

**BARNSLEY METROPOLITAN
BOROUGH COUNCIL**



Assisted employment

PROJECT REF:

RETURN DATE: 4th February 2019

SPECIFICATION

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Adults and Communities

SECTION 1

PROJECT OVERVIEW AND SCOPE OF SERVICE

1.0 Project overview

1.1 Introduction

The Dearne Area Council is looking to establish a contract with a provider to assist with employability support to be based in the Dearne Area of the Borough.

1.2 Background

Barnsley is a Metropolitan Borough of South Yorkshire, England. The Borough was formed under the Local Government Act 1972. The Borough now forms part of both the Sheffield City Region (SCR) and the Leeds City Region (LCR). Through Barnsley Councils governance arrangements implemented in 2013 the Dearne forms one of the six Area Councils that are planning, delivering and evaluating services on a locality based level.

The Dearne Area sits in the East of the Borough of Barnsley and is part of the Dearne Valley link which brings Barnsley together with Doncaster to the North and Rotherham to the South. The Dearne Area Council consists of Highgate, Thurnscoe, Goldthorpe and Bolton on Dearne wards. The area covers 16 sq. km with a population of 22,841.

Although employment rates have improved across the borough and the gap is closing with national averages, employment in the Dearne remains the highest across the Borough. A consultation exercise conducted by Turning Point in 2015 found that some of the barriers to work include travel and transport costs, lack of affordable childcare, long term health conditions, lack of confidence and low skills. Therefore the role of the incoming provider would be to tackle some of these barriers by stronger coordination and bringing together organisations to assist the individual in moving forward.

There are several employment and support initiatives already taking place in the Dearne including BMBC Adult Learning, Coalfields Regeneration, Company Shop, Department of work and pensions, Workingwin and the National Careers Service. The Dearne Area Council have also grant funded one to one and group support provided by Dearne Electronic Community Village based in Thurnscoe library. The current service works alongside approx 100 individuals over the course of a year needing employment support. The service currently works with individuals on a week by week basis providing intensive support which can differ from person to person.

<https://www.barnsley.gov.uk/media/3063/employment-and-skills-strategy.pdf>

2.0 Council Priorities

The Dearne Area Council reviews its priorities on an annual basis and the priorities are, the environment, economy, health, education, employment and young people. The priorities are set based on the needs of the community and by undertaking consultation with the residents. As well as the service ensuring it is working towards the Area Council priorities it must also note the overall priorities of Barnsley Council stated below:

2.1 Visions and Values

The Council's Vision is to 'Work together for a brighter future, a better Barnsley'

Our Values include:

Working Together

- We work as "One Council" to do the best that we can for our customers
- We build partnerships and work with others to achieve the best for Barnsley
- We are understanding and supportive of others, respecting and valuing differences

Honesty

- We are open and honest about what we are able to achieve, the decisions we make and how well we are doing
- We are true to our word, reliable and fair
- We are responsible and accountable for our actions

Excellence

- We are committed to quality and value for money
- We learn from our successes and mistakes
- We are flexible, adaptable and respond positively to change

Pride

- We are proud of the work we do and services we deliver
- We are proud to support our communities to make Barnsley a better place
- We are proud of our achievements

2.2 Barnsley Council Priorities and Outcome Statements

In developing and delivering this service, the Provider should ensure that it is contributing to the Authority's corporate priorities and outcome statements as outlined below:

Thriving and vibrant communities	Create more jobs and businesses through appropriate provision of business, enterprise and employment programmes to reduce worklessness amongst those
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	currently unemployed and increase skills levels of our current and future workforce
Supporting resilient communities	<p>Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives and Barnsley</p> <p>Support the many benefits of volunteering and foster our many and diverse opportunities for residents to gain new skills and experiences through volunteering</p> <p>Ensure customer services and the citizen experience of access is improved-facilitate greater self-help</p> <p>Engage local communities in helping them shape decisions and services in their neighbourhood</p>
Citizens achieving their potential	<p>Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed</p> <p>Prioritise the safeguarding of vulnerable children and adults, and ensure that the risk of them getting harmed is kept to an absolute minimum</p> <p>Make the improvement of people's health and wellbeing everybody's business, with an emphasis on prevention and the contribution that all services can make</p> <p>Prioritise the reduction in health inequalities between different parts of the Borough</p> <p>Ensure that the Council plays a strong part in keeping the Borough safe, and work with others to improve community safety</p>

3.0 Scope of Service

3.1 Description of Service to be provided

The assisted employment project will be aimed towards improving access into work and improving education, employability and work readiness by providing bespoke training packages designed around the needs of the individual and helping local

people gain the necessary skills for employment, this maybe either on a one to one basis or in group settings.

The provider will do an initial assessment with each participant and tailor support based on their needs. Some of the benefits of accessing such a programme will be to improve basic and key skills, increase motivation and interpersonal skills and improve the participant's employability chances.

This will be done by assisting with the development of CVs, access to accredited ICT programmes , employment searches and the promotion of vocational training. Skills play a vital part of delivering the vision as set out in Barnsley Councils employment and skills strategy. With many of the people which access the current employability service not having the confidence or skills to move forward in the workplace. Therefore this support is vital if the participants are going to have the confidence in accessing employment opportunities.

A primary focus will be to maximise digital technology, with a view to gaining skills and providing steps towards employment. Building motivation, confidence and self-esteem in unemployed learners will also be a key aim, using a friendly learning environment and encouraging progression.

The provider will establish volunteering opportunities and/or work placements as well as consider apprenticeship opportunities for local people. The provider will also work with other providers in the area that may assist the individual in meeting their specific needs

It will be the role of the provider to ensure that where barriers exist they work with other organisations in order to elevate some of them. The Service Provider will be required to liaise with employers (both local and those further afield), Coalfields, National Careers Service, DWP and other relevant organisations to identify job opportunities for local people. The service provider will also be required to attend the employability meetings in the Dearne with other providers in order to identify referral routes, duplication and gaps.

The project will also focus on the known required skills of existing and potential future local businesses, ie Aldi.

The Service Provider will be required to successfully deliver the project from mobilisation to completion/project closedown. It will be required to work with the Dearne Area Council via the Area Chair and Area Manager to:

- Identify unemployed people who wish to take part in the programme through working with local agencies and other locally based skills and employment providers.
- Recruit local volunteers to engage with the project and offer.

- Liaise with local employers regarding skills requirements for existing and planned jobs.
- Signpost individuals to other organisations who can provide additional advice and guidance – DWP outreach etc.
- Provide a period of intense confidence building/basic skills/ICT training to recruited candidates.

3.2 **Specific Aims and Objectives of the Service**

- Increase peoples understanding of the work environment.
- Provide bespoke training packages that address individual needs.
- Work closely with employers, Job Centre Plus, DWP and other relevant organisations to identify job opportunities for local people.
- Work closely with expanding businesses, both local and further afield and future inward investors to the area.
- Provide relevant training packages that pick up the recruitment methods and skills required of current and future local businesses/employers.
- Make access to ‘assisted employment’ easy for people of all ages and from any ethnic origins.
- Make the interventions/activities innovative, positive, vibrant and high quality.
- Increase awareness of digital technology.
- Assist in removing barriers to work such as transport/travel options/costs.
- Be based locally in suitable, easily accessible training facilities
- Complement existing training and skills providers in the area.
- Link with other Dearne Area Council procured services, such as Dial and CAB to support the individual.
- Promote the service through various mechanisms including social media
- Connect with Dearne Valley college in order to promote work placement opportunities

Under this contract, the successful Service Provider will be required to actively contribute to the achievement of specific **Social Value Objectives**. These reflect the vision and corporate priorities of the Dearne Area Council outlined in Sections 2 and include:

- Increase the motivation, confidence, self-esteem, attitudes and aspirations of unemployed people.
- Enable unemployed people to take ownership of their lives and make positive life choices.
- Be sustainable and support the creation of sustainable communities by deploying effective training.
- Harness the knowledge, capacity and experience that exist at local community level (the people, groups and businesses) in the design and delivery of these services, to create more resilient and self-reliant communities.

- Use expanding businesses and inward investors to support growth in the local economy.

4.0 Requirements of the provider

4.1 Service Providers Responsibility

The successful Provider will develop and deliver a service that: complements existing provision; addresses the needs of each ward in the area and deliver the outcomes outlined in this document.

Development of a strong collaborative working relationship with other providers in each of the wards will be key to the success of this project.

The interventions / activities to be delivered may include the following activities:

- One to one support
- Group sessions
- CV building
- Preparation for interviews
- Support in submitting applications for work
- Working closely with DWP
- Working in partnership with other employability providers

The above is not an exhaustive list and there may be other activities you wish to include.

It is expected that the set-up and ongoing costs of materials, venue costs, and equipment will be met by the provider. The provider will ensure that these materials and equipment are well maintained, safe to use and kept in a secure place.

The provider will be expected to provide information for the Dearne Area Manager to highlight the work taking place and the improvements being made in order to promote the good work happening in the area. The provider will be required to collate information regarding the work that has been undertaken and provide the Area Manager quarterly reports which will include case studies and pictures.

5.0 Target group and/or area

- 5.1 Unemployed people who live in the Dearne North and South Wards. Any training must be easily accessible to people who live in the Dearne North and South Wards and accordingly must be held locally, preferably at local premises

6.0 Equality impacts

- 6.1 The successful Service Provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion and culture, lifestyles and values. If any needs are required as per the Equalities Act, such as language or disability, these needs will be provided for during the term of the contract.

7.0 Performance measures and outcomes

7.1 Service Outcomes and Measures

Table 1 below details the outcomes or results that the Service Provider is required to achieve as a consequence of the service being delivered. A list of possible measures to monitor and evidence the achievement of outcomes is also provided. This is indicative only and Tenderers are required, as part of their tender return, to propose their own list of outcome measures, along with realistic targets, baselines and a methodology for gathering the data/measuring. Final measures and targets will be agreed prior to contract commencement. Please refer to Section 2 – Tender Quality Questionnaire.

7.2 Table 1

Performance Measures		
<i>Outcome</i>	<i>Measure for Evidencing Achievement of the Outcomes (Indicative only)</i>	<i>Methodology for Capturing Data associated with the Measure (Indicative only)</i>
Reduce Unemployment (a minimum of 20 people to gain employment through this project)	Number of people recruited onto this project obtaining employment	Service Provider to determine
Increase the level of local recruitment by local businesses	Number of locally based employments for people recruited onto this project	Service Provider to determine
Local people with more confidence to access work (a minimum of 30 people gaining accredited qualifications through this project)	Number of unemployed people gaining accredited qualifications from this project Number of unemployed people being recruited onto this project	Service Provider to determine

8.0 Procurement programme

Indicative Programme:	
Documentation uploaded to YORtender	2019
Deadline for queries	28 th January 2019
Quotation return deadline	4 th February 2019
Verifier opening of quotations	4 th February 2019
Evaluation of quotes / determine successful bidder	6 th February 2019
Agreement of outcome measures, targets and outputs	W/C 11 th February 2019
Issue of Letter Intent and Contract	W/C 13 th February 2019
Service Provider to determine delivery schedule	W/C 20 th February 2019
Contract Start Date	1 st April 2019

9.0 Contract value and duration

9.1 The contract shall be awarded on a 1 year plus the option to extend for a further 2 year basis. This will be service provider performance and Area Council finance dependant.

The cost of the service is £33,000 per annum.

9.2 Contract terms and conditions

9.1 See– Form of Contract.

10 Contract monitoring and recording requirements

10.1 The Service Provider will need to demonstrate the effectiveness of the service in terms of delivering the required outcomes, targets, agreed outcome measures and activities. There is a key requirement of the Service Provider to:

- Collect, collate and report on a range of agreed measures on a quarterly basis as part of a quarterly reporting regime.
- Establish compatible systems to ensure effective management and performance management of the service. Information systems must comply with the requirement of the General Data Protection Regulation (**GDPR**)
- Attend quarterly meetings with the Area Council’s Contract Manager to discuss the quarterly report and request any additional information/provide clarification on pertinent issues, as required.
- Submit an end of year review performance report and provide any other information required to inform that review.
- Subject to satisfactory annual review outcome, attend a ‘lessons learned’ meeting to be convened one month before the one year contract end date

and submit an end of project performance report prior to this end date, fully and properly evidencing achievement of outcomes.

The Area Council Manager will be involved in all performance reviews and may reasonably request additional information at any time.

11 Quality standards

- 11.1** Robust policies and procedures are in place to ensure safeguarding of all adults and children and, in particular, adequate measures/systems to ensure robust data protection and information governance.
- 11.2** Where an appropriate British Standards Specification or British Standard of Code of Practice is issued by the British Standards Institution is current at the date of the tender, all goods and materials used or supplied and all workmanship shall be in accordance with that standard.
- 11.3** The Service Provider has a legal obligation to adhere to all equality legislation. The Service Provider must produce its policy relating to race, gender, disability religion or belief, sexual orientation and age. This policy should include the reporting mechanism for any adverse events which would constitute a deviation. Any and all adverse events should be reported to the Area Council Manager.
- 11.4** The Service Provider will ensure that:
- All materials used in carrying out the service comply with the relevant Regulations.
 - All materials and equipment are stored in a safe and proper manner.
 - Environmentally friendly materials are used whenever possible.
 - All staff are equipped with appropriate training, staff development and supervision.
 - All staff employed or engaged by the Service Provider are informed and are aware of the standard of performance that they are required to provide and are able to meet that standard.
 - All staff employed or engaged by the Service Provider must be registered with the appropriate professional body where applicable.
 - The adherence of the Service Provider's staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met.
 - All staff employed or engaged by the Service Provider have been subject to a GDPR clearance, where required, and an acceptable outcome determined.
 - For the avoidance of doubt, nothing in this Specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.

Additionally:

- The Service Provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery and fed into the annual review.
- The Service Provider will submit reports summarising any complaints, investigations and remedial actions.