

**EUROPEAN SOCIAL FUND PROGRAMME  
2007-2013**

***LOCAL SPECIFICATION***

**EAST MIDLANDS**

**LINCOLNSHIRE & RUTLAND DISTRICT**

**REF NO: EM02**

**TITLE: FLEXIBLE ROUTEWAY  
PROVISION**



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

**DWP** Department for  
Work and Pensions

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## 1. Introduction

The Outreach 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 Lincolnshire 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. To meet the requirements of this specification, the successful provider will be expected to demonstrate links they would create with local organisations, with particular focus on the Third Sector, Jobcentre Plus and the organisations contracted to the Learning and Skills Council to deliver “Skills for Jobs”. 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

DWP in the East Midlands will deliver in ESF Priority 1 (see paragraph 5 of the specification for England) under the following action area – “Improving employability and skills of the unemployed and economically inactive people (including supporting them, where appropriate, to become self-employed) to enable them to gain, retain and progress into work”.

Activity is targeted at DWP priority groups, particularly those that are unemployed or economically inactive. The successful provider should deliver individually tailored provision, which provides a full and inclusive range of support in order to move customers into work. It is envisaged that a variety of approaches will be used to achieve this aim, including person-centred support and modular training.

Emphasis should be placed on delivery through outreach workers working within Multi Agency Employment Teams (Job-maets) in appropriate local centres, focusing on the most disadvantaged and excluded customers and communities. Innovative and flexible delivery approaches are encouraged, demonstrating effective working with Employment and Skills Boards, Local

Strategic Partnerships, local community/neighbourhood/voluntary groups, Making the Connections, health professionals, children's centres and other specialist services to engage appropriate clients, thereby presenting a seamless service. Outreach workers will need to be aware of available, suitable employment and provision to move people from welfare to work.

Actions will include measures to ensure early identification of needs including individual action plans and personalised services and/or signposting to:

- Work experience placements/tasters;
- Activities to reconcile work and private life including access to childcare and support for those with other caring responsibilities;
- Activities to prolong working lives by re-engaging inactive older workers;
- Activities to help lone parents and parents enter and make progress at work, addressing the DWP's priority to eradicate child poverty and also reducing inter-generational worklessness in households and/or families;
- Activities to help offenders and ex-offenders enter and make progress at work;
- Soft skills such as building trust, addressing of barriers, confidence building;
- Referral to education route ways;
- Establishing and administering a discretionary fund where Advisor Discretionary Fund (ADF) or other funding is not applicable, to remove individuals' barriers to work;
- Specialist support to help people with mental health conditions to return to work.

Soft skills, in this context, are the non-technical skills and traits that the individual will need to function in the workplace.

### **3. Design and Content**

Contract is due to start in June 2008 and will be let for 3 years with possible extension for a further 2.

The Indicative contract value is expected to be between £2.6m and £3.2m, with the possibility of extending the maximum contract value up to 4.8m

The Indicative volume of clients who will access provision over the life of the contract is in excess of 11,800.

The indicative contract value is intended to support all activity identified in the specification.

#### 4. Definition of Activity Requirements

Through outreach workers, the provider will carry out a thorough assessment of each individual and identify the employability skills, attitudes and behaviours that the individual will need to show.

We expect the focus of the provision to include a flexible route-way specifically designed to support an individual customer. The support must comply with benefit regulations and must not impact on the customer's benefit whilst on this programme.

Customers will have a range of needs and require varying levels of support. We would expect there to be a significant proportion requiring intensive assistance.

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 priorities and have the end goal of sustainable employment.

The individual action plan should address the following elements as required:

- **Job search** support;
- **Work placements/tasters**;
- **Advice and guidance**, which could cover such issues as career choice, financial awareness, health, childcare, disclosure of criminal records etc.;
- **Signposting to Skills for life training** - literacy, numeracy, ICT, ESOL[below Entry Level 3] and financial literacy;
- **Training**. We would expect intensive training to be delivered by organisations contracted to deliver "Skills for Jobs" reflecting priority sectors. The length of training would be dictated by individual need and Sector requirements;
- **Signposting to pre-employment vocational training** – for example a short course relating to a particular recruitment exercise or general training which supplies a skills shortage area;
- **General job preparation training** – when not available elsewhere;
- **Certification courses** e.g. Health and Safety at Work, First Aid at Work, Food Hygiene, etc. – when not available elsewhere;
- **In Work Support** which recognises a potential difficulty in making the transition from benefits to work and ensures that once in work the customer remains in work;
- **Mentoring** i.e. providing one to one support throughout the period of the programme;
- **Discretionary funding** which will clearly help the participant overcome a particular barrier and move nearer to or into work;
- **Signposting to Specialist Support Activity** for customers with particular barriers or disadvantages in returning to the labour market – this could include addressing particular health and disability issues etc.;
- **Soft Skills** – life skills, confidence building, motivation, etc.

- **Signposting** to other sources of support such as other Jobcentre Plus provision, LSC provision, Business Link, etc.

A particular challenge is addressing the needs of those who are not engaged in the labour market or in those activities close to it. These people are sometimes referred to as “hard to reach” or “excluded”. A community empowerment approach was developed in the region during the 2000-2006 ESF Programme. This approach can be effective in engaging those furthest from the labour market through delivering support at grass roots level by community based organisations. It could include community based mobilisation and community based employability projects. Some of the indicative activities described could use a community empowerment approach, where this is the most appropriate means of addressing needs.

### **Activity Hours per week**

Part time and flexible to support the customer, but it is expected that they will in most cases be 15 hrs per week. Any exceptions e.g. a particular client group, should be explained in the tender. Individual participant hours of attendance must be compatible with benefit regulations.

### **Duration**

Length of stay is dependent upon individual need but is expected to be a minimum of 13 weeks as the priority is help for the most excluded and hardest to engage.

Tenders will need to specify how many hours per week the provision will cover and the expected duration.

A customer must exit provision and start employment in order for a provider to claim a job outcome. However, this does not mean that the provider has to stop supporting the customer where in-work support is a feature of the provision and will be managed by contract management.

The expectation is that Job-maets will continue to support the customer even after exit from the programme.

As with all Jobcentre Plus/DWP provision, tracking periods will be as per the current Provider Guidance.

## **5. Target Groups**

The following are the broad priority groups that have been identified for ESF action by DWP:

- People on incapacity benefits – particularly those with children;
- Those falling within the Child poverty agenda, including -

- Lone parents – including support for those with health problems and lacking job search skills;
- Other people with children – including those not on benefit;
- The most disadvantaged – minority ethnic groups including Black and Minority Ethnic communities (BMEs), offenders/ex-offenders, those with histories of drug and alcohol misuse, the homeless, people with learning difficulties and mild to moderate mental health issues, migrant labour, refugees, those who persistently return to claim JSA and those with caring responsibilities;
- People in need of Basic Skills;
- Jobseeker’s Allowance customers.

Within this picture certain groups continue to experience significant barriers to employment and skills development – women, those on incapacity benefits, lone parents, older people, offenders and ex-offenders, people from BME communities, those who persistently return to claim JSA and people experiencing multiple disadvantage (including the homeless and people with drug dependency), customers failing or not attending a Personal Capability Assessment.

The table below indicates the expected percentage of particular target groups that are expected to use the provision (nb. individual clients may be included in more than one category) –

Unemployed	42%
Inactive in the labour market	34%
With disabilities or health conditions	22%
Lone parents	12%
Aged 50 or over	18%
Ethnic minorities	21%
Female	51%

## 6. Geographical Coverage

Lincolnshire and Rutland is, in places, very rural. In some areas, poor public transport makes travelling even short distances difficult, presenting a major barrier for customers seeking employment.

As a minimum, delivery will be required within the locations of Lincoln, Skegness, Louth, Boston, Spalding, Grantham, Stamford and Gainsborough.

The East Coast presents the most difficult transport issues and also contains eight of the most deprived wards within the District. Particular focus on the following wards is required:

- Mablethorpe;
- Mablethorpe North;
- Mablethorpe East;
- Mablethorpe Central;
- Sutton on Sea;

- North Chapel St Leonards’;
- St Clements;
- Scarborough.

Additional support and further outreach may need to be provided within Mablethorpe due to particular transport difficulties within the coastal strip. Tenderers need to describe how they will deal with issues of rurality.

It is recognised that there are wards within Lincoln City that have higher than average proportions of benefit customers, which previously received Neighbourhood Renewal status as disadvantaged Wards. These wards are Abbey, Birchwood, Castle, Glebe, Minster, Moorland and Park. Particular focus will be required in these wards.

The total population for Lincoln City is 85,595 and there are 51,529 working age people.

The disadvantaged wards have a total population of 53,207 and a working age population of 31,268

Lincoln City Council has developed an Action Plan to set targets for developing Lincoln’s economy and improving the environment. It will form the delivery mechanism for the city’s contribution to the Local Area Agreement having been identified as one of the priority intervention areas for year 1 of the LAA (2007/2008).

Historically customers situated within Gainsborough are reluctant to travel to other locations. Gainsborough East is another of the most deprived wards within the District and again particular focus on this ward would be required.

Although transport links exist between Boston and Spalding there are particular issues in respect of these areas. Boston has a large migrant worker labour force with Boston Fenside being another of the most deprived wards and again particular focus on this area will be required.

Customers within Sleaford can in the main easily travel to Boston, Grantham and Lincoln. There are however some rural areas in proximity to Sleaford which have little or no public transport service and this should be reflected in your bid.

We are looking to contract with one organisation to cover the whole of the Lincolnshire and Rutland District.

## **7. Eligibility**

Eligibility must be within that specified for Priority 1 of ESF but priority should be given to those client groups detailed in Section 5 (Target Groups).

**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”

## **8. Referrals**

Referrals should match the eligible target groups. Provider should describe in their tender how they will generate sufficient referrals to ensure performance targets are achieved. This may include working closely with Jobcentre Plus Advisers to identify suitable clients but must also show other means of generating referrals. Although Jobcentre Plus will make some referrals it is expected that the provider will generate the majority.

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

Providers should work closely with Jobcentre Plus advisers and the New Deal Prime contractor to ensure those customers who have been through the New Deal programme more than once are catered for. It is expected that these customers will be referred to Job-maets by Jobcentre Plus advisers in instances where they have specific barriers to employment that the New Deal programme has been unable to address. Providers should forge strong links with the Learning and Skills Council and consider referral to LSC funded provision eg “Skills for Jobs”, to ensure progression towards employment. They should also work closely with voluntary organisations such as community centres, Learn Direct and others, referring customers to their provision where appropriate.

Providers should also:

- be able to react to future changes in Jobcentre Plus’ emphasis of particular priority groups within the target group;
- have knowledge of other locally funded provision available to customers;
- ensure the customer receives a seamless service, particularly where there are handoffs to other training provision;
- ensure that ESF provision complements “Pathways to Work” personal adviser activity and provision.

Customers will not be able to access provision under this contract if they are attending or are due to attend mandatory New Deal provision. Providers will need to ensure that customers satisfy this criterion.

## **10. Networking / Links**

To meet the requirements of this specification, the successful provider will be expected to demonstrate links they would create with local organisations, with particular focus on the Third Sector, Jobcentre Plus and the organisations contracted to the Learning and Skills Council to deliver “Skills for Jobs”.

Innovative and flexible delivery approaches are encouraged, demonstrating effective working with Employment and Skills Boards, Local Strategic Partnerships, local community/neighbourhood/voluntary groups, “Making the

Connections”, health professionals, children’s centres and other specialist services to engage appropriate clients, thereby presenting a seamless service. Outreach workers (Job-maets) will need to be aware of available, suitable employment and provision to move people from welfare to work.

Full details of any partnerships/consortiums/sub-contracting arrangements will need to be fully explained in the tender.

## **11. Marketing**

See provider guidance and specification for England.

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

The funding and payment model will comprise of:

- A delivery payment – that will be paid in 36 monthly instalments, made up of 50% of the contract value;
- Job Outcome Payments – paid on a unit price basis. The outcome payments will make up the remaining 50% of the contract value;
- Tolerances will be applied to planning assumptions as set out in the Invitation to Tender (ITT) to enable the management of provider funding arrangements.

The indicative number of participants for this contract is in excess of 11,800.

The indicative minimum number of participants going into work on leaving the provision is 4,100.

The provider is responsible for sourcing, arranging and funding childcare, travel costs and additional support.

Facility for Discretionary Funding is included in the indicative contract value and providers should identify the amount to be used and how it will be allocated.