EUROPEAN SOCIAL FUND PROGRAMME 2007-2013

LOCAL SPECIFICATION

NORTH EAST

TEES VALLEY DISTRICT

REF NO: **NE 03**

TITLE: **PRIME CONTRACT FOR TEES VALLEY SOUTH (TEES VALLEY DISTRICT)**

European Union
European Social Fund
Investing in jobs and skills

DWP Department for Work and Pensions

CONTENTS	Paragraph
Introduction	1 – 1.5
Aim of Provision	2 – 2.3
Design and Content	3 – 3.2
Definition of activity requirements	4 – 4.13
Target Groups	5 – 5.2
Geographical Coverage	6 – 6.2
Eligibility	7 – 7.2
Referrals	8 – 8.1
Coherence and context with other provision	9 – 9.2
Networking /Links	10 – 10.2
Marketing	11 – 11.1
Funding Model Ratio/Volumes	12 – 12.5
Customer Engagement Provision – Community Outreach	Annex 1
Mentoring Provision	Annex 2

Employer/Sector specific Routeways Provision	Annex 3
Local Information	Appendix 1
Regional Employability Framework	Appendix 2

1. INTRODUCTION

1.1 This specification sets out the generic criteria for the delivery of ESF provision fort he North East Region. Prospective bidders must submit full and detailed proposals, which meet the criteria given in this Generic Specification and the specific criteria given in the Provision Annexes attached i.e.

- Customer Engagement – Community Outreach
- Mentoring
- Employer/Sector specific Routeways

1.2 DWP/Jobcentre Plus requires a Prime Contract to cover the Tees Valley South area within Tees Valley Jobcentre Plus District.

1.3 The successful bidder will be required to adopt the Regional Employability Framework as a basis to demonstrate comprehensive planning against all elements of pathways to employability as outlined in Appendix 2.

1.4 Although the Generic Specification and Provision Annexes outline the basic elements that must be delivered, prospective bidders are encouraged to submit proposals that are innovative and flexible in their approach and based on individual need in relation to the 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, Generic Specification for the District and the specific Provision Annexes.

1.5 DWP/Jobcentre Plus seeks provision delivery which provides a flexible and supportive journey for participants through direct engagement in the local communities for those furthest from the Labour Market, with progression via Employer specific training, other LSC provision as appropriate, mentoring and in-work support for those closer to the labour market. Bidders will be expected to manage the participant journey through each element and maintain records to support management information of the activities delivered.

2. AIM OF PROVISION

2.1 The overall aim of ESF priority 1 is to increase employment, reduce unemployment and inactivity and to help tackle barriers to work faced by disadvantaged groups. Further details can be found in paragraph 5 of the Specification for England. The successful Bidder will provide a range of measures designed to engage participants, remove barriers, improve employability and support the retention of participants into employment, education and further learning.

2.2 Participants must be supported through the programme ensuring basic skills needs are addressed at every opportunity. An Action Plan should be developed to address individual need using a mix and match of the Provision Elements listed below and described in the Annexes. All Provision should be designed to meet employer needs and Providers will be required to engage with Employers in the design and delivery of the proposal and throughout the delivery of provision. Participants may access one or all of these elements alongside the generic features of the programme.

PROVISION ELEMENTS

- Customer Engagement – Community Outreach
- Mentoring
- Employer/Sector Specific Routeways

2.3 The ESF Provision will add value to Tees Valley South by targeting people who may not otherwise come forward to, or be eligible for, existing provision by

- focusing on specific localities where there are particular difficulties for people wanting to return to work;
- adding to the range of provision available or providing additional facilities already shown to be working in other parts of the region;
- providing different or more intensive support to people facing greater barriers, alongside their involvement in the main domestic programme;
- providing specific help to disadvantaged people to help them find and keep a job and;
- providing support to employers through Local Employment Partnerships to complement the help available to them through other DWP provision.
- targeting people who may not otherwise come forward to, or be eligible for, existing provision;
- focusing on specific localities where there are particular difficulties for people wanting to return to work;
- adding to the range of provision available or providing additional facilities already shown to be working in other parts of the region;
- providing different or more intensive support to people facing greater barriers, alongside their involvement in the main domestic programme;
- providing specific help to disadvantaged people to help them find and keep a job and;
- providing support to employers through Local Employment Partnerships to complement the help available to them through other DWP provision.

3. DESIGN AND CONTENT

3.1 Providers will be required to compete on price as well as quality for this European Social Fund contract. However, an indicative notional value of between £2.4m and £3m has been earmarked for the delivery of this contract for the initial 3 years of delivery and an indicative value of up to £1.5m for any possible extension period.

3.2 The District anticipates that the total volume of participants accessing the contract will be a minimum of **2360**. Participants may access only one element or all three elements of provision the estimated range of access for each element is as follows:-

- Customer Engagement – Community Outreach – 20-30%
- Mentoring/In Work Support – 70-80%
- Employer/Sector Specific Routeways – 70-80%

Bidders will be required to submit details of the volume assumptions made for each element of provision when submitting price information.

4. DEFINITION OF ACTIVITY REQUIREMENTS:

4.1 The activity requirements listed below are common across all elements of the delivery. Additional activities relating to the individual elements of the programme are detailed within the Annexes 1 to 3.

4.2 **Clear understanding to participant Induction**: On joining provision participants should receive an Induction. This induction must make clear the aims of the provision and the benefits of participation including attendance, good time keeping and appropriate behaviour. The length of the Induction will be determined by the length and nature of the provision and the characteristics of the participant. As a minimum, Induction must include an introduction to the following:

- Purpose, development and review of the Individual Action Plan;
- Hours of participation and availability of provision;
- Health and safety, fire and domestic arrangements;
- Arrangements regarding travel expenses and, where appropriate, childcare or other dependents expenses;
- Rules regarding attendance/participation;
- Appropriate behaviour, inappropriate behaviour and disciplinary procedures;
- Nature and purpose of job search, training and activity;
- Equal opportunities;
- Grievance and complaints procedures;
- Specific arrangements should be discussed with the participant on an individual basis e.g. restriction of hours;

requirements for specialist support such as communicator support for those with a hearing impairment; and

- Inform participants that European Union funds are being used to support their participation on the provision.

4.3 **Initial Assessment**: All participants must have a robust and comprehensive initial assessment, which is undertaken within the first week of participation and results documented to highlight barriers to employment and individual learning/training/soft skill needs. Additionally, a Basic Skills Assessment must be made available to all participants to establish any further basic skills needs. The results of these assessments will form the basis of an Individual Action Plan.

Soft Skill and Barriers identified during the Initial Assessment may include:

- Caring Responsibilities
- Health or Disability
- Ethnicity
- Chaotic Lifestyle
- Benefit "Trap"/ Debt
- Family Peer pressure
- Lack of Confidence/Motivation
- Ability to Problem solve
- Travel solutions
- Lack of effective Communication skills

Providers will be expected to address the above soft/skills or barriers and others identified during assessment through individual and group sessions, calling on local partner expertise as required.

4.4 **Individual Action Plan:** All participants must receive an Individual Action Plan (IAP) by week two of starting provision, which must highlight the support needed to successfully enter the labour market. The arrangements for completion and maintenance of plans differ for different types of provision. In all cases the IAP will be a living document and clearly linked to reviews. Details are contained within the relevant Provision Annexes. In all cases, the plan should be individually tailored and include:

- The participant's name, address, date of birth, signature and National Insurance number;
- Name and address of provider and signature of provider representative responsible for Action Plan;
- Duration of provision;
- Details of how the qualifications or other key/core/transferable skills will be assessed;
- The participant's prior learning and assessed needs;
- The participant's job goals, including short, medium and long term goals as appropriate;

- The start and planned end date of provision;
- Agreed attendance including location of training and daily hours;
- The activities which will be undertaken while on provision, including detailed job search activity;
- The level of support that will be given by the provider, including where additional support is required;
- Any training that will be delivered as part of the provision, any qualifications which will be achieved and how this relates to improving the participant's employability;
- Be agreed and signed by both the participant and the provider; and
- Any arrangements for payment of dependent /childcare and travel costs.

4.5 **Review Progress**: Providers must monitor, review and measure a participant's progress against defined criteria specified in the Individual Action Plan. It is expected that this activity will take place weekly on an informal basis. Formal, documented reviews should take place at least on a monthly basis.

4.6 **Support including Job search**:

For all participants this should include:

- Support from providers to address any immediate concerns about provision; ensuring participants receive adequate supervision, leadership, support, coaching, feedback and guidance;
- An assessment of Jobsearch ability to identify individual support/training needs. The results should be clearly documented using SMART objectives on the participants Action Plan;
- Providing participants with the required resources to undertake provision and work placements (details of these resources, facilities and equipment should be included at the bid stage);
- Engaging local employers in order to raise awareness of the local labour market and employer expectations. This will be achieved by:
- Delivering innovative, flexible job search support as an integral part of provision, and as set out in Provision Annexes, which take account of the needs of the participants; and
- Promoting continued learning for participants who leave provision, including for those who leave for work.

4.7 **Pre and Post Employment Discretionary Funding:** must be made available to all participants to help remove barriers to either moving into employment or remaining in employment. This should **only** be offered in instances where the Jobcentre Plus Advisor Discretion Fund (**ADF**) cannot be accessed by the participant. The funding could be used to address (not exhaustive):-

- The purchase of Interview clothes
- The purchase of tools/equipment to start work

- Travel to interviews
- Travel expenses to start work
- Unexpected costs during the first 13 weeks of employment

4.8 **Childcare Tasters** – These tasters should enable parents to access childcare where this is considered a barrier to accessing training and work opportunities. The aim is to give parents the opportunity to 'taste' suitable registered childcare, including childminders, day nurseries and out of school clubs. This should be flexible enough to enable the parent to try a 'mix and match' of childcare up to a maximum of 5 days**.** Providers will be expected to liaise with Local Childcare Partnership Managers to raise awareness of childcare provision available within the local area. Bidders should build childcare costs into their proposals to accommodate the Taster and other ongoing Childcare needs during provision participation.

4.9 **Exit Interview/Strategy**: All participants must have a documented exit interview, detailing the reason for leaving, other support needed and outcomes achieved.

4.10 **Management, Administration and Premises**: Providers are responsible for the day-to-day administration of provision and must:

- Manage provision professionally, by putting systems in place which will ensure that all administrative work is completed to a high standard within the time limits imposed to meet DWP/Jobcentre Plus requirements;
- Deliver provision on premises in locations, which are easily accessible to participants. Where particular transport difficulties exist, for example in more rural areas, these must be addressed by providers. Premises must be of a high standard, offer a professional, business-like environment and be able to cope with the expected through flow of people. They should provide areas where group discussion, one to one activities or job search etc can take place without distraction.

4.11 **Managing Attendance, Timekeeping and Absences**: Providers must maintain comprehensive and accurate attendance records for participants. The attendance requirements for specific elements of provision are defined separately but in general it is expected that Providers will deliver provision for a minimum of 10 hours and a maximum of 29 hours 59 minutes a week for participants, depending upon individual need. Where participants fail to attend provision DWP/Jobcentre Plus would expect the provider to contact the participant to remind them of the support and opportunities available. Where contact is not re- established within 4 weeks participants should be deemed to have left the programme. Providers must have a structured process to avoid early exit and quickly re-engage participants who are not attending back on to provision.

4.12 **Grievance & Complaints**: Providers must treat participants in a courteous and professional manner. Providers should listen and be receptive in response to reasonable complaints or issues raised about the suitability and quality of their provision.

5. TARGET GROUPS

5.1 The priority target groups expected to participate in this ESF provision are:

- People with disabilities and health conditions;
- Lone parents and other disadvantaged parents;
- Older workers;
- People from ethnic minorities;
- People with low or not qualifications, and

5.2 Expected % of each target group out of the project sought volumes that are expected to use the provision.

% of participants who are unemployed	55%
% of participants who are inactive	45%
% of participants with disabilities or health issues	22%
% of participants who are lone parents	12%
% of participants aged 50 and over	18%
% of participants from ethnic minorities	8%
% of female participants	51%

6. GEOGRAPHICAL COVERAGE

6.1 DWP/Jobcentre Plus is looking to award a Prime Contract to cover the **Tees Valley South** area within Tees Valley District.

6.2 Full detailed description of the geographical area covered and the Jobcentre Plus sites servicing this area are provided within Appendix 1 Local Information attached.

7. ELIGIBILITY

7.1 Participants accessing ESF provision must fall into the participant Target Group as defined in paragraph 5 above. Each referral to the provision either direct to the Provider or from Jobcentre Plus must be checked to ensure participant eligibility is met.

7.2 Target groups for the individual elements of provision are detailed within the Annexes. The procedures that Providers will be expected to undertake to ensure participant eligibility shall be defined prior to contract start.

8. REFERRALS

8.1 Providers will be expected to engage with Jobcentre Plus and Non Jobcentre Plus customers. It is expected that customers will be identified through continual marketing activity, undertaken by prospective bidders. Bidders must describe their marketing strategies and detail the specific measures they will put in place to attract the particular participant groups, e.g. Incapacity Benefit clients.

9. COHERENCE AND CONTEXT WITH OTHER PROVISION

9.1 The North East Region has undertaken extensive mapping exercises to ensure the ESF contract proposal does not duplicate existing delivery. The ESF Participants will therefore access other provision outside of the contract when appropriate to enhance their journey to sustainable employment. E.g. where a Basic Skills need is identified which requires specialist training the Provider would work with the LSC to identify and progress the training need. The Provider will be expected to maintain contact with the participant who may return to the contract for continued support.

9.2 In some instances participants may be working with a Jobcentre Plus Personal Adviser on a New Deal, Disability or Pathways caseload and referred to receive additional help from the Employer Routeways or Mentoring and In-work support. Where this is the case the Provider will be expected to liaise with the Personal Advisers and provide updated Action Plans as requested and agreed with Jobcentre Plus.

10. NETWORKING /LINKS

10.1 The successful Provider will be expected to work with the Jobcentre Plus Regional and District Employer Engagement Teams in support of the Local Employer Partnerships and the Governments recently announced Jobs Pledge.

10.2 The successful Provider will also be expected to work with organisations currently working on the employability agenda in the local geographical area appropriate to the contract e.g. Tyne and Wear City Regions Employment Consortium, Tees Valley Unlimited, Removing Barriers to Work (Northumberland), County Durham North Local Strategic Partnership.

11. MARKETING

11.1 Providers will be expected to continually market the provision to participants, employers, Jobcentre Plus and local agencies. All marketing activity must meet the ESF publicity requirements, details of this can be found in the Specification for England.

12. FUNDING MODEL RATIO/VOLUMES

12.1 The funding model will be split into two elements: an element for delivery (Delivery Fee), and an element, which will be outcome related (Outcome Fee). The ratio to be applied to this contract is 50/50, with 50% of the total Contract paid in monthly instalments and 50% paid for Job Outcomes achieved paid on a unit price basis. The Specification for England provides more detail on the model.

12.2 The District has set a **minimum** volume of total starts for the initial period of contract. The level of access on each element is provided and it is expected that the majority of participants will access at least two elements of support.

- Total indicative Volume Starts on provision – **2360**

Of Which we expect

- 20-30% Customer Engagement
- 70-80% Mentoring
- 70-80% Employer/sector specific routeways

12.3 Bidders are required to state the volumes they will support in each element of the provision and provide full cost details in their proposal.

12.4 The standard DWP Job Outcome definition will apply. The District has set a **minimum** Job Outcome Target of **30%** for this contract.

Provision Annex 1

CUSTOMER ENGAGEMENT – Community Outreach

Introduction	1 – 1.3
Aims and Objectives	2 – 2.1
Referrals	3 – 3.1
Design and Content	4 – 4.4

1. INTRODUCTION

1.1 The Customer Engagement provision will effectively address the needs of those customers who do not currently engage with Jobcentre Plus by offering flexible delivery tailored to individual need, inspiring and empowering participants to achieve their potential and move into work.

1.2 Bidders should demonstrate how they will complement existing provision and how they will work within the community to engage customers. Activities must include work with GP's, Primary Care Trusts, Local Authority initiatives, Voluntary and Community Organisations and other organisations at local neighbourhood level. Providers must clearly show within their tender what engagement activities they plan to undertake with other local organisations through sub-contracting arrangements and how the client group will be engaged.

1.3 The participant group will include those not claiming Jobseekers Allowance and not on a New Deal /DEA /Lone Parent /Partners/ Pathways caseload; particular emphasis should be placed upon engaging with the following customer groups:

- Incapacity Benefit Customers
- Customers aged 50yrs and over

2. AIMS AND OBJECTIVES

2.1 The aim of this provision is to develop an innovative service model that engages with people furthest from the labour market to address their barriers thereby improving their chances in the labour market. Provision must be flexible to fully meet customer needs, by identifying and providing the necessary support/skills to find sustainable work and be delivered in the Local Communities.

3. REFERRALS

3.1 DWP/Jobcentre Plus expects that 100% of the proposed volumes (see paragraph 5 "Target Groups") are achieved by direct referrals obtained by the provider. The provider will be expected to provide robust information regarding their plans for marketing this provision in the local community. Close working with Jobcentre Plus will also be required to ensure participants are eligible for the provision.

4. DESIGN AND CONTENT

4.1 The Provider will engage the customer and provide support which will include as a minimum one to one or group support to provide:

- An assessment of individual needs

- Support to improve self-confidence and motivation
- Help to identify and address barriers to labour market entry
- Self presentation and hygiene
- Signposting to the most suitable way forward for the individual

4.2 The Provider will provide an Intensive Support Worker to help support customers from engagement through to employment, assisting in resolving issues that may arise. The Intensive Support worker will offer a link between the steps of progression for the customer, by supporting referral onto other provisions/services as required, this may include continued health care support considering the number of IB customer that will be engaged. The Intensive Support Worker (ISW) will help to remove barriers directly or by 'signposting' to other experts where they are unable to address issues themselves. The ISW will engage with providers and or employers to facilitate continued engagement and progression. This will be especially relevant for customers with multiple barriers to employment for which the risk of disengaging will be significant.

4.3 DWP/Jobcentre Plus anticipates a minimum 20% of these participants will require access to Basic Skills Provision funded via either the LSC or any other Community Learning Organisation/Learn Direct. On completion of Basic Skills Provision the participant will be expected to progress through the menu of provision within this contract or any other support needed such as LSC funded Nextsteps provision or LSC ESF co-financing funded intensive careers and skills coaching service.

4.4 Where appropriate customers may move to other elements of the Prime Contract e.g. from Engagement to Employer Training and in work support. The intensive support worker will provide support for the transition between elements and where appropriate to other support delivered in the Community.

Provision Annex 2

MENTORING (including Aftercare)

Introduction	1 – 1.2
Aims and Objectives	2 – 2.1
Referrals	3 – 3.2
Design and Content	4 – 4.11
Additional Aftercare Support	5- 5.3

1. INTRODUCTION

1.1 DWP/Jobcentre Plus wishes to purchase Mentoring provision which is available to participants at any stage of the ESF Prime Contract and throughout the participant's journey along the 'employability continuum'. Customers who are participating on LSC ESF Co-Financing Provision will also be expected to be supported by this Mentoring provision.

1.2 This annex outlines the criteria for the Mentoring provision. Prospective Providers will be required to submit full and detailed proposals which meet the specific criteria set our below and the generic criteria within the main document.

2 AIMS AND OBJECTIVES

2.1 The aim of the Mentoring and Aftercare support is to help participants needing additional support in overcoming barriers, to improve their employability in the Labour Market and to assist them in making the transition into work and supporting them in-work to maximise the individuals opportunity of retaining employment.

3 REFERRALS

3.1 Jobcentre Plus will make direct referrals of New Deal participants onto the Mentoring provision, however the Provider is expected to attract non New Deal Jobcentre Plus and non-Jobcentre Plus participants onto the Provision as defined in paragraph 5 "Target Group" in the Specification.

3.2 Providers should match up participants to Mentors within 2 weeks of the referral. This can be through the use of specialist Mentoring services or by utilising more intensive support of the Intensive Case Worker (Engagement element).

4 DESIGN AND CONTENT

4.1 A Mentoring relationship is expected to last as long as the participant requires it and could last at least up to six months. There will, of course, be variations on this pattern. In some instances the relationship may be shorter in duration as objectives are achieved early or because either party decides not to continue or longer where the mentoring support is accessed at an early stage in the participants journey towards sustainable work.

4.2 A successful Mentor/participant relationship will be one where the two people succeed in establishing a relationship of mutual trust. Both the Mentor and the participant will have made a commitment at the outset to doing everything they reasonably can to establish such a relationship. The Mentor will aim to help the participant gain confidence

and experience, develop his/her skills, increase his/her employability, find and stay in sustainable employment.

4.3 Mentoring providers will need to ensure that:

- The Mentoring Provision is co-ordinated and stipulate how they will do this, the precise duties will vary according to the local delivery arrangements;
- they have a number of Mentors who are independent, unpaid volunteers over the age of 18, Bidders are required to show the level of unpaid/paid mentors they will require to deliver within their proposal document;
- Mentors will offer support and act as a ‘sounding board’ to the participant in dealing with employment or training related problems/issues. The relationship between the Mentor and participant, although friendly and supportive, should have clear objectives and be ‘job focused’;
- Mentors are not directly involved in the day-to-day management or supervision of the participant;
- the Mentor/ participant relationship is a voluntary one, based on mutual agreement, commitment and shared responsibility, from which either party can withdraw at any time. The expectation is that the relationship could last at least 6 months. The relationship must be a confidential one. The Mentor must not disclose information shared by the participant unless prior agreement has been obtained;
- the Mentoring relationship between the two parties is equal and equitable. It is important that the participant is able to feel some ownership of the Mentoring process. Early in the relationship both Mentor and participant will need to establish what each can bring to the relationship and what they can expect of one another;
- the Mentor/participants relationship complements and does not replace the relationship between the participant and the where applicable the Jobcentre Plus Personal Adviser(PA). Potential providers should consider how best to ensure that PA’s and Mentors are accessible to each other, while maintaining confidentiality and bearing in mind constraints imposed by, for example, the Data Protection Act;
- Mentors have the skills and experience to successfully undertake the Mentoring role. Mentors should be equipped, following their training, to mentor participants who may disclose a wide range of issues such as drug/alcohol, problems with managing money, confidence building, communication skills, presentation and interview skills and difficulties with colleagues and working relationships; and
- Mentors will offer support and encouragement, and his/her conduct in the Mentoring relationship could also offer an example to the participant of appropriate and effective workplace behaviour.

4.4 The provider will be required to deliver a training session to Mentors. All volunteer Mentors will be required to attend this session before they are allowed to mentor participants. The duration of this training will vary, but it should last at least half a day. The training should include as a minimum:

- an overview of the issues facing long term unemployed customers;
- a definition of Mentoring;
- a review of communication skills, including listening skills;
- the start of a Mentoring relationship - commitment, meetings, expectations etc;
- how to manage Mentoring relationships;
- what to do when a Mentoring relationship comes to an end;
- the support role of the Mentoring Co-ordinator;
- health and safety, grievance procedures and travel expenses; and
- the matching process and what happens next.

4.5 The provider will monitor the effectiveness of the Mentor/participant contact and identify and resolve problems such as low levels of contact.

4.6 On average Jobcentre Plus would expect fortnightly documented contact between the Mentor and those being mentored for approximately 30 minutes to 1 hour depending on the needs of the participant. Jobcentre Plus would expect more than fortnightly contact with participants if multiple barriers were identified to provide more intensive support.

4.7 Where a participant misses more than one meeting after their first scheduled meeting DWP/Jobcentre Plus would expect the provider to contact the participant to remind them that they can still have access to a Mentor, should they wish to do so. However, if after 4 weeks the provider has still been unable to make contact with the participant, the provider may deem the participant to have left their Mentoring relationship.

4.8 Providers tendering for Mentoring provision will need to demonstrate how they will co-operate with other organisations. For example, those involved in the delivery of the New Deal and organisations on a “grass roots” level delivering local support services e.g. debt management, drug/alcohol support organisations. Providers should also demonstrate how they will link with organisations providing in work mentoring e.g. Trade Union Learning Representatives.

4.9 The provider will be responsible for training and developing their staff. Where a staff member has to attend training during a time when they would otherwise be delivering Mentoring provision the provider must ensure that suitable cover for that staff member is available.

4.10 Arrangements for delivering the information sessions/talks to New Deal participants, including lone parents and Pathways customers will be agreed locally with contacts from the District. The information session should last for approximately one hour and as a minimum it should give information about:

- what Mentoring involves;
- the local Mentoring provision;
- the relationship between the Mentor and PA; and
- Confidentiality during a Mentoring relationship.

4.11 The provider will not receive any additional payments for delivering the information sessions/awareness visits.

5 AFTERCARE

5.1 In recognition of poor job retention for those who have been previously economically inactive, the provision will also include (dependant on need) up to 26 weeks in-work support and access to in-work discretionary fund (see generic information) to ensure employment is sustained. (IB customers should be referred to the existing In Work Support provision as available in Jobcentre Plus)

5.2 Prospective Providers are required to outline their contact strategy to support those who have moved into work.

5.3 The type of support needed may include:

- Vocational profiling to help the participant and employer with induction, on the job training and setting up natural support arrangements. In particular customers who are new to an occupational area and those needing additional time to become fully effective employees.
- Occupational Health Support with issues such as workplace ergonomics and working hours/patterns. Occupational Health support will also assist employers, where they request it, to provide health and safety risk assessments and determine customers' capabilities in relation to specific job roles. This provision will be specifically targeted at small to medium size employers who are unlikely to have access to such support.
- Financial advice and debt counselling e.g. to schedule debt

repayments and provide ongoing money management support.

- Career progression, e.g. accessing other organisations to continue learning and development e.g. Next Steps or other intensive Careers and Skills Coaching services which may lead to participants being engaged in LSC managed provision or Train To Gain via Business Link North East if the employer wishes to participate.

Provision Annex 3

Employer/Sector specific Routeways Provision

Introduction	1 – 1.3
Aims and Objectives	2 – 2.2
Referrals	3 – 3.1
Design and Content	4 – 4.3

1. INTRODUCTION

1.1 Employer/Sector specific routeways will deliver short and long programmes for a minimum 2 weeks and maximum 20 weeks depending on requirements of the labour market. The longer programmes will deliver tailored learning and it is paramount that employer sponsorship and input is received throughout.

1.2 Short programmes will be flexible and enable the region to respond to individual and employer needs to gain qualifications or licences which will lead directly to employment where there are known opportunities.

1.3 All activities will continue to add value to and not duplicate the current 'Train 2 Gain' programmes.

2 AIMS AND OBJECTIVES

2.1 The overall aim of this provision is to help participants to acquire and/or update work-related skills to enable them to get a job. As a result of taking part participants should be able to demonstrate to potential employers that they are capable of undertaking paid work.

2.2 The key objectives include:

- to help those people disadvantaged in the labour market, to gain the soft and occupational skills needed to get a job; and
- Embedding basic skills support throughout the delivery of provision in relation to occupational/sector specific requirements;
- delivering training which provides employers with a supply of employees who have the skills relevant to their business and thus enables unemployed/in-active people to be placed into jobs;
- to increase employer engagement and support the Government's recently announced Jobs Pledge and Local Employer Partnership initiatives.

3 REFERRALS

3.1 Jobcentre Plus will make direct referrals to the Employer/Sector routeways provision, however the Provider is expected to attract participants onto the Provision in line with the ESF Target Group.

4 DESIGN AND CONTENT

4.1 Provision should be available to allow customers to gain qualifications and licences required to move either directly into work or closer to the labour market. Provision will cover all occupational areas and sectors e.g. the Regional priority sectors Construction, Transport , Hospitality,

Retail, Care , Engineering and Contact Centre Sector provision. There has been considerable work undertaken in the Region with Sector Skills Councils, Learning and Skills Council and the North East Employer Coalition on Employability/Occupational Routeways. The Provider would be expected to incorporate any identified best practice from this work within the provision.

4.2 Provision should include areas such as:-

- Pre employment training for a designated employer within the district – this will be designed individually to meet employer demands in partnership with DWP/Jobcentre Plus District Teams.

- Health & Safety Certificates, First Aid Training, Manual Handling, CSCS cards and other short certificated training to meet a specific need. (Such certificates will be viewed as enhancement certificates and should not be delivered in isolation).

- A certificated or vocationally recognised qualification or license**.** Customers do not need a guaranteed job to access this provision, however providers must undertake a robust initial assessment and which must clearly show all barriers to employment and learning needs. The IAP will then show how all areas identified will be addressed. Proposals must clearly show the precise type and level of qualification as well as the volume of participants expected to achieve

- Work experience placements with either:-
    - Projects
    - Voluntary Sector Organisations
    - Employers

- Work Trial and Job Interview Guarantee arrangements discussed and agreed with Jobcentre Plus as appropriate.

4.3 Customers must have clear aims and objectives prior to commencing any placements and reviews must be undertaken as per generic specification. Customers should be able to access one or all of the types of placements above, this should be managed by the provider and should show clear customer progression.

Appendix 1

DISTRICT: Tees Valley

PROVISION: ESF Provision

DWP/Jobcentre Plus District:	**TEES VALLEY**
Address and Contact Details:	**SUE HARRIS,** **DARYL HOUSE,** **BRIDGE ROAD,** **STOCKTON ON TEES,** **TS18 3BW**

TEES VALLEY SOUTH covers the areas of Middlesbrough, Loftus, Redcar, Eston and Guisborough.

List of referring Jobcentres to this provision within the District:

MIDDLESBROUGH JAMES COOK HOUSE
LOFTUS
MIDDLESBROUGH EAST
REDCAR
ESTON
GUISBOROUGH

TEES VALLEY NORTH covers the areas of Billingham, Darlington, Hartlepool, Stockton and Thornaby

The Participant Register and make up of this register within the delivery area for this provision. (e.g. ethnic communities, long term unemployed etc):

Redcar and Cleveland and Hartlepool unitary authorities are also included in the worst ten in the country.
Within Middlesbrough 66% of the population lives in wards, which are ranked as being in the most deprived 10% in England (*Local Concentration Rank Indices of Deprivation 2000).*

Ethnic communities are concentrated mainly in the inner city areas such of Stockton and Middlesbrough.

High concentrations of unemployment within the 18-24 age group occur in inner city areas, particularly in Hartlepool and Middlesbrough.
Within the district approx 11.8% of the working age population is registered as Sick or Disabled and 3.3% are Lone Parents.

The table below shows the distribution of people as a percentage of working age population.

Local Authority	Unemployed	Lone Parents	Sick and Disabled
Darlington	3.6%	2.4%	10.2%
Hartlepool	4.7%	3.4%	13.4%
Middlesbrough	5.6%	4.5%	12.7%
Redcar and Cleveland	5%	3.1%	12.7%
Stockton	4.7%	2.7%	9.8%

Basic Skills

People in Tees Valley tend to have poor Numeracy and Literacy levels. 28.4% of residents of local authority wards have poor numeracy skills and and 27% have poor literacy skills compared to national average of 24% per ward (*Basic Skills in the Tees Valley report- Tees Valley Joint Strategy Unit).*

Geography of the delivery area relevant to this provision. (e.g. rural areas, transport links etc):

Tees Valley is situated in the south of the North East region and comprises the Unitary Authority Areas of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton.
Although the dominant image of the Tees Valley is urban, 65% of the sub-region is rural.

AREA	Population (mid 2000)	Households (mid 2000)	Area (hectares)
Darlington	100 600	44 100	19 750
Hartlepool	90 700	38 700	9 390
Middlesbrough	144 100	58 600	5 390
Redcar and Cleveland	138 100	59 100	24 490
Stockton	178 300	73 800	20 400

Transport links by road, rail and bus are good.

What provision is already in place within the delivery area relevant to this provision, and any perceived gaps in the provision:
Currently Tees Valley contracts with Providers to deliver the following provision:
New Deal for Young People – Gateway to Work, FTET, EFT, VS Basic Skills
Progress to Work
New Deal 25 Plus Intensive Activity Period
Independent Basic Skills Assessment
Self Employment

Employment in the delivery area relevant to this provision. (e.g. local industry, large scale redundancies, new employers etc):

The Tees Valley economy was traditionally based on heavy industry, but it is now moving more towards service industries. However, the proportion of people still working in the manufacturing and construction industries is higher than the regional and national averages.
Occupational areas, which are expanding within Middlesbrough are Construction, Hotels/Leisure and Transport & Communications.

The predominant economy in Middlesbrough is public administration with 38% of employees in public administration, education or health jobs. This figure is high due to major employers such as the Local Authority, the Health Authority and the Universities of Teesside and Durham

Appendix 2

REGIONAL EMPLOYABILITY FRAMEWORK

Throughout 2006, Skills North East partners (Regional Skills Partnership) led by One NorthEast and Jobcentre Plus have been developing a Regional Employability Framework. Similar to the work being developed in Scotland - Workforce Plus: an Employability Framework for Scotland).

The REF is bringing together policy investment and co-ordinated delivery in a region-wide framework owned and shared by partners. It will provide the mechanism for better joining up of interventions aimed at those in work as well as those out of work to offer seamless support for people moving into employment, supporting skills development and learning both before and in work, particularly at foundation level.

The purpose of the North East Regional Employability Framework (REF) is to:

- Produce a shared awareness of current investment in welfare to work, the return from this and how this return can be increased;
- Create an explicit strategic commitment to joint action to drive up performance;
- Generate agreement on the local infrastructure required to enhance performance and commitment to jointly manage its performance
- Jointly invest in creating this infrastructure and develop new ways of jointly procuring outcomes that will enhance performance.

The first stage of the work identified that the North East

- had a large amount of provision tied up in relatively low value geographically spread contracts,
- could be better at engaging employers and engaging disadvantaged customers,
- could do more to ensure individuals progression in the journey to employment, employment retention and continued development.

This led to a series of recommended actions specifically about transforming the infrastructure and shifting the pattern of spend on provision towards outreach and engagement at one end of the process and aftercare and progression in work at the other.

The second stage has involved extensive consultation on these findings and recommendations with key partners and focus groups involving Jobcentre Plus, the LSC, One North East, employers, the voluntary and community sector and local authorities. Out of these discussions will come the final framework and action plan, underpinned by strategic commitments to do things differently.

The Regional Employability Framework Implementation Team (REFIT) is developing an action plan to achieve this and overcome the issues highlighted above. A small number of task and finish groups are investigating key

elements of the framework to identify good practice and from this adopt best practice for application across the Region.

There are currently a number of areas under development that may impact on the delivery and management of DWP/Jobcentre Plus ESF Co-Financing Contracts. These include:

Generic Management Information
Common Assessment Tool
Employer Access Point

Once these developments (and any subsequent best practices) are identified and recommended the successful bidder (including sub contractors) will be expected to adopt them. These must be embedded into the delivery and management of provision. The successful bidder and sub contractors will also be expected to comply with the requirements of the Employer Access Point.

Further information on the Framework can be found on the Skills North East website http://www.skillsnortheast.co.uk/page/ref.cfm