	50416	2540	5930	1245	2790	12510
King's Lynn and West Norfolk	135345	73791	1720	7095	1250	2745	12815
North Norfolk	98382	50837	1130	4455	650	1665	7890
Norwich	121550	74923	2930	7775	1990	3260	15960
South Norfolk	110710	62141	920	3765	580	1780	7040
Babergh	83461	47256	645	2605	520	1305	5070
Forest Heath	55510	33294	440	1595	365	725	3130
Ipswich	117069	67666	2475	5985	1710	2855	13020
Mid Suffolk	86837	49700	600	2515	440	1230	4790
St Edmunds bury	98193	57906	990	3335	675	1505	6510
Suffolk Coastal	115141	62416	785	3690	670	1955	7105
Waveney	112342	59954	2455	5955	1305	2995	12705
Regional total	5388140	3152100	68190	210165	54560	97965	430860

## Annex 2 – Current Labour Market Overview

### **Bedfordshire and Luton demography:**

The working age population of Bedfordshire is 249,500 (*source - 2005 nomis*). 79.7% (*nomis 2006*) of the working age population of Bedfordshire are in employment. 10,840 are in receipt of IB/Severe Disability Allowance, 8,980 are in receipt of IS and 4,260 are registered as unemployed (*source – 2006 GIS data*). Bedfordshire has a mixture of rural and urban areas, with one DWP deprived area in Bedford, Cauldwell.

In Luton, the working age population is 116,200 (*source - 2005 nomis*). 67.7% (*nomis 2006*) of the working age population are in employment. 7,345 are in receipt of IB/Severe Disability Allowance, 7,405 in receipt of IS and 3,815 are registered as unemployed (*source – 2006 GIS data*). Luton is an urban area with three DWP deprived areas Dallow, Biscot and Northwell, also a New Deal for Communities area.

In Bedfordshire and Luton 29% work in Distribution, 25% in Public Administration, Education and Health, 18% in Finance and 13% in Manufacturing.

### **Hertfordshire demography:**

In Hertfordshire, the working age population is 647,400 (*source - 2005 nomis*). 80.5% of the working age population of Hertfordshire are in employment (*nomis 2006*). 26,280 are in receipt of IB/Severe Disability Allowance, 22,805 are in receipt of IS and 10,005 are registered as unemployed (*source - 2006 GIS data*), Mixture of rural and urban.

Around 80% of employees in Hertfordshire work in the service sector. Analysis of employment by sector shows that Financial, Property & Business Services account for 23% of employment, with a further 18% employed in Wholesale & Retail and 13% in Manufacturing. This is in line with the regional skills priorities.

### **Occupational groups**

Bedfordshire and Hertfordshire District Data Compiled :30/09/07		Soc Range	Active Customers from Occupational Snapshot			Live Vacancies from NOMIS				
			Number	%	Ranking	Total	% of all vacs	Rank	Number of Customers per Vacancy	
1	Corporate Managers	1111-1185	665	4%	7	212	3%	12	3	
2	Mgrs/Proprietors in Agr/Services	1211-1239	145	1%	21	155	2%	23	1	
3	Science/Technology Professionals	2111-2132	305	2%	14	315	4%	8	1	
4	Health Professionals	2211-2216	5	0%	24	155	2%	23	0	
5	Teaching/Research Professionals	2311-2329	180	1%	20	157	2%	22	1	
6	Bus/Public Service Professionals	2411-2452	145	1%	21	173	2%	17	1	
7	Science/Tech Assoc Professionals	3111-3132	250	1%	17	161	2%	20	2	
8	Health/Soc Welfare Assoc Profess	3211-3232	110	1%	23	180	2%	15	1	
9	Protective Service Occupations	3311-3319	5	0%	24	158	2%	21	0	
10	Culture/Media/Sports	3411-	320	2%	11	164	2%	18	2	

	Occupations	3449							
11	Bus/Pub Serv Assoc Professionals	3511-3568	300	2%	15	320	4%	7	1
12	Administrative Occupations	4111-4150	1760	11%	3	433	6%	5	4
13	Secretarial/Related Occupations	4211-4217	250	1%	17	186	2%	14	1
14	Skilled Agricultural Trades	5111-5119	255	2%	16	153	2%	25	2
15	Skilled Metal/Electrical Trades	5211-5216	480	3%	10	220	3%	11	2
16	Skilled Construction/Building Trades	5311-5319	690	4%	6	272	3%	9	3
17	Textiles/Printing/Other Skilled Trade	5411-5499	315	2%	13	163	2%	19	2
18	Caring Personal Service Occupation	6111-6139	605	4%	8	386	5%	6	2
19	Leisure/Other Personal Serv Occup	6211-6292	205	1%	19	174	2%	16	1
20	Sales Occupations	7111-7129	2735	16%	2	833	11%	2	3
21	Customer Service Occupations	7211-7212	320	2%	11	262	3%	10	1
22	Process/Plant/Machine Operators	8111-8149	510	3%	9	204	3%	13	3
23	Transpt/Mob Machine Drivers/Opera	8211-8229	970	6%	5	474	6%	4	2
24	Elmty Trades/Plant/Storage Rel Occ	9111-9149	3800	23%	1	717	9%	3	5
25	Elementary Admin/Service Occupat	9211-9259	1350	8%	4	1196	15%	1	1

Active clients JSA & Non JSA - All Occupations	16675	Number of vacancies	Total
			7823

## **Annex 3 – Current Childcare activity and average cost across the District**

### **Childcare Provision**

Bedfordshire Local Authority - has 14,740 registered childcare places for 0-16 year olds - of these about 70% will be occupied at any one time.

Luton Local Authority – has 9,792 registered childcare places for 0 - 16 year olds of these 2,440 places are vacant.

Herts Local Authority - has 39,465 registered childcare places for 0-14 year olds of these 8,817 places are vacant

There will be additional childcare places for over 8 year olds as these do not have to be registered - the Local Authorities will not know about this provision. Jobcentre Plus recommends the use of registered child minders to all our customers.

### **Average costs**

Pre schools - £4- £7 per session (usually a morning or afternoon)

Children's centres - £127 to £205 for a full time week

Out of school clubs - £5 - £11 a day for after school clubs, £1 for breakfast clubs and a around £15 a day or £75 a week for a holiday place.

Childminders - between £2.50 and £7.00 - although average of £2.80 per hour

Day Nurseries -Average of £125 per week but anything from £127 to £205 for a full time week.