

European Social Fund 2007 – 2013 Programme

CONTRACT PACKAGE: ESF12

EAST MIDLANDS



European Union
European Social Fund
Investing in jobs and skills

**EUROPEAN SOCIAL FUND PROGRAMME
2007-2013**

LOCAL SPECIFICATION

EAST MIDLANDS

DERBYSHIRE (annex 2)

NOTTINGHAMSHIRE (annex 3)

LINCS & RUTLAND (annex 4)

LEICS & NORTHAMPTONSHIRE (annex 5)

**PSA 16 INDEPENDENT EMPLOYMENT
ADVOCACY SERVICE**



1. Introduction

This specification sets out the criteria for delivery of ESF provision in the four Districts listed above. Bidders must submit full and detailed proposals, which meet the criteria given in both the generic Specification for England and the Local Specification as set out below. DWP will award a single Prime Contract to cover the Region. The Prime Contractor will be required to develop effective delivery arrangements across the entire Region, where necessary utilising sub -contractors and/or Partners to ensure they have the capability to meet a wide range of needs from the diverse customer group.

Although this specification outlines the basic elements that must be delivered, bidders are encouraged to submit proposals that are innovative and flexible in their approach and are based on individual need in relation to Local Labour Market requirements. Proposals must meet the needs of all participants and deliver effective provision whilst addressing the minimum requirements of the Specification for England.

DWP/Jobcentre Plus seeks provision delivery which provides a flexible and supportive journey for participants with progression e.g. employer specific training, other Partnership provision (such as LSC) as appropriate, mentoring and in work support as participants move nearer the workplace. Bidders will be expected to manage the participant journey through each element and maintain records to support management information of the activities delivered

This provision will address the needs of customers encompassed by the PSA 16 agenda (<http://www.gos.gov.uk/goem/psc/publicserviceagreementpsa16/>) who by their nature are 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 specification sets out the criteria for the provision to be delivered through ESF in all four Jobcentre Plus Districts. 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 Region. 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. The successful provider will have to directly deliver some elements of the provision. To meet the requirements of this specification, the successful provider will be expected to demonstrate links they would create with local specialist and key stakeholder organisations eg Probation Service, Housing Services, Social Services and Jobcentre Plus other supporting deliverers for both offender learning/skills/support, people with enduring mental health problems and people with learning disabilities. 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 relevant local organisations or agencies involved in the PSA 16 agenda in each Local Authority area.

2. Aims of provision

DWP in the East Midlands will deliver in ESF Priority 1 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 particular clients within the PSA 16 priority groups i.e. adult offenders under probation supervision, people with enduring mental health problems and people with learning disabilities, who are known to councils with adult social services responsibilities.

A need has been identified by key partners/stakeholders eg Government office for the East Midlands and Senior Management within Jobcentre Plus working on the PSA 16 agenda to provide extra measures to support the way back to work for people identified above. In particular there is a need to tackle the range of often deep rooted barriers that are experienced by adult offenders, people with enduring mental health problems and people with a learning disability, both when out of work and then within the work environment, and the impact their economic inactivity has on their families, communities and the local economy. Finally, it was identified that there is a need to add value to current mainstream interventions in this area and support the overall strategy of creating more sustainable employment outcomes.

3. Design & key Elements of delivery

To provide a person-centred advocacy and support service for customers

The service will complement and add value to existing provision and Flexible Routeways (part of JobMAETs ESF funded provision (see Annex 1)) by focusing on the most difficult to help client groups who are covered by the PSA 16 priorities who would not be at a level to immediately benefit from these types of provision. Through a holistic approach issues such as access to housing, welfare rights, debt management, mentoring support, IAG, skills assessment, basic skills, re-training and employment intervention (including retention support) will be addressed.

The activity will also align with other professional support on offer.

See Annexes 2 – 5 for specific local information relating to Derbyshire, Nottinghamshire, Lincs & Rutland and Leicestershire & Northamptonshire

4. Coherence & Context with other provision within the 4 JCP Districts

Providers will:

- work closely with Jobcentre Plus and organisations within the region to build constructive working relationships;
- have knowledge of other locally funded provision available to customers (including ESF provision);
- Work positively with customers who do not typically engage with Jobcentre Plus;
- Ensure no duplication of other provision.

5. Outcomes / volumes inc. Contract Value

See annex 2 – 5

Once the contract is established and subject to agreement with Contract Managers and the Regional ESF Team, providers may have the opportunity to vary participant numbers between districts if the need arises.

6. Geographical Coverage

See Annex 2 – 5

7. Target Groups / eligibility

Eligibility must be within that specified for Priority 1 of ESF but must also be the client groups detailed in Section 5 (Target Groups).
(see individual specifications)

8. Referrals

See Annex 2 – 5

9. Networking / Links

To meet the requirements of this specification, the successful provider will be expected to demonstrate links they would create with relevant local organisations and agencies.

Innovative and flexible delivery approaches are encouraged, demonstrating effective working with key local partners and other specialist services to engage appropriate clients, thereby presenting a seamless service. Providers

will need to be aware of available, suitable employment and provision to move people from welfare to work.

All DWP contracted providers are expected to work together in Partnership with Jobcentre Plus to deliver the government's objectives with regard to Local Employment Partnerships (LEP), and in doing so provide a better service for employers and individual customers.

Upon contract award you will be contacted by Jobcentre Plus and offered a LEP Agreement. This will enable you to enter into LEP verbal agreements with the employers you work with, therefore avoiding multiple and confusing contacts to employers. Under the Partnership Agreement you will also be copied into all Jobcentre Plus LEP vacancies for your customers, and have access to Jobcentre Plus Local Labour Market Intelligence.

So that progress can be reported, in return you will be expected to provide information to Jobcentre Plus on your customers placed into jobs, either through Jobcentre Plus LEP vacancies or your own Employer LEP agreements. We would expect the LEP Partnership Agreement to apply equally to your sub contractors through you as the Prime contractor.

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

10 Marketing

It is expected that the **vast** majority of referrals will be generated by the provider.

11. Funding Model

The funding and payment model will comprise of:

- A delivery payment (service fee) – that will be paid in 30 monthly instalments, made up of 60% of the contract value;
- Job Outcome Payments – paid on a unit price basis. The outcome payments will make up 40% 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 provider is responsible for sourcing, arranging and funding childcare, travel costs and additional support.

12. Evaluation

Evaluation and reporting will be carried out in line with para 28 of the Generic Specification for England.

Flexible Routeways – part of JobMAETS (Working towards sustainable employment)

- JobMAETS (Job Multi Agency Employment Teams) is a three year programme funded by the European Social Fund (ESF) to help disadvantaged people move back into work in the East Midlands.
- It is comprised of both LSC ESF “Skills for Jobs” provision and DWP (Jobcentre Plus) outreach provision
- The main added value is that JobMAETS uses outreach workers to identify barriers to customers returning to employment and helps them gain the training and skills they need.
- The outreach workers identify and work with specialist organisations to provide tailored support – operating a multi agency approach.
- The provision targets customers who are some of the most disadvantaged people within the local community including, lone parents, people who have disabilities and health conditions, the homeless and Adult-offenders and helps them return to work.

**EUROPEAN SOCIAL FUND PROGRAMME
2007-2013**

LOCAL SPECIFICATION

DERBYSHIRE DISTRICT

**PSA 16 INDEPENDENT EMPLOYMENT
ADVOCACY SERVICE**



Design & Key Elements of provision

Activity Requirements

To provide a person-centred advocacy and support service for adult offenders under probation supervision and those with learning difficulties to aid a successful return to employment. The service will complement and add value to existing provision and Flexible Routeways (part of JobMAETs ESF funded provision (see Annex 1)) by focusing on the most difficult to help client group who are covered by the PSA 16 priorities who would not be at a level to immediately benefit from these types of provision. Through a holistic approach issues such as access to housing, welfare rights, debt management, mentoring support, IAG, skills assessment, basic skills, re-training and employment intervention (including retention support) will be addressed. The activity will also align with other professional support on offer.

The provision will involve a specialist team of practitioners working in partnership with a range of organisations such as welfare to work providers, welfare rights services, housing and social services to address the needs of adult offenders under probation supervision and adults with learning disabilities.

- It will provide a specialist worker (Employment Advocate) to address a customer's barriers to employment through a person-centred action plan, supporting the client to follow that plan and access to relevant provision to overcome these barriers in co-operation with the Probation Service and or Social Services. The specialist worker will also work closely with other training providers offering support to the customer groups.

The service will offer in work aftercare support for a minimum of 26 weeks for adult offenders under a supervision order and 52 weeks for those with learning disabilities.

Scope and scale of the activity

- Employment Advocacy will work with other agencies adding value to current service levels.
- Referrals for the adult offenders under probation supervision will primarily come from The Probation Service but all adult offenders under probation supervision are eligible.
- Referrals for people with learning disabilities will primarily be generated by the provider.

- Providers are expected to continue to work with and support the client where the Employment Advocate has referred them to other specialist provision
- Employment Advocacy will also cover on-going in work aftercare support up to 52 weeks, referring to Jobcentre Plus for supported employment where this would enhance specialist support to the customer as appropriate;
- Breakdown barriers of employer perceptions with those employers whom the provider are targeting to support this client group

Tenders should clearly articulate a model of delivery that demonstrates the expertise that will be employed to work with these specific client groups. We would expect evidence to show:

- Evidence of experience and expertise in working with the target groups in order for them to return to employment.
- How the skills and knowledge of any new staff or subcontractors will be developed to tackle the needs of these client groups
- Evidence of being able to work alongside a range of services and partners and in particular being able to develop productive and cooperative joint working relationships across a wide network of service delivery;
- An understanding and evidence of person centred planning and advocacy in relation to overcoming the barriers to employment through multi-agency working;
- A detailed knowledge of welfare to work programmes.
- Expertise in information, advice and guidance.
- How the provider would work with employers to breakdown their perceptions with regard to employing this client group

Activity Hours per week

Part time and flexible to support the customer, but it is expected that they will in all cases be less than 15 hrs per week bearing in mind the capability of the client groups. Proposed delivery hours should be explained in the tender based on the needs of the client groups. Individual participant hours of attendance must be compatible with benefit regulations.

Duration

Length of stay is dependant upon individual need but is expected to be an average of 20 weeks for adult offenders under a supervision order, and 39 weeks for those with learning disability. It is recognised that the latter client group will require much more intensive help over an extended period. This level of contact needs to be flexible in its delivery and it is envisaged that it would not be in 'concentrated blocks'.

Tenders will need to specify the minimum number of hours the provision will cover and the expected duration.

A customer must start employment in order for a provider to claim a job outcome and must demonstrate that they have had an active involvement with the customer prior to employment. However, this does not mean that the provider has to stop supporting the customer as in-work aftercare support (i.e advice, guidance, mentoring) is a feature of the provision and will be monitored as part of contract management.

A requirement is that the provision will continue to support the customer even after exit from the programme for up to 26 weeks for adult offenders under a supervision order and 52 weeks for those with learning disability to maximise job retention.

As with the majority of Jobcentre Plus provision, tracking periods will be 6 weeks i.e. the customer must start a job within 6 weeks of exiting the provision for an outcome payment to be made.

Job outcomes will be defined by a simple definition and on a basis of evidence set out in the contract. The standard DWP job outcome definition will be used for ESF. This definition is found on the DWP website under Chapter 5 (paragraph 4) and Chapter 12a (section 17) of the Provider Guidance.

Outcomes / Volumes / Contract Values

The indicative volume of participants for this Derbyshire portion of this contract is 565 - made up of 385 adult offenders under probation supervision and 180 people with learning disabilities.

The total indicative number of participants going into work on leaving the provision is 125 - made up of 85 adult offenders under probation supervision and 40 people with learning disabilities.

The contract is due to start in December 2009 and will be let for 30 months with a possible extension for a further 1 year.

Indicative contract value is expected to be between £1,049,000 and £1,312,000.

Dependent on the further allocation of ESF funding in the Regions, there may be potential to extend these contracts for up to 12 months. The funding of any extension (whether during the original contract period or an extended contract period) will be subject to increases up to a maximum of 50% of the original contract value.

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. Use of Discretionary Funding must be approved in advance by the Regional ESF team.

Geographical Coverage

County wide with an expectation that 40% of the target group will be in Derby City and the majority of the remaining 60% to be within Chesterfield, North East Derbyshire, Bolsover, Erewash and Amber Valley.

Referrals

Referrals should match the eligible target groups. The provider must describe in their tender how they will generate sufficient referrals to ensure performance targets are achieved. This will include working closely with the Probation Service, Social Services and other organisations and agencies to identify suitable clients.

**EUROPEAN SOCIAL FUND PROGRAMME
2007-2013**

LOCAL SPECIFICATION

NOTTINGHAMSHIRE DISTRICT

**PSA 16 INDEPENDENT EMPLOYMENT
ADVOCACY SERVICE**



Definition of Activity Requirements

To provide a person-centred advocacy and support service for people with mental health conditions to aid a successful return to employment. The service will complement and add value to existing provision such as Pathways to Work and Flexible Routeways (part of JobMAETs ESF funded provision (see Annex 1)) by focusing on the most difficult to help client group who are covered by the PSA 16 priorities who would not be at a level to immediately benefit from these types of provision. Through a holistic approach, issues such as access to housing, welfare rights, debt management, medical intervention, mentoring support, IAG, skills assessment, basic skills, re-training and employment intervention (including retention support) will be addressed.

The activity will also align with Primary Care Trusts (PCTs) and the Mental Health Trust focusing on clients with enduring mental health problems.

The provision will involve a specialist team of mental health practitioners working in partnership with a range of organisations such as welfare to work providers, welfare rights services and health care teams to address the needs of jobseekers with enduring mental health conditions. The provision will consist of two elements:

- 1 A detailed, three way case conference service for agencies, customers and Employment Advocate to overcome barriers associated with the return to employment;
- 2 A specialist worker (Employment Advocate) addressing a customer's barriers to employment through a person-centred action plan, supporting the client to follow that plan, accessing other appropriate provision and overcoming the additional barriers in relation to the mental health condition;

The expectation is that the service will be offered to any individual with an enduring mental health issue who is out of work but is aspiring to move into employment. All three elements will be available to participants, but it is expected that at least 40% will require the specialist adviser service. The remaining 60% will still need to be within the PSA 16 priority group. The service will also need to support individuals for 52 weeks after securing employment, working alongside other agencies.

Scope and scale of the activity

- Employment Advocacy will work with other agencies adding value to current service levels;
- The service will primarily focus on clients with an enduring mental health condition;
- It should also offer an early intervention to reduce the number entering secondary mental health services through mainstream PCT activity

- Providers are expected to continue to work with and support the client where the Employment Advocate has referred them to other specialist provision.
- Employment Advocacy will also cover on-going in work and aftercare support up to 52 weeks, referring to Jobcentre Plus for supported employment where available and when this would enhance specialist support to the customer.
- Breakdown barriers of employer perceptions with regard to employing this client group.

Tenders should clearly articulate a model of delivery that also demonstrates the expertise that will be employed to work with this specific client group. We would expect evidence to show:

- An understanding of the issues around mental health;
- How the skills and knowledge of any new staff or subcontractors will be developed to tackle the needs of these client groups
- Evidence of being able to work alongside a range of services and partners and in particular being able to develop productive and cooperative joint working relationships across a wide network of service delivery;
- Expertise in information, advice and guidance;
- Understanding and evidence of person centred planning and advocacy in relation to overcoming the barriers towards employment through multi-agency working;
- A detailed knowledge of welfare to work programmes.
- How the provider would work with employers to breakdown their perceptions with regard to employing this client group

Activity Hours per week

Part time and flexible to support the customer, but it is expected that direct work with the customer will in all cases be less than 15 hrs per week bearing in mind the capability of the client group. Proposed delivery hours should be explained in the tender based on the needs of the client group. Individual participant hours of attendance must be compatible with benefit regulations –

Duration

Length of stay is dependant upon individual need but is expected to be an average of 39 weeks for those with mental health conditions. It is recognised that the client group will require intensive help over an extended period. This level of contact needs to be flexible in its delivery and it is envisaged that it would not be in ‘concentrated blocks’.

Tenders will need to specify how many hours per week the provision will cover and the expected duration But due regard needs to be taken with

regard to the multiple barriers faced by this client group and the intensive support needed by them.

A customer must exit provision and start employment in order for a provider to claim a job outcome and must demonstrate that they have had an active involvement with the customer prior to employment. However, this does not mean that the provider has to stop supporting the customer as in-work aftercare support (i.e advice, guidance, mentoring) is a feature of the provision and will be monitored as part of contract management.

A requirement is that provision will continue to support the customer even after exit from the programme for up to 52 weeks to maximise job retention.

As with the majority of Jobcentre Plus provision, tracking periods will now be 6 weeks i.e. the customer must start a job within 6 weeks of exiting the provision for an outcome payment to be made.

Job outcomes will be defined by a simple definition and on a basis of evidence set out in the contract. The standard DWP job outcome definition will be used for ESF. This definition is found on the DWP website under Chapter 5 (paragraph 4) and Chapter 12a (section 17) of the Provider Guidance.

Outcomes / Volumes / Contract Values

The indicative volume of participants for Nottinghamshire portion of this contract is 1073 but it is expected that at least 40% will require the specialist adviser service. The number and supporting rationale will need to be fully explained in the tender.

The indicative number of participants going into work on leaving the provision is 235.

The contract is due to start in December 2009 and will be let for 30 months with a possible extension for a further 1 year.

Indicative contract value is expected to be between £1,224,000 and £1,531,000

Dependent on the further allocation of ESF funding in the Regions, there may be potential to extend these contracts for up to 12 months. The funding of any extension (whether during the original contract period or an extended contract period) will be subject to increases up to a maximum of 50% of the original contract value.

Geographical Coverage

The county of Nottinghamshire (excluding Nottingham City).

Referrals

Referrals should match the eligible target group and may come from 3rd party organisations, GPs, PCT, Jobcentre Plus, Training Providers and Pathways to Work, JobMAETs, IAG, probation, volunteering – all according to customer need. The provider must describe in their tender how **they** will generate sufficient referrals to ensure performance targets are achieved.

**EUROPEAN SOCIAL FUND PROGRAMME
2007-2013**

LOCAL SPECIFICATION

LINCOLNSHIRE & RUTLAND

**PSA 16 INDEPENDENT EMPLOYMENT
ADVOCACY SERVICE**



Definition of Activity Requirements

To provide a person-centred support package for adult offenders under probation supervision that will help address the following issues, and aid a successful return to employment.

The service will complement and add value to existing provision such as that already being offered by the Probation Service and Flexible Routeways (part of JobMAETs ESF funded provision (see Annex 1)). This will be done by focusing on the most difficult to help client groups who are covered by the PSA 16 priorities who would not be at a level to immediately benefit from these types of provision.

The activity will also align with other professional support on offer through Probation Service and Jobcentre Plus.

The provision will involve:

- A specialist dedicated team to effectively engage with Probation Officers, Employers, Jobcentre Plus Advisers and Individual Participants. The specialist team will also work closely with other training providers offering support to the customer group.
- Group sessions to tackle a range of barriers including Social skills, Work ethic, Motivational issues, along with Budget management, Housing, career planning and Life skills.
- Individual needs assessment and action planning (over and above that described in the England specification).
- Individual support to include introduction to employers and to refer to appropriate training funded by other organisations

The expectation is that the service will be offered to those individuals identified mainly by the Probation Service who are unemployed and who are looking to return to work. The service will also need to support individuals for a minimum of 26 weeks after securing employment, working alongside other agencies.

Scope and scale of the activity

- Employment Advocacy will work with other agencies adding value to current service levels;
- The service will focus on those individuals referred by the Probation Service with an emphasis on clients who have the greatest barriers to gaining employment;
- Employment Advocacy will also cover on-going in-work mentoring aftercare support for a minimum of 26 weeks, referring to other support agencies as required;

- Breakdown barriers of employer perceptions with regard to employing this client group
- Providers are expected to continue to work with and mentor the client where the Employment Advocate has referred them to other specialist provision

Tenders should clearly articulate a model of delivery that demonstrates the expertise that will be employed to work with this specific client group. We would expect evidence to show:

- An understanding of the issues around adult offenders under probation supervision.
- How the skills and knowledge of any new staff or subcontractors will be developed to tackle the needs of these client groups
- Evidence of being able to work alongside a range of services and partners and in particular being able to develop productive and cooperative joint working relationships across a wide network of service delivery;
- Expertise in information, advice and guidance;
- An understanding and evidence of person centred action planning, supporting the client to follow that plan and advocacy in relation to overcoming the barriers to employment through multi-agency working;
- A detailed knowledge of welfare to work programmes.
- How the provider would work with employers to breakdown their perceptions with regard to employing this client group

Activity Hours per week

Part time and flexible to support the customer, but it is expected that they will in all cases be less than 15 hrs per week bearing in mind the capability of the client group. Proposed delivery hours should be explained in the tender based on the needs of the client group. Individual participant hours of attendance must be compatible with benefit regulations.

Duration

Length of stay is dependant upon individual need but is expected to be a minimum of 20 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 and must demonstrate that they have had an active involvement with the customer prior to employment. However, this does not mean that the provider has to stop supporting the customer as in-work aftercare support (i.e advice, guidance, mentoring) is a feature of the provision and will be monitored as part of contract management.

A requirement is that provision will continue to support the customer even after exit from the programme to maximise job retention.

As with the majority of Jobcentre Plus provision, tracking periods will now be 6 weeks i.e. the customer must start a job within 6 weeks of exiting the provision for an outcome payment to be made.

Job outcomes will be defined by a simple definition and on a basis of evidence set out in the contract. The standard DWP job outcome definition will be used for ESF. This definition is found on the DWP website under Chapter 5 (paragraph 4) and Chapter 12a (section 17) of the Provider Guidance.

Outcomes / Volumes / Contract Value

The indicative volume of participants for the Lincolnshire & Rutland portion of this contract is 410.

The indicative number of participants going into work on leaving the provision is 90.

The contract is due to start in December 2009 and will be let for 30 months with a possible extension for a further 1 year.

Indicative contract value is expected to be between £656,000 and £820,000.

Dependent on the further allocation of ESF funding in the Regions, there may be potential to extend these contracts for up to 12 months. The funding of any extension (whether during the original contract period or an extended contract period) will be subject to increases up to a maximum of 50% of the original contract value.

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. Use of Discretionary Funding must be approved in advance by the Regional ESF team.

Geographical Coverage

In Boston, Gainsborough, Grantham, Lincoln City, Louth, Rutland, Skegness, Sleaford, Spalding, and Stamford travel to work areas.

Referrals

Referrals should match the eligible target groups. The provider must describe in their tender how they will generate sufficient referrals to ensure performance targets are achieved. This will include working closely with other organisations and agencies to identify suitable clients.

**EUROPEAN SOCIAL FUND PROGRAMME
2007-2013**

LOCAL SPECIFICATION

**LEICESTERSHIRE &
NORTHAMPTONSHIRE**

**PSA 16 INDEPENDENT EMPLOYMENT
ADVOCACY SERVICE**



Definition of Activity Requirements

To provide a person-centred advocacy service for adult offenders under Probation supervision to aid a successful return to employment. The service will complement and add value to existing provision and Flexible Routeways (part of JobMAETs ESF funded provision (see Annex 1)) by focusing on the most difficult to help client group who are covered by the PSA 16 priorities who would not be at a level to immediately benefit from these types of provision. Through a holistic approach issues such as access to housing, welfare rights, debt management, mentoring support, IAG, skills assessment, basic skills, re-training and employment intervention (including retention support) will be addressed.

The activity will also align with other professional support on offer.

The provision will involve a specialist team of practitioners working in partnership with a range of organisations such as welfare to work providers, welfare rights and housing services to address the needs of adult offenders under probation supervision.

- It will provide a specialist worker (Employment Advocate) to address a customer's barriers to employment through a person-centred plan and access to relevant provision to overcome these barriers in co-operation with the Probation Service. The specialist worker will also work closely with other training providers offering support to the customer groups.

The service will offer in work support for a minimum of 26 weeks.

Scope and scale of the activity

- Employment Advocacy will work with other agencies adding value to current service levels.
- Referrals for the adult offenders under probation supervision will mainly come from The Probation Service but all adult offenders under probation supervision are eligible.
- Providers are expected to continue to work with and support the client where the Employment Advocate has referred them to other specialist provision.
- Employment Advocacy will also cover on-going in work aftercare a minimum of 26 weeks, referring to Jobcentre Plus for supported employment where appropriate and available and it would enhance specialist support to the customer.
- Breakdown barriers of employer perceptions with regard to employing this client group

Tenders should clearly articulate a model of delivery that demonstrates the expertise that will be employed to work with this specific client group. We would expect evidence to demonstrate:

- An understanding of the issues and barriers around adult offenders under supervision orders.
- How the skills and knowledge of any new staff or subcontractors will be developed to tackle the needs of these client groups
- Evidence of being able to work alongside a range of services and partners and in particular being able to develop productive and cooperative joint working relationships across a wide network of service delivery;
- An understanding and evidence of person centred action planning, supporting the client to follow that plan and advocacy in relation to overcoming the barriers to employment through multi-agency working;
- A detailed knowledge of welfare to work programmes.
- Expertise in information, advice and guidance.
- How the provider would work with employers to breakdown their perceptions with regard to employing this client group

Activity Hours per week

Part time and flexible to support the customer, but it is expected that direct work with the customer will in all cases be less than 15 hrs per week bearing in mind the barriers facing this client group. Proposed delivery hours should be explained in the tender based on the needs of the client group. Individual participant hours of attendance must be compatible with benefit regulations

Duration

Length of stay is dependant upon individual need but is expected to be a minimum of 20 weeks. This level of contact needs to be flexible in its delivery and it is envisaged that it would not be in 'concentrated blocks'.

Tenders will need to specify how many hours per week the provision will cover and the expected duration But due regard needs to be taken with regard to the multiple barriers faced by this client group and the intensive support needed by them.

A customer must exit provision and start employment in order for a provider to claim a job outcome and must demonstrate that they have had an active involvement with the customer prior to employment. However, this does not

mean that the provider has to stop supporting the customer as in-work aftercare support (i.e advice, guidance, mentoring) is a feature of the provision and will be monitored as part of contract management.

A requirement is that provision will continue to support the customer even after exit from the programme for up to 26 weeks to maximise job retention.

As with the majority of Jobcentre Plus provision, tracking periods will now be 6 weeks i.e. the customer must start a job within 6 weeks of exiting the provision for an outcome payment to be made.

Job outcomes will be defined by a simple definition and on a basis of evidence set out in the contract. The standard DWP job outcome definition will be used for ESF. This definition is found on the DWP website under Chapter 5 (paragraph 4) and Chapter 12a (section 17) of the Provider Guidance.

Outcomes / Volumes / Contract Value

The indicative volume of participants for the Leicestershire & Northamptonshire portion of this contract is 902.

The indicative number of participants going into work on leaving the provision is 199.

Contract is due to start in December 2009 and will be let for 30 months with possible extension for a further 1 year.

Indicative contract value is expected to be between £1,443,000 and £1,804,000

Dependent on the further allocation of ESF funding in the Regions, there may be potential to extend these contracts for up to 12 months. The funding of any extension (whether during the original contract period or an extended contract period) will be subject to increases up to a maximum of 50% of the original contract value.

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. Use of Discretionary Funding must be approved in advance by the Regional ESF team.

Geographical Coverage

County wide throughout Leicestershire and Northamptonshire

Referrals

Referrals should match the eligible target group. The provider must describe in their tender how they will generate sufficient referrals to ensure performance targets are achieved. This will include working closely with other organisations and agencies to identify suitable clients.