

Commercial Directorate

**Framework for the Provision of Employment Related
Support Services**

Specification of the Commercial Requirement
August 2010

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1 The Framework

1.1 Background

- 1.1.1 'The Coalition: our programme for government', published on 12 May 2010, set out a number of major welfare to work reforms, including a core integrated welfare to work programme and a number of measures designed to support people to find employment.
- 1.1.2 These measures are designed to help in the Government's key aims of fighting poverty; supporting the most vulnerable and helping people break the cycle of benefit dependency.
- 1.1.3 The Work Programme will be the first in a much reduced raft of national programmes for the Department for Work and Pensions, (DWP). It will offer more personalised support capable of dealing with overlapping and complex barriers to work. Suppliers will be expected to manage potentially large flows of customers within locations. Further information regarding the Work Programme can be found in the Supplementary Information Pack, issued with this Invitation to Tender (ItT).
- 1.1.4 DWP will establish a framework for the provision of employment related support services, (hereafter referred to as the Framework). The Framework will last for a period of four years and is intended as the default vehicle for sourcing all DWP employment related support services.
- 1.1.5 A framework is an umbrella agreement setting out the terms and conditions for subsequent call-offs, but which places no obligations, in itself, on the contracting authority to purchase any services. The Framework in itself is therefore not a contract; contracts are only formed when services are called off under the Framework. Future requirements (e.g. the Work Programme) will be subject to individual mini-competitions under the Framework. Schedules of delivery requirement, payment terms, etc. will be agreed at Call-Off stage to form a legally binding contract between DWP (or such other contracting authority as may use the Framework from time to time; please see paragraph 1.5.3 below) and the Supplier.

1.2 Why use a Framework?

- 1.2.1 Using a Framework offers a number of commercial and operational advantages for the Government and for delivery partners compared to traditional contracting methods.
- 1.2.2 The Framework will be a more effective and responsive tool for Government with the potential to create administrative savings and allow us to respond to economic and policy conditions more swiftly. It will simplify and reduce the time and cost involved for those delivery partners on the Framework in bringing their services to market, for example by cutting out the duplication of effort created by participation in multiple, separate procurement competitions.
- 1.2.3 The Framework will also help the Government drive up performance and value for money, by, for example enabling us to move packages of work to the best performing delivery partners.

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1.2.4 Additionally, the Framework will be accessible to other contracting authorities bound by public procurement law, as identified in the advert and subsequent OJEU, creating efficiencies across the wider public sector. Details of other potential contracting authorities are included in 1.5.3 below.

1.3 Term

1.3.1 The Framework will last for four years but contracts let under it may be for a longer term, if justified. Once established, no further organisations will be accepted onto the Framework.

1.4 Lots

1.4.1 The Framework will be divided into geographical Lots. It is expected that between three and eight organisations will be accepted onto the Framework in each Lot. Organisations who want to join the Framework may bid to be included in one, all or any combination of Lots, so some organisations could be accepted onto the Framework in several or all of the Lots. Flexibility is a key requirement; contracts let under the Framework may cover the whole area of a Lot or smaller area(s) within the Lot.

1.4.2 The eleven Framework Lots are based on the current Government Office Regions and are as follows: South East, South West, London, East of England, East Midlands, West Midlands, North West, Yorkshire and the Humber, North East, Scotland, Wales. Contracts let under the Framework may be national, (i.e. across all Lots), cover a specific Lot or a smaller geographical area(s) within a Lot.

1.4.3 Annex 1 details the Jobcentre Plus Districts and Regions included within each Lot and includes some Regional profile information. Annex 2 provides links to sources of Labour Market information that you may find useful.

1.5 Contracts to be let under the Framework

1.5.1 Contracts let under the Framework will vary, but in terms of DWP contracts, are likely to be of a value between £10-50 million per year. The Framework for the provision of employment related support will be used to call down a range of support contracts for customers. The value and pricing model of each set of call-off contracts will be determined by the make-up of clients participating in the programme and purpose of the support required.

1.5.2 Acceptance onto the Framework does not guarantee that an organisation will be awarded any contracts let under the Framework.

1.5.3 It is intended that the Framework will be the default vehicle for future employment related support services sourcing requirements within DWP, the Framework will also be available to contracting authorities bound by Public Procurement Law in Great Britain including but not limited to other Government Departments and their Agencies, Non-Departmental Public Bodies and Local Authorities who wish to purchase employment related support services. Work is ongoing to engage with these other contracting bodies to discuss their interest in using the Framework.

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- 1.5.4 The mini competitions under the Framework will be based on a one stage process, where we expect invitations to tender will be issued to each organisation appointed to the Framework, (to all Lots or by specific Lots as appropriate to the service required).
- 1.5.5 Organisations will only be able to bid in Lots where they have been successful in the Framework competition. The specification for the competition(s) will detail the requirement for the service to be delivered, customers to be served and any local requirements. As now, all compliant tenders will be subject to separate formal qualitative evaluation, based on agreed and pre-determined evaluation criteria, and the appropriate mix of price evaluation, delivery capacity and risk analysis.
- 1.5.6 Contracts will be awarded on the basis of the most economically advantageous tender in each Lot, i.e. that which, in the opinion of DWP offers the best combination of quality, price and acceptable level of risk. This could be either by seeking price-based bids, or by asking for performance and quality proposals at set prices. DWP does not guarantee volumes.
- 1.5.7 Work is underway to develop a process for other contracting authorities bound by public procurement law to buy from the framework.
- 1.5.8 The Work Programme will be the first national competition let by DWP under the Framework. A full specification will accompany the Invitation to Tender for that competition, which we expect to issue in December 2010. The attached Work Programme Information Pack provides more information on that competition.

1.6 Localisation

- 1.6.1 This section provides information about how DWP works with partners as a key element of both its commissioning and delivery approach. We expect our suppliers to work co-operatively with partners at all levels and to support the general ethos and aims of working collaboratively as an integral element of the delivery of DWP Welfare to Work programmes.
- 1.6.2 DWP and Jobcentre Plus (as the DWP delivery organisation) has a strong history of working with partners at all levels. Partnerships are central to the delivery of DWP business objectives and statutory duties, and to the design and delivery of DWP commissioned programmes, supported by the Jobcentre Plus approach to partnership working which takes into account strategic priorities and initiatives.
- 1.6.3 Building on existing good practice, effective engagement of partnerships (at an appropriate level) will ensure that programmes recognise and reflect local needs, priorities, strategies and resources to achieve best outputs and value for money; and offer a comprehensive service that meets the needs of all of our customers. All are particularly pertinent in the expected scenario of larger Contract Package Area geography.
- 1.6.4 To realise these benefits organisations wishing to be on the Framework are expected to be able to demonstrate that they can work closely with

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partnerships and that they can accept that working with partners may form a part of any future contracting opportunities that are made available under the Framework.

- 1.6.5 Subsequent proposals for future DWP Welfare to Work contracts will be expected to take into account local strategies and services and to support an agenda to improve performance and the quality of support to individuals, reduce duplication and improve the holistic use of public funds in any locality.
- 1.6.6 Specific issues for the supplier, Jobcentre Plus, and partnership to consider are:
- Locality knowledge and customer insight;
 - Alignment and integration of provision and services within the context of local strategies;
 - Identification of local specialist service providers that could help demonstrate capacity to meet the (more specialist) needs of all customers;
 - Development of wrap around services that are responsive to local needs, complement DWP provision, and address gaps;
 - Development of a sense of shared responsibility for the performance and delivery of worklessness contracts; and
 - Sharing lessons learned.
- 1.6.7 The aim will be to engage with strategic and delivery partnerships at a level appropriate to the geography of the Contract Package Area, as advised by Jobcentre Plus.
- 1.6.8 Jobcentre Plus has a pivotal role in contributing and influencing local strategies on worklessness, developing relationships with partners, and engaging them at the appropriate level in the design, commissioning, and ongoing delivery of DWP contracts, and facilitating the relationship with DWP suppliers.
- 1.6.9 Suppliers should also be aware that in the Devolved Administrations of Scotland and Wales, due regard to Scottish Government and Welsh Assembly Government strategies and delivery arrangements will also be a requirement for those suppliers with interest in working within these Lots.
- 1.6.10 DWP may consult with partners to facilitate efforts to join up services and enable DWP's Welfare to Work programmes to respond to local needs. This may for instance include consultation on the specification or other involvement in the tender process.
- 1.6.11 If DWP undertakes consultation with partners in this way, there could be a conflict of interest. We would like to assure you that the DWP takes very seriously its responsibility to ensure competition is maintained, value for money is achieved and all bidders are treated equally and in a non-discriminatory way during the tendering and contract award procedures.
- 1.6.12 Therefore before any consultation takes place DWP will agree with the partners a system of management processes, barriers, disciplines and

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confidentiality undertakings to ensure there is no conflict of interest in the procurement process and to prevent any disclosure to any employee involved in submitting a tender of any confidential information from other bidders.

2 Timetable and Administration

2.1 Timetable

2.1.1 Following an announcement made by the Minister of State, the Framework competition was launched formally by the invitation for expressions of interest through an advert placed on 29 June 2010 and subsequently issued in the OJEU.

2.1.2 Our intended timetable for implementation is as follows:

Date	Action
13 September 2010	Final Date for submission of Q&A
20 September 2010	Final issue of Q&A log
27 September 2010	Closing date for Framework competition
30 November 2010	Successful Suppliers notified
December 2010	Work Programme ItT issued

2.2 Questions and Answers

2.2.1 All questions should be submitted in writing to ERSS.FRAMEWORKPROCUREMENT@DWP.GSI.GOV.UK. The last date for submission of questions is 13 September 2010.

2.2.2 If DWP considers any question or request for clarification to be of material significance, both the question and the response will be made anonymous and published in the form of a Question and Answer brief on the Supplying DWP website all interested organisations.

2.2.3 If a question is deemed by a bidder to be commercially confidential, then the bidder should indicate that they believe this to be the case. DWP will consider this and if in agreement, will exercise due discretion in handling the question and limiting the circulation of the answer(s) to the bidder who raised the question.

2.2.4 DWP will seek to provide a response to all questions as soon as possible but within 5 working days. The final publication of the question and answer brief will be on 20 September 2010. This is to give bidders sufficient time to finalise Tenders before submission.

2.3 Clarification

2.3.1 DWP expressly reserves the right to require a bidder to provide additional information to clarify any of the information provided in response to the Framework ItT. In those instances DWP will send any questions by e-mail to the named contact person, who should respond by the deadline that will be given.

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2.3.2 DWP may seek independent financial and market advice to validate information declared, or to assist in the evaluation.

2.4 Freedom of Information

2.4.1 DWP is committed to open government and to meeting its responsibilities under the Freedom of Information Act 2000. All information supplied by bidders as part of this competition will be treated as commercial in confidence until the bid assessment process has been completed and the Framework has been awarded. Subsequently, DWP may be required to disclose information submitted by bidders in response to a request received under the Freedom of Information Act 2000. DWP may also be required to disclose details of unsuccessful tender responses.

2.4.2 DWP may decide to include certain information in the publication scheme which it maintains under the Freedom of Information Act 2000. If a bidder considers that any of the information included in their tender response is commercially sensitive, then they must identify it and explain (in broad terms) what harm may result from its disclosure if a request is received, and the period of time that is applicable to that sensitivity.

2.4.3 Where information is identified as commercially sensitive, DWP will endeavour to maintain confidentiality. Bidders should note however that even where information is identified as commercially sensitive, DWP may still be required to disclose it under the Freedom of Information Act 2000. In this case, DWP would contact the organisation to discuss any such request that is made prior to public disclosure.

2.4.4 DWP acknowledges that some elements of the bidder's response to the Framework ItT documents may be covered by the Data Protection Act 1998 and therefore these would not be disclosed under the requirements of the Freedom of Information Act 2000.

2.5 Costs and Expenses

2.5.1 Bidders will not be entitled to claim from DWP any costs or expenses which a bidder may incur in preparing and/or submitting its Tender at any stage of this procurement exercise. This applies whether or not the bidder or any other organisation is successful. It also applies to any additional cost a bidder may incur if DWP modifies or amends its requirements or if DWP cancels this procurement exercise for whatever reason.

2.6 Consistency of Information

2.6.1 Please note that it is the bidder's responsibility to ensure that the information provided remains consistent throughout the competition. Under no circumstances will bidders be permitted to make any amendments to either the Framework Tender or subsequent competition Tender(s) under the Framework once the closing date has passed.

2.7 Status of Tenders

- 2.7.1 DWP does not undertake to accept any Tender and reserves the right to accept the whole or any part of any Tender, unless a bidder stipulates otherwise. DWP reserves the right to reject a Tender if a bidder proposes to add to or substitute any terms or conditions which are at variance with, or inconsistent with, DWP Terms and Conditions, or are otherwise unacceptable to DWP.
- 2.7.2 A bidder's Tender should remain open for acceptance for a period of not less than six months after the due date for the return of Tenders. A Tender valid for a shorter period may be rejected.
- 2.7.3 It should be noted that this Framework Agreement, for the provision of employment related support services, in itself is not a contract. Contracts will only be formed between a supplier and the contracting authority when services are called-off under the Framework Agreement.

2.8 Amendments to Tender Documents

- 2.8.1 At any time prior to the deadline for the receipt of Tenders, DWP may modify or amend the Framework ItT. In order to give bidding organisations reasonable time in which to take the amendment into account in preparing their Tenders, DWP may, at its discretion, extend the deadline for the receipt of Tenders. At any time during this procurement exercise, DWP reserves the right to amend the draft Terms and Conditions.

2.9 Inducements and Collusion

- 2.9.1 Offering an inducement of any kind in relation to this competition will disqualify an organisation from being considered and may constitute a criminal offence. Also, bidders must not try to obtain any information about anyone else's Tenders before the completion of this competition, or make any arrangements with anyone else about how or whether they should participate. Subject to any discussions which a bidder may need to have with other organisations with whom it intends to submit a joint bid on a consortium basis, any breach of requirements in this paragraph will result in exclusion from the competition.
- 2.9.2 Direct or indirect canvassing of any Ministers, public sector employee or agent by any potential bidder concerning this requirement, or any attempt to procure information from any Ministers, public sector employee or agent concerning this Framework ItT may result in the disqualification of the bidder from consideration for this requirement.

2.10 Conflict of Interest

- 2.10.1 Where bidders are bidding both individually and as part of one or more consortia for example Special Purpose Vehicles, any potential risk arising regarding a conflict of interest will be the responsibility of the bidder(s) concerned.

2.11 Complaints

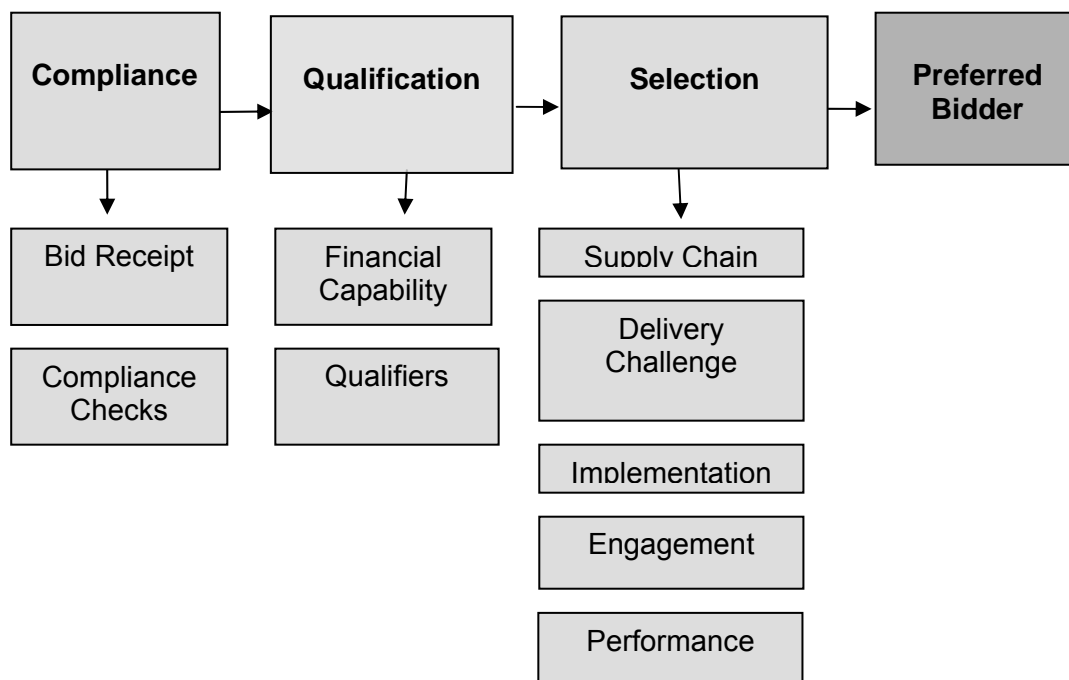
2.11.1 DWP has published a commercial complaints process for use during competitive procurement. It comprises the documents listed below which can be viewed at:

<http://www.dwp.gov.uk/supplying-dwp/purchasing-in-dwp/dwp-commercial-complaints/>

- The DWP Commercial Complaints process;
- Information to accompany a commercial complaint; and
- DWP Commercial Code of Practice – Competitive Tendering.

3 Selection on to the Framework

3.1 Tender Evaluation Process:



3.2 Evaluation Criteria

3.2.1 Bidders will be evaluated both on their demonstration of how they will meet the requirements of the Framework and their demonstration of past achievements in delivering against these criteria either for DWP or other contracting organisations. Further details of the Evaluation Criteria are included in Annex 3.

Principal Criteria	Scoring
Qualification Criteria	Pass/Fail
Supply Chain Management	25%
Implementation	20%
Stakeholder Engagement	10%
Contract Performance	20%
Delivery Challenges	25%
Total	100%

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3.2.2 The criteria used for mini-competitions let under the Framework by DWP and other contracting authorities will derive from the Framework criteria and weightings.

3.3 Compliance

3.3.1 Bidders will load their Tender onto the system prior to the closing date. After the deadline all submissions will be opened electronically and will be checked for compliance. Non-compliance may result in clarification (minor issue) or the submission being rejected (major issue). Full details of the compliance requirements, with examples of what might constitute minor and major issues, are included in the Instructions to Bidders as part of the Framework Invitation to Tender.

3.4 Qualification Stage

3.4.1 This stage will test bidders' commitment and ability to meet the Department's minimum requirements in important areas. The requirements in these areas are included in the ItT Form. This stage is intended to assess bidders' suitability to provide the relevant services. Responses to each question will be assessed on a Pass/Fail basis.

- We will test commitment through some simple Yes/No questions, an answer of 'No' will effectively constitute withdrawal from the competition.
- We will test ability through evaluation of tenders for and/or experience of meeting these requirements, by using scoring values zero or one. A score of zero in one or more of these pre-defined areas will result in the tenders not being taken to the next stage.
- We will test financial capability through Financial Viability and Risk Assessment to ensure that bidders that proceed have sufficient resources to successfully deliver the contract with a minimum risk of failure and a Financial Assessment to ensure that bidders have sufficient size to sustain minimum contract values and outcome focussed payment model. This will be an initial assessment which may need to be revisited when detail on the Work Programme financial proposition is available.
- Annex 4 of this document provides full detail of the Financial Assessment process.

3.4.2 Currently it is a requirement of all suppliers that they have a security plan agreed with DWP within 20 days of contract sign and prior to any customer referrals or access to Provider Referral and Payment System (PRaP). DWP has to ensure that suppliers on the Framework have both the commitment and ability to meet DWP requirements. It will be a requirement of the Framework that bidders submit a draft security plan with their Tender for consideration by the CD Security Team. Suppliers accepted onto the Framework will then be required to develop and maintain their plans at no cost to the Department.

3.5 Selection Stage

3.5.1 The focus of the selection criteria will be based upon objective assessment of a potential supplier's ability to meet the requirements of delivering any contracts let through the Framework. These criteria are based on the high-level delivery requirements as outlined in the advertisement for the framework competition and the Work Programme Prospectus and are weighted to ensure the overall score reflects their importance to successful delivery of contracts let under the Framework.

3.5.2 Bidders responses will be scored on the scale outlined below;

Score 0	Evidence provided fails to satisfy the stated requirement.
1	Evidence provided does not satisfy significant parts of the requirement.
2	Evidence provided satisfies most of the requirements with minor gaps in coverage or detail.
3	Thorough and detailed evidence provided which fully satisfies the requirements.

3.6 Preferred Bidder Selection

3.6.1 DWP will select between 3 – 8 suppliers for each of the 11 geographical Lots who offer the capacity and capability to deliver employment related support services against a range of qualitative and financial evaluation criteria representing best Value for Money to the Department. In making this decision we will consider (but not be limited to) to the following factors:

- Geographical distribution of service requirements
- Supplier capability and capacity
- Scale, concentration and distribution of services required
- Risk management in the provision of services and diversity of supply.

4 DWP Minimum Standards

4.1 Adherence to DWP Standards

4.1.1 The following minimum standards will be part of any DWP contract let by DWP under the Framework and an organisations' commitment and ability to meet and adhere to these standards will be tested as part of the selection criteria for the Framework and / or any DWP contracts let by DWP under the Framework.

4.1.2 DWP does not intend to apply additional external inspection such as Ofsted, Estyn and HMIE as part of the contracts let through the Framework.

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4.1.3 Other Government Departments and their Agencies, non Departmental Government Bodies and Local Authorities who may use the Framework in future competitions may apply their own minimum standards, which will be detailed within the relevant ItT documentation.

4.2 Accreditation

4.2.1 It is a condition of joining the Framework that suppliers are accredited, currently carried out by Momenta™ (or any other future contracted supplier) on behalf of the Authority. Prior accreditation is not a condition of bidding for contracts, rather preferred bidders will be required to undergo this process prior to contract award.

4.2.2 If remedial actions are identified for the Prime Contractor following the accreditation process, then these must be cleared within the timescales indicated by the Authority and/or Momenta™. Failure to complete remedial action within the stated timescales shall constitute a Material Default under Clause 29.1 (Termination on Default) (of the Framework Terms and Conditions) and shall be dealt with under the corresponding provisions of Clause 29.1 (Termination on Default).

4.2.3 Momenta™ will complete an annual review of all accredited Prime Contractors. Prime Contractors must confirm during the course of such reviews whether information held in support of the last accreditation is correct, updating any relevant information as necessary. Prime Contractors must also supply any further information required by Momenta™ as part of the annual review, within the timescales indicated by Momenta™. Failure to supply or update information will result in the withdrawal of accreditation.

4.2.4 Details of what is required from bidders to obtain accreditation can be found on the Supplying DWP web pages at the link below:
<https://www.momenta-accreditation.co.uk/jcp/about.php>

4.3 Security Requirements

4.3.1 Suppliers will be required to comply with DWP Security Requirements as outlined in Schedule 9 of the draft Framework Terms and Conditions.

4.3.2 The first stage of ensuring compliance with DWP requirements is that organisations bidding for a place on the Framework are required to submit a draft Security Plan with their Tender for this competition.

4.3.2 Following acceptance on to the Framework, and as an enduring obligation throughout the term of the Framework, the Supplier shall develop and maintain (in conjunction with the Authority but, for the avoidance of doubt, at the Supplier's own cost and expense) the draft Security Plan, which will form Appendix B of Schedule 9 of the Framework Terms and Conditions.

4.3.3 In respect of each Call-Off Contract which may be entered into with the Authority or any Other Contracting Body, the Supplier shall, at all times, comply with the security requirements set out in the Order Form and/or the Call-Off Terms and Conditions (Schedule 4) or such other security

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requirements as notified by the Authority (or the relevant Other Contracting Body, as the case may be) to the Supplier from time to time.

4.4 PRaP

4.4.1 The PRaP system will be the default for all referrals and job outcome payments for DWP contracts let under the Framework. All suppliers successful in gaining a place on the framework must, therefore, have the willingness and capability to be PRaP compliant and this includes the Data protection/security requirements detailed above. Other contracting authorities may well have their own systems that may be mandatory for contracts let under the Framework by these organisations. More information on PRaP can be found at the link below.

<http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/prap/>

4.5 Fraud Prevention

4.5.1 The Department places the utmost importance on the need to prevent fraud and irregularity in the delivery of its contracts. All suppliers and sub-contractors will be required to, as a minimum, adhere to the following four principles;

- have an established system that enables its Staff to report inappropriate behaviour by colleagues in respect of any claims for payment in relation to any Call-Off Contract;
- ensure that the Prime Contractor's (or any Sub-contractor's) performance management systems do not encourage individual staff to make false claims for payment in relation to any Call-Off Contract;
- ensure a segregation of duties within the Prime Contractor's (or any Sub-contractor's) operations between those staff directly involved in delivering the Services and those making claims for payment in relation to any Call-Off Contract; and
- establish an audit system to provide periodic checks, at a minimum of six (6) monthly intervals, to ensure effective and accurate recording and reporting of performance of the Services.

4.6 DWP Code of Conduct – The Merlin Standard

4.6.1 As part of the DWP Commissioning approach and in the interests of developing and supporting healthy, high performing supply chains suppliers will be required to ensure that all sub-contractual relationships adhere to the DWP Code of Conduct. www.dwp.gov.uk/docs/cs-rep-08.pdf

4.6.2 Successful suppliers will be expected to ensure adherence to the DWP Code of Conduct through application of the Merlin Standard and will be required to gain accreditation with the relevant Merlin Standard authorisation body. <http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/subcontractingwithdwp.shtml/>

4.7 Supplier Charter

- 4.7.1 The Supplier Charter outlines how DWP expects to build strong supplier relationships in order to deliver joint objectives; this includes what suppliers can expect from DWP and what DWP expects from suppliers.
www.dwp.gov.uk/docs/dwp-supplier-charter.pdf

4.8 Sustainable Development

- 4.8.1 DWP is committed to sustainable development and recognises that procurement is a key enabler that can help to deliver environmental, economic and social benefits/improvements. Sustainability is an integral part of our commercial activities and we expect those we contract with to help us to make progress. General sustainable development related considerations relevant to this procurement can be in Annex 4, contractors may find that additional considerations are set out in future specifications for calling off the Framework..

4.9 Legislation and Principal Regulations

- 4.9.1 Suppliers must take steps during the lifetime any contract to ensure that they remain compliant with current and future changes in the law. Suppliers must support the Secretary of State in meeting their obligations under, for example:

- Jobseeker's Allowance Act and Regulations;
- National Minimum Wage Act;
- Data Protection and Freedom of Information;
- Disability Discrimination Act 1995 (DDA).
http://www.opsi.gov.uk/acts/acts1995/ukpga_19950050_en_1
- Practical info on how the DDA operates and information on the Disability Equality Duty (DED) see <http://www.dotheduty.org/>
- Welfare Reform Act 2007 <http://www.dwp.gov.uk/policy/welfare-reform/legislation-and-key-documents/welfare-reform-act-2007/>
- Welfare Reform Act 2009
<http://www.dwp.gov.uk/consultations/2010/21st-century-welfare/>

- 4.9.2 Suppliers must provide, on request, materials in alternative formats to meet the needs of customers with a wide range of disabilities and health conditions in line with the DDA. This must include, but is not limited to, the provision of large font material, Braille or audio format for visually impaired customers. Suppliers must also ensure that customers have full access to their services by ensuring support is provided where appropriate, such as sign language interpreter or practical support.

4.10 Provision for Speakers of Other Languages

- 4.10.1 Customers of any nationality may require an interpreter. Under the Race Relations Amendment Act (2000) http://www.opsi.gov.uk/acts/acts2000/ukpga_20000034_en_1 and the DDA, the supplier will be responsible for making appropriate provision to communicate with customers who do not speak English or Welsh, or who are deaf, hard-of-hearing or have a speech impediment.

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4.10.2 Where the supplier is operating in an area with a high minority ethnic population, materials in the appropriate ethnic minority language should be made available on request.

4.10.3 Where the supplier is bidding for delivering any services in Wales, materials should both be displayed and made available as the requirement under the Welsh Language Act 1993.

4.11 Equality, Diversity and Equal Opportunities Accreditation

4.11.1 In addition to meeting the above legislation, the Framework and subsequent call offs should promote equality in a proactive way by integrating gender equality and equal opportunities into the planning, implementation, monitoring and evaluation. Suppliers will be required to promote equal opportunities and ensure that provision identifies and meets the specific requirements of customers so that they can participate fully in provision.

4.11.2 Suppliers will be asked whether any findings of unlawful discrimination in relation to non-employment matters have been made against them in the last three years, or if any of their contracts have been terminated on the grounds of failure to comply with legislation prohibiting discrimination or contract conditions relating to equal opportunities.

4.11.3 Suppliers will be asked to confirm that they have a complaints procedure in place and that complaints are addressed and monitored in relation to discrimination.

4.11.4 Suppliers must have an Equal Opportunities Policy for staff and customers, which should consider issues such as:

- recruitment processes;
- meeting the needs of the varying customer groups;
- access to premises; and
- publicising the project to ensure equal treatment.

4.12 Staff Vetting Procedure

4.12.1 Successful bidders will be obligated to comply with DWP staff vetting procedures, in those cases where staff are dealing directly with customers or are to be given access to DWP assets (defined as premises, systems, information or data). Full details of the actions required to comply with the above procedures, can be found in the guidance document 'HMG Baseline Personnel Security Standard – A Guide for DWP Contractors'. Please note, bidders are expected to meet any costs this may involve. A PDF version of this document can be viewed at:

<http://www.dwp.gov.uk/docs/aguidefordwpcontractors.pdf>

Consideration should also be given to the Safeguarding Vulnerable Adults Act vetting procedures viewable at:

http://www.isa-gov.org.uk/PDF/283896_ISA_A4_FactSheetNo1.pdf

4.13 European Social Fund (ESF)

4.13.1 As a Co-Financing Organisation (CFO), DWP gains access to ESF funding in England through an arrangement known as Co-financing, which basically means that DWP agrees to match the ESF funds with DWP provision and comply with a set of requirements. In return DWP can purchase ESF contracts which complement and add value to mainstream provision and are focused on helping disadvantaged customers furthest from the labour market back to work.

4.13.2 ESF contracts for the period 2011-2013 may be let under the Framework. The Work Programme, and potentially other call-off, contracts will be future DWP Match provision. This means that those Prime Contractor organisations that secure a place on the Framework and that go on to deliver the Work Programme and/or ESF will have to meet certain EC requirements relating to publicity, plus capture and retention of key information. It is the responsibility of the Prime Contractor to adhere to these requirements and to ensure their supply chain(s) do the same. However, the Prime Contractor is ultimately accountable for the ESF compliance of their contract.

4.13.3 Both Prime Contractors and the supply chain of match funded provision are subject to audit controls and review. Failure to meet audit requirements results in a high financial risk for both suppliers and DWP, as funds used inappropriately or for ineligible customers or purposes are recoverable.

Further information about ESF can be found at www.esf.gov.uk.

5 Transfer Of Undertakings (Protection Of Employment) Regulations 2006 (TUPE)

5.1 Scope and Nature of the Work

5.1.1 The scope and nature of the work being contracted under this Framework will include support for customers to select, train for, obtain and retain employment. This is currently being provided, in some instances, by Jobcentre Plus staff, and in others by staff employed by the external suppliers of the Welfare to Work and associated programmes. Bidders are therefore advised that they will need to consider the likelihood that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) will apply to some or all of the contracts made under this Framework Agreement.

5.1.2 The purpose of TUPE is to protect employment rights, continuity of employment and the terms and conditions of service of people who are transferred from one employer to another when a business or part of a business (“an undertaking”) in which they work is transferred. The new employer takes over all rights, duties and obligations of the former employer. It is as though the individual’s contract of employment was originally made with the new employer and not the original employer.

A relevant transfer under TUPE occurs:

- when there is a transfer of an economic entity that retains its identity in the hands of the new supplier; or

Framework for the Provision of Employment Related Support Services

- when there is a service provision change, (i.e. where previously a supplier had an organised grouping of employees carrying out activities on behalf of a customer who intends that the same activities be carried out by another supplier).

5.1.3 Under TUPE, where there is a relevant transfer, TUPE applies the principle of an automatic transfer of contracts of employment from the previous service supplier to the new service supplier, whether the new supplier is a prime contractor or a subcontractor.

5.1.4 DWP will expect those organisations successful in being admitted to the Framework to investigate fully whether TUPE applies in all competitions for which they are subsequently invited to submit a Tender, and to fully apply the law, and guidelines in relevant codes of practice (in particular, the Cabinet Office, Staff Transfers in the Public Sector Statement of Practice and the Code of Practice in Workforce matters in Public Sector Service Contracts)

5.1.5 It will also be open to suppliers and their subcontractors to offer employment to staff working in the service even if TUPE does not strictly apply to transfer employment automatically.

5.1.6 DWP will take very seriously any failure to apply the law, or to adhere to relevant codes of practice.

5.1.7 For DWP contracts let under this Framework, DWP will facilitate, where necessary, the exchange of full and complete TUPE information between outgoing suppliers of the service and the incoming service supplier. However, we shall expect the transferor and transferee to reach agreement on compliance with the information provisions of TUPE and will not be offering any warranties as to the completeness of any information where we facilitate exchange (since we have no way of assuring this). Consequently DWP cannot provide an indemnity against any losses or liabilities resulting from failure to comply with TUPE.

5.2 Pensions

5.2.1 Although the transfer of occupational pensions is excluded from TUPE, there are arrangements in place relating to occupational pensions which apply to specific groups of employees.

5.2.2 These arrangements are set out in the following legislation and codes and statements of practice:

- Local Government Pension Scheme (Amendment etc.) Regulations 1999;
- Staff Transfers in the Public Sector (2000, rev 2007);
- A Fair Deal for Staff Pensions (2002) and (2004);
- Code of Practice on Workforce Matters in Local Authority Service Contracts (2003);
- Pensions Act 2004;
- Transfer of Employment (Pension Protection) Regulations 2005;

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- Code of Practice on Workforce Matters in Public Sector Service Contracts (2005); and,
 - The Best Value Authorities Staff Transfers (Pensions) Direction 2007.
- 5.2.3 Cabinet Office has set out best practice guidelines initially in *Staff Transfers in the Public Sector* (2000) and subsequently *A Fair Deal for Staff Pensions (Fair Deal)*. A copy of these guidelines can be obtained from the Cabinet Office (www.gad.gov.uk).
- 5.2.4 Under *Fair Deal* a new employer must provide a pension scheme certified by Government Actuary's Department as "broadly comparable" to the relevant scheme for their future service and a bulk transfer agreement to allow them, if they wish, to maintain the link between their future earnings growth and their past service pension benefits. The transferring employer will provide a bulk transfer agreement with the relevant actuarial assumptions specified. It will be a condition of the Framework Agreement that the successful supplier will comply with these requirements, and will ensure their subcontractors comply.
- 5.2.5 In addition, transfers from local authorities are covered by the *Code of Practice on Workforce Matters in Local Authority Service Contracts* (the Code) which was set out in the *Department for Communities and Local Government circular 02/2003*. A copy of the Code can be found at: <http://www.communities.gov.uk/publications/localgovernment/odpmcircularbest>
- 5.2.6 The Code obliges the new employer to make pension provision for the transferred employees, as in *Fair Deal* above, or to apply for admitted body status, thus allowing employees to remain members of the Local Government Pension Scheme (LGPS), by virtue of the enabling provisions of the *Local Government Pension Scheme (Amendment etc.) Regulations 1999*.
- 5.2.7 Further, employees who transfer from local authorities or who had previously transferred from local government service are protected under *The Best Value Authorities Staff Transfers (Pensions) Direction 2007* (the Pensions Direction). Made under section 101 of the Local Government Act 2003, the Pensions Direction requires that all employees and former employees of "best value" authorities (as listed in section 1 of the Local Government Act 1999) are entitled to enforceable pension protection after a change of employer on a contracting-out exercise or subsequent contract. 'Pension protection' is defined in the Pensions Direction as the right to acquire pension benefits which are the same as, or count as broadly comparable to, or better than, those which the employees had the right to acquire before the change of employer. The Pensions Direction can be found at: <http://www.communities.gov.uk/publications/localgovernment/authorities-staff-transfers>
- 5.2.8 Transfers from public sector organisations other than local authorities are covered by the *Code of Practice on Workforce Matters in Public Sector Service Contracts* which requires a treatment of staff pensions similar to that provided for by the Code. It can be found at: http://archive.cabinetoffice.gov.uk/opsr/workforce_reform/code_of_practice/index.asp

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- 5.2.9 Suppliers' employees who are in private pension schemes are excluded from the provisions of *The Fair Deal for Staff Pensions* and the Code. Pension provision for this group of employees is covered by the *Pensions Act 2004* (the Pensions Act) at:
http://www.opsi.gov.uk/Acts/acts2004/ukpga_20040035_en_1 and the *Transfer of Employment (Pension Protection) Regulations 2005* at:
<http://www.opsi.gov.uk/si/si2005/20050649>
- 5.2.10 In addition, consideration must be given to pensions arrangements for new joiners to the workforce following commencement of the contract, as required by the Code, and the *Code of Practice on Workforce Matters in Public Sector Service Contracts*.
- 5.2.11 Suppliers will be required to provide details of their proposals for ensuring that appropriate pension schemes for all groups of employees covered by the arrangements detailed above will be put in place in respect of all contracts made under this Framework Agreement.
- 5.2.12 In order to achieve the requirements of *Fair Deal* in respect of provision of broadly comparable pension schemes and bulk transfer agreements it is **mandatory** that suppliers start these negotiations as soon as possible so that progress on these negotiations is transparent before suppliers are admitted to the Framework.

6 Strategic Supplier Relationship Governance and Performance Management

6.1 Overview

- 6.1.1 Strategic Supplier Relationship Governance is the formal methodology by which supplier relationships will be managed.
- 6.1.2 Performance Management is the focus on ensuring performance is achieved and contract objectives delivered by working alongside suppliers at regional contract level. It feeds into strategic supplier relationship governance and compliments it at a senior escalation route.
- 6.1.3 Each function has supporting tools and processes. This way of managing performance and relationships is designed to cater for the strategic nature of framework suppliers and to allow a more flexible way of working to achieve the best possible outcomes.

6.2 Strategic Supplier Relationship Governance

- 6.2.1 Each strategic supplier will be appointed an Account Manager who will work with that supplier focussing on the supplier as a whole building and developing a partnership style relationship. Classification of a supplier as strategic is based on a risk based analysis approach including anticipated spend with supplier and strategic importance.

6.3 Performance

6.3.1 Not mentioned in this overview the usual change control, variation processes etc. required to support the legal standing of the contract documentation still remain. Management of the Framework is a separate issue, as is management of any non DWP contracts that may be awarded under the Framework.

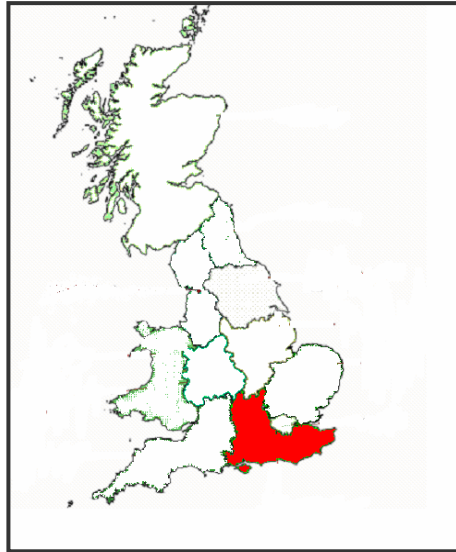
6.3.2 DWP is keen that the appropriate mechanisms are in place to continually drive up performance and ensure compliance with our requirements as set out elsewhere in this ItT pack. In addition to our approach to contract and performance management we reserve the right to use competition and movement of market share to help facilitate this approach.

7.0 Use of DWP Premises

7.1 On occasion the department may offer successful framework providers the opportunity to use premises used by the Department. This may be part of a building or an entire building. If this opportunity should arise then further information will be provided.

Regional Lot Information

Lot 1 - South East



Jobcentre Plus Districts

Hampshire and Isle of Wight; Thames Valley; Kent; Surrey and Sussex

Region Profile

The South East region encompasses 7 county councils, 12 unitary authorities and 55 district councils, stretching in an arc around London, from Thanet in the south-east to the New Forest in the south-west and to Aylesbury Vale and Milton Keynes in the north-west. Area is 19,096 square km.

While it is without a single dominant urban centre, the region is home to two cities with populations of around 250,000 (Medway and Brighton and Hove) and five cities with populations of more than 100,000.

The major south coast ports of Dover, Southampton and Portsmouth, as well as the Channel Tunnel, make the South East the natural access point to continental Europe. The presence of Gatwick airport, the UK's second busiest airport, and Heathrow immediately adjacent to the regional boundary also place it at the hub of the UK's international travel links. The South East contains 22% of the English motorway network and 14% of the English 'A' road network.

40% of the region's area is the subject of some form of protective designation, such as Areas of Outstanding Natural Beauty, Green Belt or Sites of Special Scientific Interest.

Regional Facts

Geography and Demography

The South East has the largest population of any English region, the third highest population density and the third largest increase due to migration. Average population density of the South East is 440 residents per square kilometre, the third highest region. It is more than ten times this in the unitary authority of Portsmouth at 4,900 people per sq km, the highest of any local authority area outside central London.

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From 2001 to 2007 the population of the South East increased by 3.6 % (285,000), faster than the UK as a whole (3.1%). It is projected the region will have 9.5 million residents by 2026, a 16 % increase on 2006, above the expected UK rate of 14 %.)

Economy and Gross Value Added (GVA)

GVA measures the contribution to the economy of each individual producer, industry or sector in the UK. In 2007, the GVA value of the region was £188bn, 15.1% of UK total.

In 2006, the main components of the GVA were: Real Estate, Renting and Business Activities £50.6bn (28%); Wholesale and Retail Trade £22.6bn (13%); Manufacturing £18.6bn (11%) and Transport, Storage and Communication £14.4bn (8%).

In 2008, the number of people in the South East employed by sector was:

Energy and Water	17,937
Agriculture	43,380
Construction	169,576
Other Services	211,964
Transport and Communications	221,077
Manufacturing	305,941
Banking, Finance and Insurance etc	903,110
Distribution, Hotels and Restaurants	924,114
Public Admin, Health and Education	960,610

Employment and Earnings

Gross Disposable Household Income per head ranged in 2007 from £11,290 in Southampton (21% below the national average) to £30,019 in Surrey (40% above the national average). The South East is one of only three regions with incomes above the national average; household disposable income is 12% above the national average.

Employment rates for people of working age (aged 16-65) in the region are high - 82.1% for men and 73.8% for women.

Of the working-age population in the South East in 2008, 10.5 % were self-employed ranging from 3.8 % in Gosport to 20.5% in Wealden. Unemployment at 6.2% is below the England average (7.9%).

The Job Seekers Allowance claimant count rate (residence based) stood at 3.2% in February 2010 compared to a UK figure of 4.4%. Such variations are reflected in the claimant count (residence based) levels, which vary within the region from 1.8% in West Oxfordshire to 6.9% in Hastings and 6.2 in Thanet. The large population of the region means that low rates can also translate into large numbers. Overall, the JSA claimant count in the region totals some 161,432 (Feb 2010 seasonally unadjusted residence base): 9.7% of the UK total claimant count.

Education

The workforce is generally well educated, with over 30% of the working age population holding a qualification at NVQ level 4 and nearly 70% hold an NVQ level 2 or higher.

Delivery Information

Hants & Isle of Wight District (H/IOW):

Framework for the Provision of Employment Related Support Services

- There are 4 main administrations: Hampshire County Council with 11 District and Borough councils and the three unitary authorities of Portsmouth, Southampton and Isle of Wight.
- The Transport infrastructure has a significant impact upon H&IOW residents travel to work and learn patterns. The land mass of Hampshire is predominantly rural (83%) which makes accessing public transport potentially problematic and costly. This is hugely important to consider when planning the delivery of services.
- The employment rate for H&IOW is 81%, compared with the South East figure of 77.5%. However, this combined figure disguises the significant variances within H&IOW. For example, the employment rates for Southampton and Portsmouth are 72.4% and 71.4% respectively.
- In Hampshire and the Isle of Wight there is a clear appetite to lead a concerted effort to deliver the transformation in skills and employment services and economic success. Groups have been established who take responsibility for the creation and implementation of Employment and Skill strategies (for example the PUSH Employment and Skills Board and the North Hampshire / M3 corridor Economic Board). It is therefore essential to improve the skills of the resident workforce and increase levels of economic activity particularly in our most deprived areas.
- In urban South Hampshire, the "South Hampshire Agreement" (July 2008) demonstrates mutual support and joint working in areas of common interest. Local Enterprise Partnership proposals are being drawn up and are likely to be part of the landscape in H&IOW. Deliverers of employment and skills provision will need to understand the partnership activity in H&IOW and be prepared to work in synergy to achieve mutual aims.

Kent District:

Total Place: Kent has identified three projects which will delve deeper into specific local issues in order to identify new ways of tackling them with the emphasis on extending joined-up solutions and collectively tackling the obstacles to:

- Gateway multi-channel: This strategy was based on the exploration and modernisation of the 'face to face' customer service channel and has more recently extended to include service improvements for telephone and web channel access spanning the wider public sector and the full range of public services.
- Margate Task Force: Despite the efforts and successes of the regeneration work undertaken in Margate, deprivation levels have worsened in both Cliftonville West and Margate Central wards over the last three years. A number of key local partners, including JCP, have recently come together with a commitment to radically different approaches to joint work in these two most deprived wards. Co-located resources will be pooled in a single management 'task force'. Key principles include an 'invest to save' approach focused on shared intelligence, prevention, better use of resources and customised services.
- Single asset management strategy: This will test the scope for the reduction of duplication of back-office transactional activity and the simplification and convergence of business processes generating a reduced requirement for property and other physical assets. (Exact parameters still to be specified, but could include local government, health, police, fire, government departments and agencies, churches/faiths and voluntary sector.)

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The Reach Out 2 Work project is being delivered in the Medway area and started service delivery from June 2010. It is being delivered in three wards in the area with the highest levels of social housing and deprivation and where the culture of worklessness extends across the generations. A team of 6 Advisers are working from outside venues such as Community Centres, Children's Centres and Libraries offering a drop in and appointment service to provide help and advice on how people can overcome the challenges they have and help them into employment. The service is available to those currently receiving benefit as well as those not on benefits or engaged with JCP. The Reach Out 2 Work service delivery model is to add value through integrating services without duplicating what is already provided by JCP and other partners.

Surrey & Sussex District:

- Delivery in Surrey and Sussex needs to primarily match Jobcentre locations as customers are less likely to engage if significant travel is required (some jobcentres are within the TTWA of their neighbouring offices but not many). Jobcentres are based around the key towns where the density of JSA customers exists but as more IB and IS customers join JSA provision may also need to look at rural outreach as there are large geographical areas without easy access to a Jobcentre.
- Surrey and Sussex is a relatively prosperous district but has very different labour markets within its boundaries and we would want to ensure some degree of spatial targeting e.g. in East Sussex - a local authority area that is highly dependent on the public sector for jobs and where current levels of job growth will not meet the needs of the labour market. Hastings is of particular note - in receipt of Area Based Grants and placed 1st in a recent list of towns that are most dependent on the public sector for jobs.
- Pushing skill levels up is always a key issue and training/development will likely always need to feature in work progression for Surrey and Sussex customers.
- Surrey and Sussex was one of the worst affected districts as a result of the recent economic downturn due to its proximity to London and the fact that so many of the people affected lived in the district. It also dealt with the direct and indirect impact on the air transport industry at Gatwick e.g. XL Leisure. As a result, whilst labour markets are starting to pick up in the more prosperous areas e.g. Gatwick Diamond/Surrey greater numbers of customers are starting to reach long term unemployment.
- Surrey and Sussex has been a Phase 1 Flexible New Deal District, has had Provider Led Pathways delivery and has one of the 8 Right to Control Trailblazers in Surrey.

Thames Valley District:

The district works with a range of existing contractors to provide support for its customers:

- There are two Phase 1 Jobcentre Plus ESF contracts due to run until March 2011 - being delivered by A4E (Lone Parents and Disabled Client mentoring) and Scout (Sector skills).
- Further ESF Phase 2 contract being delivered from Dec 09 for 18 months – being delivered by In Training and called LTD (Long term disadvantaged)
- Existing Skill for Life (literacy, numeracy and ESOL) support is not currently geared to help those with the lowest current skills levels (particularly ESOL).

Framework for the Provision of Employment Related Support Services

Thames Valley District would expect this type of support to be able to effectively address the needs of customers at all levels;

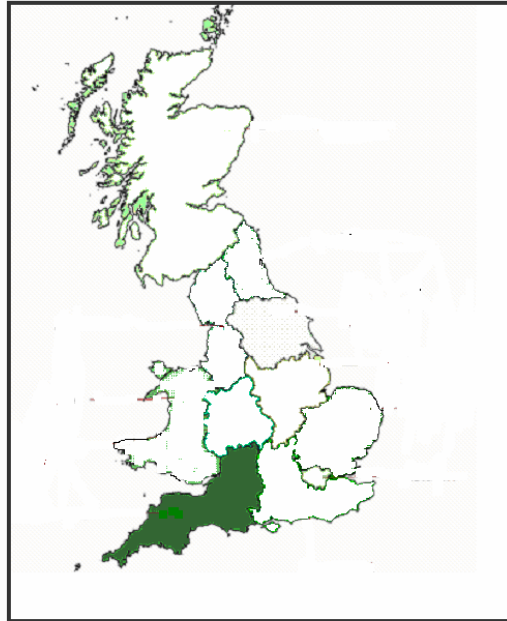
- Current principal contracted provision delivery (via A4E) concentrates on the East of the District, i.e. Aylesbury, Bracknell, High Wycombe, Milton Keynes, Reading and Slough. Banbury and Newbury would benefit from having a more readily accessible delivery centre and given the likely changes to customers with the IB reassessment, more widespread provision to smaller towns may be required;
- There is a recently opened FJR facility currently for customers aged 25+ in Bicester Local Authority premises.

ESF Information

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 2 - South West



Jobcentre Plus Districts

West of England; Devon & Cornwall; Dorset & Somerset; Gloucestershire, Swindon & Wiltshire.

Region Profile

The South West peninsula extends over 350 km from the south-western tip of Cornwall to the northern border of Gloucestershire. It has the largest land area of the nine English regions and has the highest percentage of land classified as rural. Over 80% of the land area is agricultural and just fewer than 10% is urban or suburban

The largest urban centres are Bristol, Bournemouth and Poole, Plymouth, Swindon, Gloucester, Torbay, Cheltenham and Exeter. Together, these areas account for around a third of the total population of 5.2 million people.

The transport infrastructure includes the M4 and M5 motorways running east/west and north/south respectively. There are airports at Bristol, Exeter, Bournemouth, Plymouth and Newquay. Major ports are at Bristol, Plymouth, Poole and Falmouth.

Regional Facts

Geography and Demography

The region has the highest percentage of rural land of any English region.

It has the lowest population density of any English region at 219 persons per sq km (England: 395 persons per sq km). There is great variation in population density across the region, from Bristol, (3,870 persons per sq km) to West Devon district (46 persons per sq km).

Between 1998 and 2008 the South West had the third fastest growing population of the nine English regions (7.4%); England's growth (5.4%) over the same period was lower. The region's population increase is largely due to people moving into the region.

Framework for the Provision of Employment Related Support Services

A higher proportion of the population of the South West live in rural areas than in any other English region.

The region has a smaller proportion of working age people than England as a whole (59.8% compared to 62.1%) although Bristol, Exeter, Plymouth, Swindon and Bath & NE Somerset all have a higher percentage than nationally.

The non-white ethnic minority population is low in the South West with none of the 37 local authorities having a larger ethnic minority than the English average as a whole (9.1%, SW 2.4%) in 2001.

Economy and Gross Value Added (GVA)

The South West has one of the smaller economies of the English regions with a figure for Gross Value Added (GVA 2008) of about £97.8 billion, 9% of the total for England.

The latest available Industry sector data relates to the 2007 GVA. The three main generators of wealth in the region are: Real estate, renting and business activities (23%), Manufacturing (13%), Wholesale & retail trade (inc motor trade) (12%).

Tourism is a key industry in the South West, with a 2009 market share of 17% of England's domestic trips and 8.7% of overseas visits to England.

The number of VAT/PAYE registered businesses created in the South West fell by 8.1% from 2007 to 2008. The region ranked 5th for new business start ups out of the nine government regions in 2008.

The three year survival rate of South West business start ups that started in 2005 is 66.8%, higher than the England rate of 64.6%.

Employment and Earnings

The main employment sectors in the South West are public administration including defence, education and health which is proportionately higher than the England average, followed by financial, insurance, professional and related support. Retail and wholesale trade is the third largest sector, just above the national average. Agriculture, forestry, mining and quarrying plus tourism-related jobs (hotels and restaurants) also score higher than England, reflecting the rural and coastal geography of the peninsula.

The median annual gross workplace pay for South West full time employees is £24,183, the equivalent for England £26,138. This also varies substantially across the sub-regions: in Torbay it is £18,504, in South Gloucestershire £27,542.

Overall, the region's employment rates are high, with 76.6% of the working age population in employment compared with 73% for England as a whole.

Unemployment in the South West has remained consistently lower than the English average over recent years. However, this can mask a wide sub-regional fluctuation; claimant count rates tend to be higher in the south and west of the region, particularly in the winter.

The latest Annual Population Survey (Oct 08 – Sep 09) shows an unemployment rate for the South West of 5.9% of the economically active population aged 16 and over, compared to the higher English rate of 7.4%.

In common with other regional areas there has been a steady increase in unemployment as the economic downturn works its way through. Among South West counties and unitary authorities the highest unemployment rates are in Swindon (8.2%), Torbay (7.7%) and Bournemouth (7.6%).

In the latest Index of Multiple Deprivation, 113 (3.5%) of the region's Super Output Areas (SOAs are a unit of geography used in the UK for statistical analysis) are ranked within the most deprived 10% in England. Just under half of these areas are in Bristol and Plymouth but the remainder are spread across 16 local authorities, highlighting small pockets of deprivation across the region. Around 179,000 people live in these areas.

Education

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51.8% of young people in the South West's schools gained 5 or more A* to C grades at GCSE or equivalent inc Eng & Maths. (Eng all schools: 49.8%). Bristol has the tenth lowest GCSE success rate among LEAs in England. In 2008/09 40.2% of pupils in its maintained schools achieved 5 or more A* to C grades.

The South West has a relatively high skills level among adults with only 6.4% of the economically active working age population having no qualifications (Eng: 8.5%). 51.7% of the working age population is qualified to NVQ Level 3 or above (Eng: 50.5%). 31% are qualified to NVQ Level 4 (graduate level) or above (Eng: 32%).

Transport

South West residents make the most journeys by car and the least journeys by public transport of any English region. People in the South West have some of the least accessible bus services in England with only 82% living within a 13-minute walk of an hourly service (Eng: 90%).

Delivery Information

The South West is currently split into four Jobcentre Plus delivery Districts these are:

Devon and Cornwall (D&C)

Serves its customers through a network of 22 JCP offices, managed in 5 Zones. These are: Cornwall Zone, which includes Newquay, St. Austell, Bodmin, Penzance, Penryn, Redruth, Helston, Truro and Liskeard. Plymouth Zone, which includes Plymouth and Devonport. South Devon Zone, which includes Torquay, Newton Abbot, Brixham and Totnes. Exeter and East Devon Zone, which includes Exeter, Honiton and Tiverton. North Cornwall and North Devon Zone, which includes Barnstaple, Bideford, Bude and Launceston

As of June 2010, D&C had benefit registers of 41,926 Employment support Allowance and Incapacity Benefit customers and 24,443 Jobseekers Allowance customers.

Dorset and Somerset (D&S)

Serves its customers through a network of 12 JCP offices. The main delivery sites are in Bournemouth, Winton, Poole, Weymouth, Yeovil, Taunton and Bridgwater with smaller sites in Bridport, Blandford, Minehead, Wells and Frome

As of June 2010, D&S had benefit registers of 26,636 Incapacity Benefit and Employment Support Allowance customers and 15,810 Jobseekers Allowance customers.

Gloucestershire, Wiltshire and Swindon (GWS)

Serves its customers through a network of 12 JCP offices. The offices are located in Coleford, Cinderford, Tewkesbury, Cheltenham; Gloucester; Stroud; Cirencester; Swindon; Chippenham; Devizes; Trowbridge and Salisbury.

As of June 2010, GWS had benefit registers of 23,102 Incapacity Benefit and Employment Support Allowance Customers and 20,290 Jobseekers Allowance customers.

West of England (WoE)

Serves its customers through a network of 11 JCP offices. The offices are located in Bath, Bedminster, Bishopsworth, Clevedon, Central Bristol, Easton, Horfield, Kingswood, Shirehampton, Weston-super-mare and Yate.

As of June 2010, WoE had benefit registers of 24,014 Incapacity Benefit and Employment Support Allowance customers and 18,330 Jobseekers Allowance customers .

Please see below for additional District information:

Devon and Cornwall

Devon and Cornwall are large geographic counties which include areas of considerable deprivation – generally at ward and neighbourhood level. There are rural areas which are isolated due to a lack of public transport, and coastal outlets where economy is heavily dependant on tourism. Devon and Cornwall has a spectacular coastline, areas of outstanding natural beauty and two National Parks. The environment is a major asset and is a driver of future economic success. Devon has 3 significant urban centres – Plymouth, Exeter and Torbay. Devon also has three prisons and a disproportionate number of offenders opt to resettle in the district.

The vast majority of employers operate within a locally dominated economy. Their skills needs are dictated by the local labour market and serviced by locally based education and learning providers.

93% of businesses are small, employing less than 25 people and less than 1% employ over 200 people. Average earnings in Devon and Cornwall are amongst the lowest in the country. The service sector remains one of the main sources of work with around one in ten employed in the hospitality industry. About 30% of all employment is in the public sector and current public sector efficiencies with potential redundancies are a cause for concern, particularly in Plymouth. There is a high rate of part-time and self-employment and a high % of work opportunities are seasonal.

Partnership working is well developed in the two counties and a number of forums exist to share information and make efforts to tackle the worklessness and other agendas with much co-operation between statutory and third sector organisations. The Devon and Cornwall Business Council (DCBC), is a private sector led, sub regional economic partnership. Over 70 constituent national, regional and local private and public sector organisations are represented at quarterly meetings designed to enhance the competitiveness of the region and facilitate economic development.

The Devon and Cornwall Jobcentre Plus district covers the two whole counties of Devon and Cornwall and the Isles of Scilly. It has three Unitary Authorities – Cornwall, Plymouth and Torbay and the remainder of Devon is sub divided into 8 Local Authority Districts.

Cornwall and the Isles of Scilly

The Convergence Programmes

Cornwall and the Isles of Scilly is the only area in England to have EU Convergence status. This means the area has additional, ring fenced investment for economic regeneration to enable the local economy to grow and converge with the EU average. There are two Convergence Funds: the European Regional Development Fund (ERDF) and the European Social Fund (ESF). ERDF invests in

Framework for the Provision of Employment Related Support Services

transformational infrastructure and business support, including workspace and business orientated research and development. ESF invests in people, equipping them with the confidence, skills and competencies to move into work and to gain skills in the workplace. Full details and commentary on the Convergence Programmes is available at www.convergencecornwall.com. A freephone information service is also provided on: 0800 028 0120

Cornwall Works

Cornwall Works is Cornwall and the Isles of Scilly's strategy to reduce worklessness, developed on behalf of the Cornwall Strategic Partnership and championed by the newly formed Employment and Skills Board. Cornwall Works is an approach to tackling worklessness that makes the best and most efficient of all of the resources available in the area, joining up delivery across organisations and projects to develop an overall programme of support where anyone that needs help on their pathway back to work can have it. It is embedded into the Regional ESF Framework for Cornwall and the Isles of Scilly and into Cornwall Councils Economy White Paper. Cornwall Works provides:

- A strategic approach to joining up delivery, including delivery of multi-agency training and awareness sessions;
- A universal brand that all providers delivering employment and skills activity for workless adults are asked to use;
- A "hub" or central point of information/resource for organisations and individuals to use. The hub is coordinated through Inclusion Cornwall - a key thematic partnership. The Cornwall Works web-site is currently being revised to make it more accessible and to provide search tools so that partners and individuals can find the support they need. The old website had therefore not been fully updated. The new site will be available in the autumn and will retain the domain: www.cornwallworks.org.uk
- A vehicle for pooled funds that are used to provide additional support for individuals, where this cannot be accessed through other means and to pilot new approaches to delivery with a view to mainstreaming.

Partnerships in Cornwall

The Cornwall Strategic Partnership is the high level partnership for Cornwall and is supported by eight thematic partnerships. Most relevant to the worklessness agenda are Inclusion Cornwall, the Cornwall and Isles of Scilly Economic Forum, the Children's Trust and the Health and Wellbeing Board. Cornwall has recently seen a transition from a two-tier local authority area to a unitary authority area with Cornwall Council replacing the former Cornwall County Council and the six District Councils. This had led to a review of the supporting partnership structure and it is likely that the landscape will change over the coming 12 months.

Cornwall Council has recently convened a Public Sector Group, chaired by the Chief Executive of the Council, and involving the senior leaders from public sector organisations in Cornwall. The group is focussing on delivering efficiencies and maximising opportunities for excellence in customer service through "total place" approaches and is currently developing a programme of work to take this forward. Most relevant to the worklessness agenda is a proposed focus on the 250 families requiring the most intensive interventions and the development of public service hubs - although it should be noted that these are only proposals at the time of writing.

Devon, Plymouth and Torbay

Each Local Authority has its own Strategic Partnership and Children's Trust Board, with collaboration across administrative boundaries. There are worklessness forums sitting under the Strategic Partnerships in Plymouth, Torbay and Devon led by Jobcentre Plus Partnership Managers. Most activity is focused on the most deprived areas in Torbay, Plymouth, North Devon, Rural Torridge, Exeter and parts of Teignbridge.

Jobcentre Plus is represented on the Devon Economic Partnership, Productive Skills for Devon group and the four Employment and Skills Boards, covering the travel to work areas of Plymouth; Torbay and South Devon; Exeter and Heart of Devon; and Northern Devon.

Using the 'total place' approach the three top tier local authorities, working with statutory and third sector partners, are focusing on service transformation and efficiency based on three themes: economic inclusion; integrated offender management for clients with complex needs; and multi-agency intervention to improve the outcomes of children who live in chaotic family circumstances.

Dorset and Somerset

Delivers to a widely varied demography ranging from dense urban areas around Bournemouth and Poole, to largely rural areas across North and West Dorset and West Somerset.

Customers in smaller towns and the rural parts of the District face access problems caused by limited public transport, so any delivery solution must consider how to deliver evenly across the patch, rather than just in the main towns. Any proposal should also bear in mind the specific needs of disadvantaged groups such as those with disabilities, lone parents who may need to travel with young children and so on. Therefore accessibility for those with limited travel options is a key priority.

Gloucestershire, Wiltshire and Swindon

The District covers 3 Local Authority areas - Gloucestershire is a two-tier Authority. Wiltshire and Swindon are both Unitary. The District is made up of areas containing small but busy market towns; very rural areas served poorly by public transport and a few urban centres.

Key delivery locations are Swindon, Cheltenham, Gloucester, Stroud, Trowbridge, Salisbury, and Chippenham. Given the size of the local population, flexible delivery options will need to be considered in the remaining market towns in west Wiltshire, the east Wiltshire area around Devizes and Marlborough, Cirencester and east Gloucestershire and the Gloucestershire Severn Vale area including The Forest of Dean, Dursley and Cam.

GWS is one of four delegated flexibility pilot Districts (Glasgow, Greater Manchester Central, South West Wales and Gloucestershire, Wiltshire and Swindon).

West of England

West of England comprises of four Local Authority areas, Bristol - a large city with areas of deprivation, South Gloucestershire, Bath & North East Somerset and North Somerset.

Partnership working is well developed, for example, Jobcentre Plus are represented on the West of England Partnership through the Skills and Competitiveness Board. This partnership ensures consistency with wider visions and strategy concerning

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worklessness, skills and economic growth. All four Council Cabinets (Bath & North East Somerset, Bristol City Council, North Somerset, and South Gloucestershire) are represented. WoE Skills and Competitiveness Board are also very keen to establish a Local Enterprise Partnership and Bristol will be one of the Cities to have an elected Mayor.

A large number of workless individuals within WoE are concentrated within small geographical areas that are cut off from the relative prosperity across the rest of the District. Just 11(9 in Bristol and 2 in North Somerset) wards in the West of England account for over a quarter of all workless customers. These wards are home to 31% of Jobseeker Allowance customers; 25% of Incapacity Benefit/ESA customers and 34% of lone parents in receipt of Income Support. Low skills and worklessness are connected. Many people claiming out of work benefits lack the skills required to secure and sustain employment. The proportion of those with no qualifications amongst those claiming benefit is 3 - 4 times higher than those in work. In these 11 wards, 55% of all adults are qualified to level 2 and 37% have no qualifications at all (compared to WoE averages of 41% and 24% respectively).

Kingsweston, Southmead and Lockleaze in North Bristol - 54% of customers are in receipt of ESA/IB

Ashley, Lawrence Hill and Easton in East Central Bristol - A diverse population of mixed ethnic groups.

Filwood, Hartcliffe and Whitchurch Park in South Bristol - high level of lone parents at 7% - this is almost four times the proportion for WoE as a whole. In June 2010, Jobcentre Plus launched a two year Outreach Project - based in Filwood - called South Bristol Works which, working in partnership, engages with those furthest from the labour market to support them into employment.

Weston-Super-Mare South and Weston-Super-Mare Central in North Somerset - a quarter of the entire working age population are in receipt of IB/ESA and 5% claim lone parent benefits.

ESF Information

The ESF Regional Competitiveness and Employment Co-financing Plan seeks to reduce unemployment and inactivity across the South West, excluding the Convergence Area of Cornwall and the Isles of Scilly, by helping to tackle barriers faced by disadvantaged groups.

Cornwall and the Isles of Scilly is the only area in England designated under the Convergence Objective. As such it has additional investment from the EU to establish the momentum for transforming the economy that will make a long term difference to the people of Cornwall and the Isles of Scilly. Convergence consists of two funds ERDF and ESF.

The ambitions for the ESF Convergence Programme are set out in the ESF Framework for Cornwall and the Isles of Scilly, which has recently been updated in preparation for delivery of the second phase of the programme. The DWP and SFA co-financing plans and the HE Framework for ESF Convergence set out how ESF will be delivered. Locally DWP ESF is managed through the Jobcentre Plus Regional ESF Manager for Cornwall and the Isles of Scilly.

Convergence status means that Cornwall and the Isles of Scilly has a higher level of ESF investment per capita than anywhere else in England, reflecting specific employment and skills challenges in the area. This enables more intensive provision, the ability to deliver in different ways and to pilot innovative new approaches. The ESF Convergence programme is delivered through 2 main priorities; Priority 4 – tackling barriers to employment and Priority 5 – raising the skills of the workforce. DWP ESF provision is all delivered through Priority 4.

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ESF Convergence is one of a number of programmes that delivers “Cornwall Works” - Cornwall’s strategy to reduce worklessness and raise employment rates. Cornwall Works sets the strategic context for the delivery of Priority 4 of the ESF Convergence programme. Cornwall Works is not a delivery organisation but a nationally acclaimed strategic approach that:

- brings together and coordinates current employment and skills activity – regardless of funding stream
- develops progression routes
- maps current provision against demand
- identifies and evidences gaps in delivery
- addresses gaps through the most efficient route e.g. flexing current provision, piloting new approaches, feeding into the commissioning plans of key partners

In addition to this strategic approach, Cornwall Works provides:

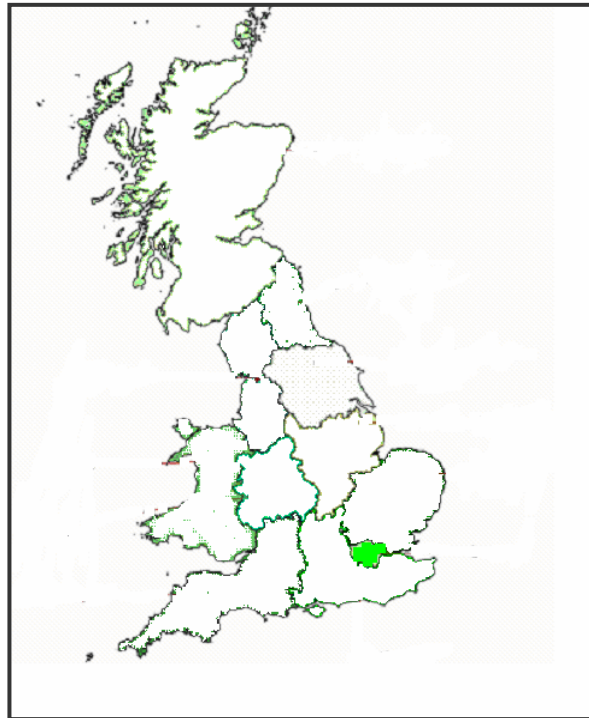
- a single brand for the delivery of employment and skills activity for workless people that all providers are encouraged to use
- a central hub of resources for partners, individuals and employers
- a vehicle for pooled funds to pilot new delivery approaches, add value to current delivery and to respond quickly to needs that cannot be met from within existing delivery

For more information about the Convergence ESF Programme or Cornwall Works, please visit www.convergencecornwall.com

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 3 – London



Jobcentre Plus Districts

Central London; City and East London; Lambeth, Southwark and Wandsworth; North and North East London; South London; West London.

Regional Information

London is made up of 32 boroughs (equivalent to unitary authorities) and the City of London, which cover an area of 1,572 sq km. It has 7.62 million inhabitants which represent almost 15 % of the population of England.

The scene in London is complex and multi layered with a Mayor who sets the vision for London through strategies and policy development, 32 London Boroughs and London Councils who are their representational body (rough equivalent to LGA nationally).

London is Europe's richest city and is a key global financial centre. Inner London has a per capita GDP over three times the EU average.

London also has some of the most deprived areas in the UK with high levels of worklessness, crime, health and educational inequalities. For example, 28 % of London's neighbourhoods are within the top 20 % most deprived in England.

The 2001 Census shows almost 30% of London's population belongs to a minority ethnic group, making it one of the most diverse and culturally rich cities in the world. Over 300 languages are spoken in the city and there are at least 50 non-indigenous communities of 10,000 people or more.

London's labour market is significantly different from the rest of the UK. These differences are important in understanding why London can have both the most dynamic economy in the UK as well as one of the lowest employment rates of all 9 regions in England.

London is a very large, diverse economy, which generates one fifth of the UK's total tax revenues. It has a large, complex labour market with travel to work areas that criss-cross the capital and extend out deeply into the surrounding regions.

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London has a very open labour market attracting people from around the world. This means that there are high levels of competition for entry level jobs. So London's businesses do not face major skills gaps due to people moving to work in London or commuting daily.

Which means many Londoners are not sharing in this economic success with one in three working age Londoners out of work and one in five Londoners lacking functional literacy and numeracy skills.

Added to this, London is a high cost location with significant extra costs for housing, transport and childcare than elsewhere in the country, providing higher hurdles to moving from benefit into work

Therefore London's challenge is to equip more Londoners to compete successfully for jobs alongside workers from across the UK and around the world.

Regional Facts

Geography and Demography

London is a key visitor attraction with the number of people visiting the capital's tourist and cultural attractions. After the financial and business sector tourism is London's second largest industry.

The overall population density of London was 4,800 people per square kilometre, but there were considerable differences between the boroughs. The most densely populated boroughs were Kensington and Chelsea with nearly 15,000 people per sq km, and Islington with nearly 13,000. (ONS)

London's age structure also differs from the UK's. In 2007, 44% were in the age band 20 to 44 compared with only 35% of the UK population. (ONS)

The region received 160,000 international migrants in 2007, equivalent to 2% of its population. Migration to London from the rest of the UK accounted for a further 160,000 new residents. (ONS)

English is an additional language for over half of primary school pupils in Inner London compared to 15.2 % for England.

London is the most ethnically diverse region in the UK. Of the 20 most ethnically diverse councils in the UK, 19 are in London.

A third of all Londoners were born outside the UK, compared with 12% of the population of the UK. The region had nearly 40% of all foreign-born residents in the UK. (ONS)

Economy and Gross Added Value (GVA)

In 2008 London's GVA – a key measure of the economic performance of a region – was over £265 billion. It represented 21%, the largest regional share of the UK total. Inner London contributed 67% to London's GVA in 2007 and 14% to the UK's total GVA. (ONS)

The real estate, renting and business activities sector contributed the most to London's GVA in 2007 (30%) followed by financial intermediation which contributed 18%. (ONS)

London has the highest level of business start ups in the UK.

Employment and Earnings

London's working-age employment rate was one of the lowest among English regions at 68.5% in the period January to March 2010, similar to the North East. This compared with 72.0% for the UK. (ONS)

The unemployment rate in London stood at 9.1% in the fourth quarter of 2009, higher than the UK rate of 7.8%. (ONS)

Gross disposable household income (GDHI) per head of London residents was the highest of all regions. At £19,000 in 2008 it was 28% higher than the UK average.

GDHI per head in Inner London was £22,100 and in Outer London it was £17,000. In

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April 2009, the median gross weekly earnings for full-time employees on adult rates who were resident in London was £599, higher than the UK median of £489. (ONS)
Education

In London, 50.6% of pupils achieved five or more grades A*–C at GCSE level or equivalent including English and mathematics in 2007/08, compared with 47.7% for the UK as a whole. (ONS)

Over 40 % of working age adults in London have a degree level qualification or higher, compared with 30.5 % in England.

Delivery Information

There is an expectation that the provider(s) will work very closely with LAs in London.

The Mayor plays a key role in working with Jobcentre Plus on the workless agenda and is keenly interested in being involved in the shape of future service delivery. The Mayor is responsible for: Transport (TfL); economic development; spatial planning; Metropolitan Police Authority; London Fire and Emergency Planning Authority; and London Skills and Employment Board (LSEB) and strategic lead for Adult skills funding.

The LSEB is an employer led board made up of employers from both the private and public sector and includes the main delivery agencies in London Jobcentre Plus/DWP, Skills Funding Agency and London Development Agency and the Voluntary Sector.

The LSEB has 3 main strategic aims:

1. Working with employers to support them in developing their businesses and keeping London's economy competitive to provide more job and skills opportunities to Londoners.
2. Supporting Londoners to improve their skills, job and advancement prospects through integrated employment support and training opportunities.
3. Creating a fully integrated, customer-focused skills and employment system.

The Olympics presents a particular opportunity for London which will stage the 2012 Olympic Games and Paralympic Games at 19 venues across the capital. During Games Time there will be an anticipated 500,000 visitors a day to East London. The Games will be serviced by 120,000 paid employees and 70,000 volunteers.

Other key groups within London are:

The 6 Host Boroughs - Sub regional partnership including Hackney, Newham, Tower Hamlets, Waltham Forest, Greenwich and recently added Barking and Dagenham. Objective is to oversee the Olympics and ensure lasting legacy and along with other LS in London are increasingly demonstrating an interest in Jobcentre Plus work, and contributing to future delivery strategy.

West London Working - covering Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, and Hounslow. Brings together the agencies responsible for employment and skills to reduce the high number of West London residents not in employment.

The South London Partnership comprises six south London councils namely, Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth. Our purpose is to promote and represent the interests of the south London sub-region, particularly in regards to economic development and transport planning.statement.

Central London Forward (CLF) - sub-regional strategic organization representing the seven central London local authorities: Camden, City of London, Islington,

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Kensington and Chelsea, Lambeth, Southwark and Westminster. CLF's primary objectives are: To influence policy on major issues affecting Central London, To promote the strategic importance and needs of Central London, To identify and facilitate coordinated working on areas of mutual interest to partners.

The Local Authorities in varying degrees are demonstrating a very keen interest in the worklessness agenda and across Departmental boundaries such as "Total Place". They are keen to input their views, shape the structure of future delivery and in some cases to be part of it. This is very much an evolving agenda with them, and not all demonstrate the same level of interest but this is likely to increase rather than decrease with the Coalitions thinking on localisation.

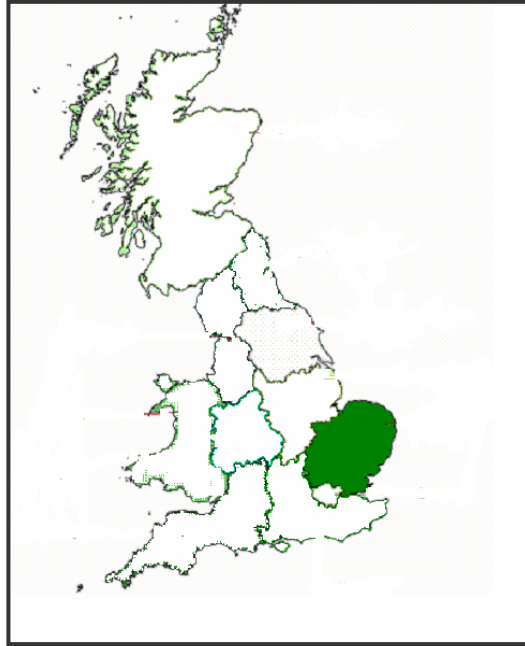
The employment agenda includes some specific large hubs, such as Heathrow, Westfield and Brent Cross.

ESF Information

ESF priorities reflect the general characteristics of London and its population. A particular priority is focusing on ESOL customers

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 4 - East Of England



Jobcentre Plus Districts

Norfolk; Essex; Cambridgeshire and Suffolk; Bedfordshire and Hertfordshire.

Regional Profile

The East of England has one of the fastest growing economies in the country. Over 75 % of the land in the East of England is used for farming. This not only highlights the importance of the farming industry on the landscape and local rural economies, but is reflected in the high number of food processing and supply chain businesses in the region.

There are three designated growth areas wholly or partly in the Region: the whole of the London-Stansted-Cambridge-Peterborough growth area and parts of the Thames Gateway and Milton Keynes & South Midlands areas. In these areas, additional homes, jobs and infrastructure will be provided over and above those already planned in Regional Planning Guidance.

The East of England had one of the highest employment rates among the English regions and its businesses invested more in research and development than those in any other region. (ONS)

Unemployment in the recent economic downturn has affected the younger working age group; however the over 50's are more than 3 times more likely to remain unemployed if made redundant. ('Capitalising Innovative Approaches towards demographic change, ESF6 CIA Project Action Plan for the East of England', prepared by London Metropolitan University, East of England Development Agency (EEDA) and Age UK)

The region is some 19,109 sq km in area with major population areas in Luton, Norwich, Cambridge, Peterborough, Stevenage and Ipswich.

Regional Facts

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Geography and Demography

The East had a population of 5.7 million in mid-2008, an increase of 4.6% since 2003. This compares with an overall increase of 3.1% for the UK over the same period. The East of England has one of the fastest growing populations in the UK and is projected to continue growing at a faster rate than the UK as a whole. It is projected the region will have 6.8 million residents by 2026; 20% more than in 2006. Population density of 300 residents per square kilometre is above the UK average of 250 but below the England average of 395. It was highest in Luton Unitary Authority with 4,400 people per sq km and lowest in Kings Lynn and West Norfolk and Breckland local authority districts with 100 people per sq km (ONS)

It has the highest total net migration rate of all the English regions; nearly two thirds of this was due to international migration. (ONS)

Statistics show that 87% of the region's population classed themselves as White British in 2007. Of the local authorities, Luton had the lowest proportion of White British at around 60%. (ONS)

Economy and Gross Value Added (GVA)

The East of England is responsible for 9% of the UK's GVA – a key measure of the economic performance of a region. The region's headline GVA was £111.6 billion in 2008. (ONS)

Over 75% of East of England's GVA in 2007 was derived from services, the third highest proportion of all regions. In December 2009, over 19% of employee jobs were in the wholesale and retail sector, higher than any other region. The East of England was responsible for 13% of the UK's agriculture and fishing GVA. This was the highest proportion after Scotland and similar to the South West. Manufacturing generated a similar proportion of GVA and employee jobs to the national average.

Employment and Earnings

In April 2009, the median gross weekly earnings for full-time employees on adult rates who were resident in the East was £509, higher than the UK median of £489. Disposable household income (GDHI) in the East of England has remained consistently above the UK average since 1997. At £15,500 per head in 2008, it was the third highest and four percentage points above the UK average. Within the region, it ranged from £12,100 in Luton to £18,800 in Hertfordshire. (ONS)

The employment rate for the region's working-age residents was one of the highest among English regions at 75.7% in January to March 2010, a decrease from 77.7% in the same period in 2009. The unemployment rate (for those aged 16 plus) was 6.6%, one of the lowest rates among the regions. (ONS)

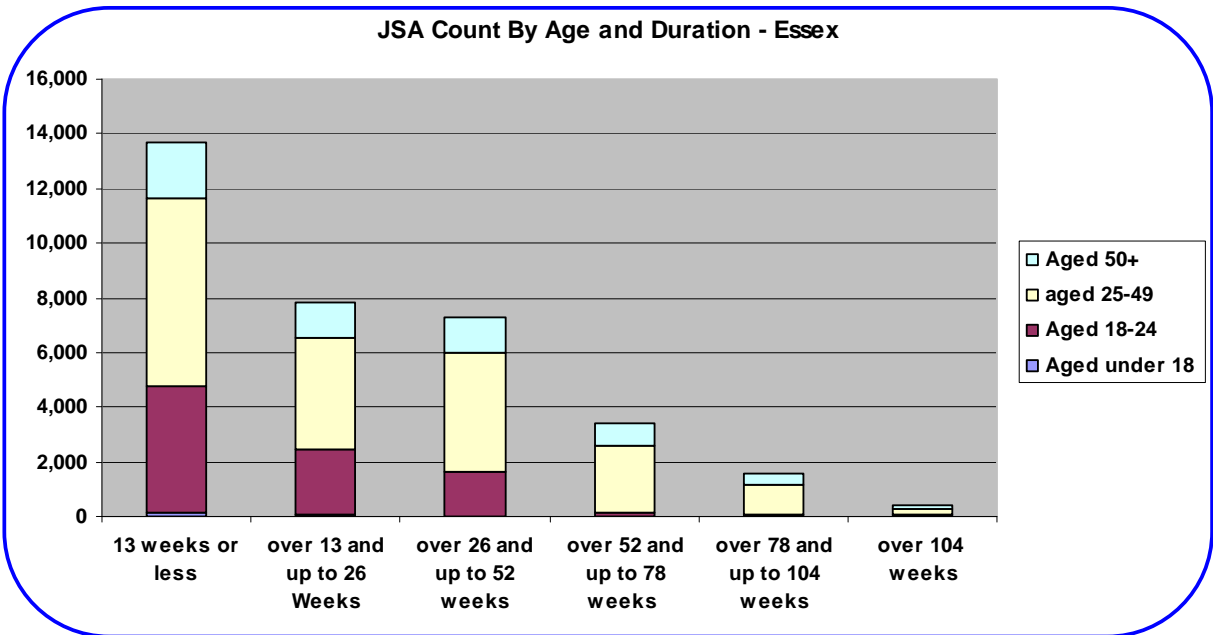
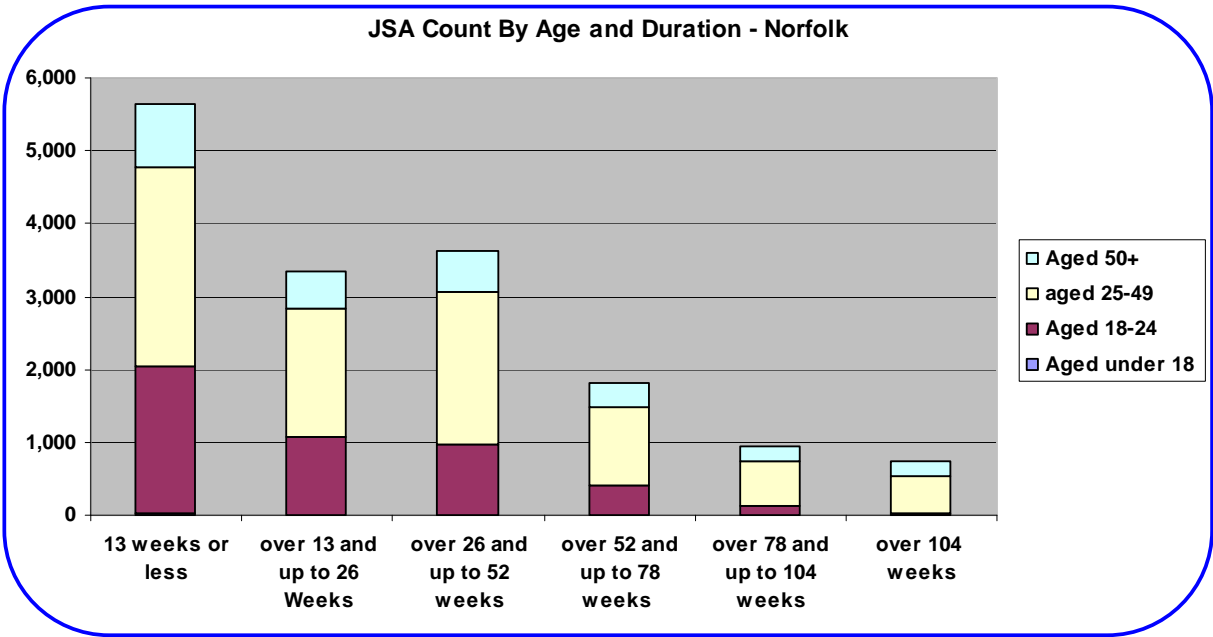
A lower proportion of children in the East (12%) lived in workless households in the second quarter of 2009 than the England average of 17%. (ONS)

Education

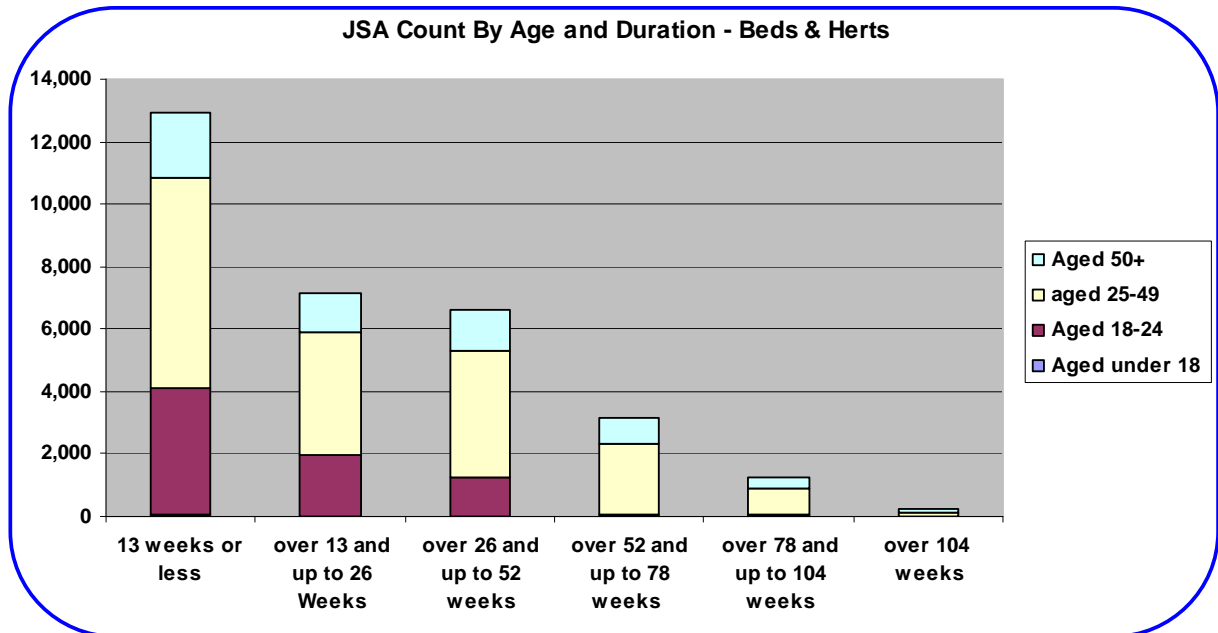
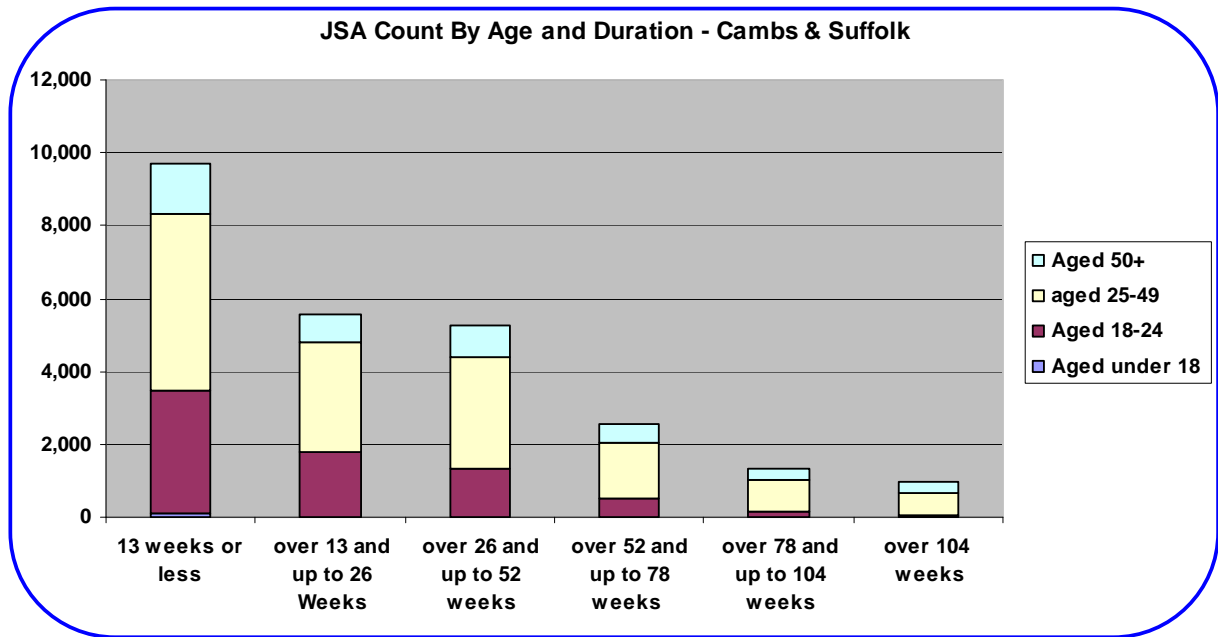
50.3% of pupils achieved five or more grades A*–C at GCSE level or equivalent including English and mathematics in 2007/08, compared with 47.7% for the UK as a whole. (ONS)

Delivery Information

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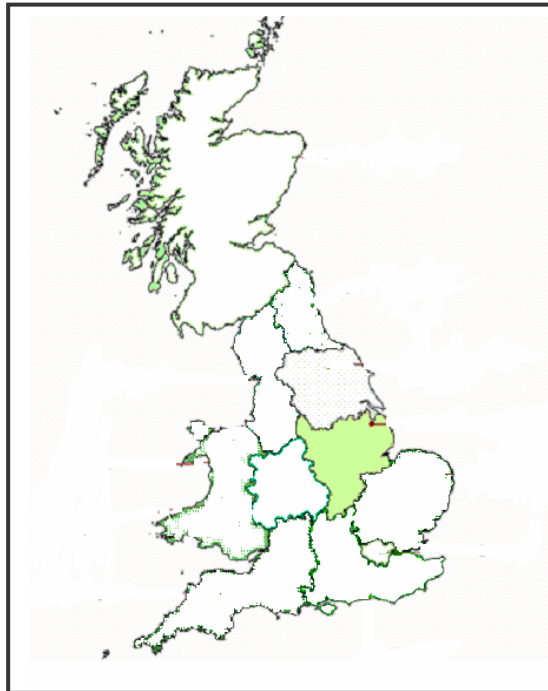


ESF Information

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 5 - East Midlands



Jobcentre Plus Districts

Derbyshire; Lincolnshire and Rutland; Leicestershire and Northamptonshire; Nottinghamshire.

Regional Profile

The East Midlands is a large and diverse region, containing the historic counties of Nottinghamshire, Lincolnshire, Rutland, Northamptonshire, Derbyshire and Leicestershire and the cities of Nottingham, Lincoln, Derby, Leicester and the county town of Northampton. With a population of just under 4.3 million, the region is more than 90 % rural.

The region has a varied and resilient industrial base with a strong tradition in manufacturing as well as growing strengths in the service sector. It also boasts excellent centres of learning and research in its eight universities.

The East Midland's varied environment contributes much to its identity, and to the quality of life of its population. It boasts some significant environmental assets, such as the Peak District National Park and the Lincolnshire Wolds are of outstanding national beauty. The Peak District, especially, provides significant resource for leisure and tourism.

Regional Facts

Geography and Demography

The population of the East Midlands increased at the fastest rate of any English region between 2001 and 2007, rising by 5.0% compared with 3.1% for the UK. If current trends continue it is projected the region will have 5.3 million residents by 2026, (ONS)

There was net migration into the region of 52 people per 10,000 residents in 2007 of which about two-thirds were of international origin.

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Estimates show that 88% of residents in the East Midlands classed themselves as White British in 2007, more than the English average of 84%. Leicester (58%) and Nottingham (76%) were the two local authority areas with the lowest percentages of White British residents. A quarter of the population in Leicester was estimated to be of Indian ethnic origin. (ONS)

Economy and Gross Value Added (GVA)

A greater proportion of East Midland's economic output came from manufacturing than in any other country or region of the UK in 2007. The region's headline GVA was around £80 billion in 2008. In 2007, nearly 22% of GVA was contributed by the energy, mining and manufacturing sectors; the largest percentage in this sector of any region or country. However, there are three other sectors which contribute more to GVA in the East Midlands: the largest contribution is from the financial and real estate sector followed by hotels, retail and transport and the other service sectors. (ONS)

Employment and Earnings

In April 2009, the median gross weekly earnings for full-time employees on adult rates who were resident in the East Midlands was £461, lower than the UK median of £489. Gross disposable household income (GDHI) for East Midlands' residents was also the fifth highest, at £13,600 per head. It ranged from £10,400 in Nottingham to £15,300 in South Nottinghamshire (ONS)

The working-age employment rate in the East Midlands was 73.3% in January to March 2010 and the unemployment rate for those aged 16 plus was 7.3 %. In the same period the employment rate in the UK was 72.0% while the unemployment rate was 8.0%. (ONS)

The region has an above-average proportion of residents employed in routine occupations requiring a low level of skills or qualifications, 13% in 2008 compared with 11% in the UK. By contrast, occupations which require the highest qualifications were under-represented, at 39% of all employed residents compared with 43% in the UK. (ONS)

Trend in the employment is downward - currently 73.4% (2% decrease on the year)

- 2.010 million people in employment - March'10 to May'10
- Employment has risen by 2,000 over the last quarter but down 47,000 on the year

Trend in working age unemployment is also downward

- Seasonally adjusted JSA claimant count was 98,700 in June '10, down 12,000 on the year.
- 161,000 (7%) of people were ILO unemployed, down 14,000 (0.6%) on the quarter and 6,000 (0.1%) on the year.
- Economically inactive rate is 20.7%, up 2.3% on the year. (ONS)

Demand for ESOL and Basic Skills is high, but provision/available funding is low. (ONS)

Education

In the East Midlands, 47.0% of pupils achieved five or more grades A*-C at GCSE level or equivalent including English and mathematics in 2007/08, compared with 47.7% for the UK as a whole (ONS)

Delivery Information

Derbyshire

- Rural issues particularly in the High Peak where transport links are not good
- Ex coalfields area where there are partnership networks in place and these areas tend to have high numbers of customers on Incapacity Benefit
- Specialist industries in Derby City, i.e. Rolls Royce, Toyota, and Bombardier (railways).
- Mix of ethnicity in Derby City and North East Derbyshire
- Public sector is a major employer

Nottinghamshire

- Potential for City Mayor
- Existing (and significant) partnerships "winding down"
- City is very diverse and dynamic, whilst county very rural
- Relationship between City and County Council is "challenging"
- Ex coalfield area in N Notts and significant pockets of IB customers
- DWP Community Outreach Project in N Notts
- Public sector is a significant employer

Leicestershire & Northants

- Potential for City Mayor
- Over 50% of Leicester City 's population is from an ethnic background, with over 50 languages being spoken
- In contrast to a thriving city and county town, the District is largely rural with associated issues, e.g. gaps in provision; limitations around public transport, etc.
- Logistics/warehousing are a significant feature of the District labour market
- Public sector is a significant employer
- Number of initiatives/pilots in Leicester, e.g. Right to Control and Total Place

Lincolnshire & Rutland

- One of the smallest JCP Districts, but geographically huge with familiar rural issue
- Low skill/low pay economy - sector skills that are particularly difficult to fill include high end skills jobs
- Sites for training and further education are limited
- Public transport is sparse in many areas and can be a barrier as timetables are not always compatible with local working patterns.
- General education levels in the county are lower than the Regional and national averages
- An ageing population with large numbers of people reaching retirement moving into the area. Conversely younger people are leaving the county to take up college and university places and not returning to Lincolnshire.
- Specific and long standing economic challenges have resulted in strong and inclusive local partnership.

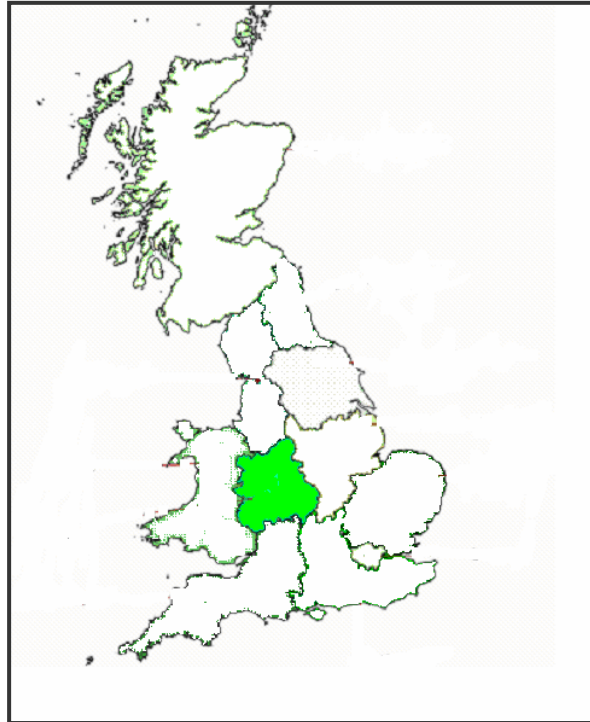
Framework for the Provision of Employment Related Support Services

ESF Information

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link:

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 6 - West Midlands



Jobcentre Plus Districts

Birmingham and Solihull; Black Country; Coventry and Warwickshire; Marches; Staffordshire.

Regional Profile

The West Midlands is a diverse and vibrant region that benefits from being located at the heart of the UK. The region covers an area of 12,998 sq km with a total population of 5.4 million. It comprises the counties of Shropshire, Staffordshire, Warwickshire and Worcestershire; the unitary authorities of Herefordshire, Stoke-on-Trent and Telford and Wrekin; and the seven metropolitan districts of Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton. The west of the region has large rural areas and there are also extensive rural areas in North Staffordshire. (ESF)

The largest city is Birmingham, home to 1,016,800 people with a population density of nearly 3,800 people per square kilometre. In contrast, two of the five most sparsely populated counties in England are also found in the region, Herefordshire Unitary Authority (82 people per sq km), and Shropshire (91 people per sq km). (ONS)

The West Midlands contains one of the largest conurbations in England, as well as some of the country's most rural and sparsely populated counties. It also has the most ethnically diverse regional population outside London (ONS)

More than half of the region's population live in the conurbations, while over 2 million reside in the region's rural counties which cover three-quarters of the region's area.

The West Midlands is at the heart of the country's road and rail network: motorways linking the North with the South East and South West meet in the West Midlands Metropolitan area; the main west coast line between London and the North West of England and Scotland passes through Birmingham and Coventry. The region also has a light rail system, Midland Metro, which links the centre of Birmingham to

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Wolverhampton. Birmingham International Airport, the UK's fifth largest, is situated 14 miles to the south east of Birmingham.

Regional Facts

Geography and Demography

Between 2001 and 2007 the population increased by 101,000, or 1.9%, significantly below the corresponding rate of 3.3% for England. Projections indicate that the rate of population growth will remain below the national average. Total population is projected to reach nearly six million by 2026 (ONS)

Statistics for 2007 estimate 17% of the region's population classified themselves as non-White British. Birmingham has the region's highest concentration, comprising 38% of its population. In sharp contrast, representation in certain satellite towns including Tamworth (6%) and Redditch (10%) is markedly below the England average of 16%, and is lower still (below 5%) in some more distant rural areas, such as Herefordshire UA and Staffordshire Moorlands local authority. (ONS)

The 2001 Census shows that over 83% of people of non white ethnic origin live in five Boroughs (Birmingham, Coventry, Sandwell, Walsall and Wolverhampton) with nearly half in Birmingham. The largest Black and Minority Ethnic groups (BME) are Asian or Asian British people who comprise 5.4% of the total West Midlands population, followed by Black or Black British people (2%). The employment rate for the ethnic minority population is 54% compared to 74.4% for the white population (Annual Population Survey April 2008 – March 2009). (ESF)

International migration resulted in a net inflow to the region of 18,000 across all ages. There was a net outflow due to inter-regional migration of 8,000. Aside from the 0 to 9 age band, there were net outflows across all age bands, with significant numbers moving to other regions in the 15 to 29 age range. (ONS)

In Birmingham, the population density is nearly 3,800 people per square kilometre. In contrast, two of the five most sparsely populated counties in England are also found in the region, Herefordshire Unitary Authority (82 people per sq km), and Shropshire (91 people per sq km). (ONS)

Economy and Gross Value Added (GVA)

The West Midlands contributes over 7% of the UK's GVA – a key measure of the economic performance of a region. The region's headline GVA was £94.5 billion in 2008. (ONS)

The region has undergone major economic restructuring over the past two decades, with the relative share of employment and wealth generation transferring from the manufacturing sector to service sectors. In 2007, manufacturing generated 16% of the region's total GVA, ahead of the UK average of 13%, but a significant decline from the sector's 33% share in 1989. The decline in the sector's relative contribution to total GVA accelerated after 1995, when its share stood at just under 30% on the GVA measure. Within manufacturing, the manufacture of motor vehicles, trailers and semi-trailers has experienced the most noteworthy decline in the West Midlands. The regional share of UK GVA in this specific division declined from 40% in 2001 to 20% in 2007 (ONS)

GVA per head, at £17,500, was ranked seventh among the nine English regions in 2008; 15% below the UK figure. (ONS)

The number of active businesses in the region grew by 6.2% between 2004 and 2008 (UK 7.7%) and by 0.7% between 2007 and 2008 (UK 2%). Source:

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Employment and Earnings

Labour Market survey data for September to November 2009 shows a seasonally adjusted employment rate of 70.5% (UK 72.4%). The seasonally adjusted Labour Market survey unemployment rate for September to November 2009 was 9.6% (UK 7.8%). The rate a year earlier was 7.3% (UK 6.2%).

In April 2009, the median gross weekly earnings for full-time employees on adult rates who were resident in the West Midlands was £457, lower than the UK median of £489. Gross disposable household income (GDHI) of West Midlands residents was also seventh, at £13,300 per head. (ONS)

Some 27.3% of the region's Super Output Areas (SOAs) fall within the 20% most deprived in England under the Indices of Multiple Deprivation 2007 and 15% fall within the most deprived 10%.

The seasonally adjusted Labour Market survey estimate of economically active people in the September to November 2009 period was 78.4% (UK 78.8%).

The employment rate for the region's working-age residents was 70.6% in January 2010 to March 2010. (ONS)

During the downturn, West Midlands recorded the highest unemployment rate among the English regions, peaking at 10.5% in May and June 2009. In the three months to March 2010 the unemployment rate had declined to 9.3%. (ONS)

The proportion of JSA customers who have been claiming JSA for more than 6 months has risen from 24% in March 2009 to 38% in October 2009 (ESF)

A higher proportion of children in the West Midlands (19%) lived in workless households in the second quarter of 2009, than the England average of 17% cent (ONS)

Education

The West Midlands has the highest proportion of people with no qualifications (at 15%) of all regions. Those seeking low skilled occupations are heavily over-represented among the unemployed in the region due to a fall in demand for these occupations. (ESF)

In 2007, 66% of economically active adults of working age were qualified to NVQ level 2 or above (England 68%). (ONS)

In 2009, 48.5% (46.1% in 2008) of pupils at the end of Key Stage 4 achieved 5 GCSE's at A*-C in English and Maths in maintained schools (England all schools average 49.8%) (ONS)

Delivery Information

The West Midlands is involved in a wide range of partnerships and initiatives covering specific groups e.g. homeless, refugees, people with learning difficulties. Often these initiatives are carried forward in partnerships with Local Authorities and specialist support organisations and other government departments.

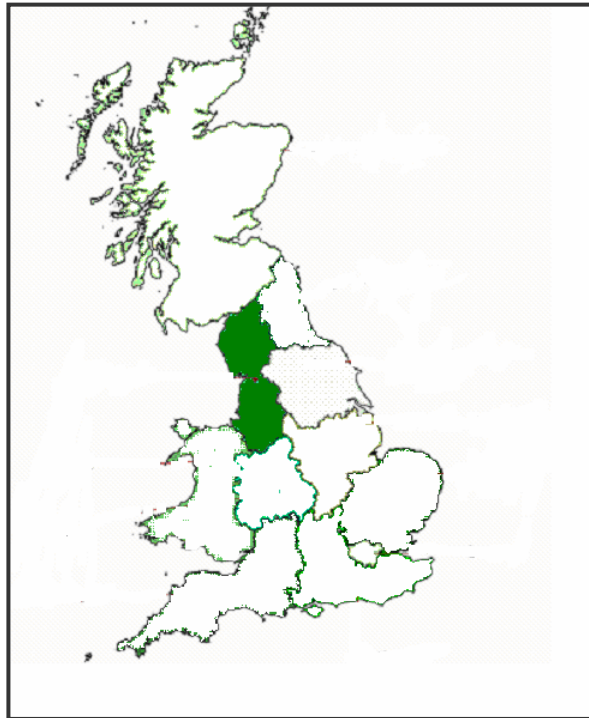
City Region covers 55 wards in the region where deprivation is highest. Staffordshire is not part of this initiative as are most of Shropshire and Hereford and Worcestershire. Included in this initiative is the multi area agreement which focuses on employment and training.

ESF Information

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 7- North West



Jobcentre Plus Districts

Cheshire, Halton and Warrington; Cumbria and Lancashire; Merseyside; Greater Manchester East and West; Greater Manchester Central.

Regional Profile

The North West is a region of contrasts covering the five counties of Greater Manchester, Merseyside, Cheshire, Cumbria and Lancashire. With a population of 6.7 million, the North West is larger than several EU countries and has a diverse mix of people representing many ethnic groups. Four-fifths of the region is rural, but most people live in the urban areas; 60% of people in the two core conurbations of Greater Manchester and Merseyside.

In 2008 the North West region had the highest rainfall and the largest number of sites generating electricity from renewable sources in England. (ONS)

The region generates 11% of the UK's Gross Domestic Product, despite a decline in traditional manufacturing and engineering industries. New industries are growing - the region has the biggest film and television production industry outside London and Manchester Airport is the largest outside the South East. Areas such as Cheshire, southern Greater Manchester, Liverpool and Manchester city centres continue to grow, but many communities have yet to see the fruits of this urban renaissance. This is reflected in the continued presence of North West neighbourhoods high in the Indices of Deprivation.

Regional Facts

Geography and Demography

The population of the North West is projected to continue to grow, reversing the historical trend of a declining population. Within the region, Manchester showed the largest increase at 8.3 % between 2001 and 2007 with the population of Sefton UA decreasing by 2.4% (ONS)

The North West population is projected to grow to 7.5 million in 2026 – 10% more than in 2006 – compared with the projected England increase of 16%.(ONS)

The North West had the second highest population density in the UK with 490 people per square kilometre people in 2007, compared to the England average of 395. Within the North West, the population density varied substantially, ranging from 24 people per sq km in Eden local authority in Cumbria, to 4,100 per sq km in Blackpool. (ONS)

Statistics show that, compared with England as a whole, the North West had a higher proportion of the population classing themselves as White British (89%) in 2007. The lowest proportions were in Manchester (69%) and Blackburn with Darwen Unitary Authority (75 %). (ONS)

Economy and Gross Value Added (GVA)

The North West, out of all the regions and countries of the UK, makes the third largest contribution to the UK economy and makes the highest contribution to the UK's manufacturing industry GVA. The North West contributes almost 10% of the UK's gross value added GVA – a key measure of the economic performance of a region. The region's headline GVA was £120.7 billion in 2008, third largest of the nine English regions.(ONS)

The region was responsible for 40% of the UK's GVA from the manufacture of coke, refined petroleum products and nuclear fuel and 20% of UK manufacture of chemicals, chemical products and man-made fibres. It is also one of the main contributors to food products, beverages and tobacco and transport equipment manufacture. (ONS)

Employment and Earnings

In April 2009, the median gross weekly earnings for full-time employees on adult rates who were resident in the North West was £460, lower than the UK median of £489. GVA per head, at £17,555, was the fourth lowest among the English regions, 14% below the UK figure. Gross disposable household income (GDHI) of North West residents was also the third lowest, at £13,380 per head. It ranged from £10,880 in Blackburn with Darwen to £16,150 in Cheshire County Council area. (ONS)

The employment rate for the region's working-age residents was fifth highest among English regions; at 70.9% in January to March 2010. The region experienced one of the smallest regional falls in the employment rate compared with a year earlier. The unemployment rate (for those aged 16 plus) rose from 7.9% in January to March 2009 to 8.7% in January to March 2010. (ONS)

The North West has the second smallest proportion of self-employed people in the UK, less than 8 % of working-age people in 2008/09. The highest rate at local authority level in the North West is Cumbria around 11% – similar to the highest regional average (South West region). The lowest was Halton at just under 5%. (ONS)

The proportion of children living in workless households in the second quarter of 2009 was higher in the North West (19 %) than the England average (17%) (ONS)

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Education

In the North West, 47.4% of pupils achieved five or more grades A*–C at GCSE level or equivalent including English and mathematics in 2007/08, compared with 47.7% for the UK as a whole. (ONS)

Delivery Information

Greater Manchester

- Greater Manchester is currently divided into two Jobcentre Plus delivery districts:
 - Greater Manchester Central covering the local authority areas of Manchester, Salford and Trafford and
 - Greater Manchester East and West covering the local authority areas of Bolton, Bury, Oldham, Rochdale, Wigan, Stockport and Tameside.
- Greater Manchester Central (GMC) District is one of four Districts nationally piloting Delegated Flexibilities from April 2010. Their aim is to provide a tailored advisory service for each of our customers. Based on the specific needs of each customer, JCP personal advisors will decide the actions each customer needs to take to move them into work. The District will use new and innovative approaches, actively work with partners and is working towards flexing the eligibility for the range of programmes of support
- The Commission for New Economy is the strategic leadership body that promotes economic growth and prosperity in Greater Manchester helping to co-ordinate strategic priorities within the 10 Association of Greater Manchester Authorities (AGMA) and other partners, including Jobcentre Plus.
- AGMA have applied to become a New Combined Authority. Under the AGMA scheme, the New Combined Authority would take over responsibility for coordinating economic development, regeneration and transport provision across Greater Manchester. The consultation period for the proposal ended on 14 July 2010.
- As a Statutory City Region, Greater Manchester has a number of pilots across the 10 Local Authorities, incorporating Total Place. Each Local Authority has a pilot in a specific deprived area called “Better Life Chances”. Authorities are at different stages of development. The purpose of the pilots is to provide a stronger local structure for planning, management and coordination of renewal and mainstream public service activity, in order to offer a range of customised interventions to deal with different aspects of deprivation.
- Both Greater Manchester Districts have a high number of customers who are in receipt of Incapacity Benefit/Employment Support Allowance. At November 2009, these customers made up 51.6% of those claiming working age benefits in Greater Manchester, a total of 156,000 people, the highest number being Wigan with 51% and Stockport the lowest at 45.51%. (NOMIS). This customer group will bring particular challenges when included in the Work Programme. As well as physical issues that may need to be addressed, many IB customers will not have worked for many years, may also have mental health issues and will have lost confidence and motivation.
- Consideration also needs to be given to the specific needs of the ethnic minorities who have ESOL difficulties, 11% of Bolton’s population are Indian and Pakistani, whilst 13.9% of Oldham’s population and 11.4% of Rochdale’s are Black and Minority Ethnic (BME). Within the Manchester Authority, BME groups make up over 22% of the population.

Cumbria & Lancashire

- Geographically, one of the largest in the country and accounts for 71% of the landmass of the North West. Operating out of 28 offices based in all the local major towns/cities, which act as central hubs for customers to access. The district has a high rural customer base and access to services is further impacted by transport issues in some areas i.e. the Ribble Valley, Skelmersdale and the majority of Cumbria is poorly served by local bus routes.
- The district boasts four universities: University of Central Lancashire (UCLAN), University of Cumbria, Edge Hill University and Lancaster University, together with a host of Colleges of Further Education.
- Engage with 20 Local Authorities; of which 2 are Unitary Councils (Blackpool & Blackburn with Darwen); and 2 County Councils (Lancashire and Cumbria County Council), in total there are 472 wards of which 46 are severely disadvantaged. Jobcentre Plus works closely with the County Councils, Unitary and Local Authorities through Local Area Agreements. Local Area Agreements (LAA) set out the priorities for a local area agreed between them and central government (the local authority and Local Strategic Partnership) and other key partners.
- LAA's simplify some central funding, help join up public services more effectively and allow greater flexibility for local solutions to resolve local circumstances. The 4 LAAs in the district are:
 - Cumbria County, with 6 non unitary authorities;
 - Lancashire County, with 12 non unitary authorities;
 - the unitary authority of Blackburn with Darwen;
 - the unitary authority of Blackpool.
- There are also 2 Multi Area Agreements (MAA) in Lancashire:
 - Pennine Lancs MAA, with 5 non Unitary Authorities; and
 - Blackburn with Darwen;
 - Fylde Coast MAA, with 2 non Unitary Authorities and Blackpool.
- Jobcentre Plus has a proactive relationship with Skills Funding Agency, CXL, Business Link, Princes Trust, and various national/local voluntary organisations including Citizens Advice Bureau and the Probation Service.
- The total working age population of the district is just under 1.1 million. There are established ethnic minority communities in many parts of the district but mainly centred in East Lancashire and the city of Preston where some areas have twice the national average of ethnic minority residents.

Cumbria

- has a working population of approximately 296,800 men and women: The largest employer in the county is the public sector employing 52,000 people whilst around 43,000 work in retail. The manufacturing industry employs 37,000 - this figure, while declining in recent years, has not fallen to the same extent as it has in other parts of Europe. Tourism provides an important boost to the county's economy and 21,000 people work in hotels and restaurants across Cumbria. Perhaps surprisingly for a county where farming is so important, only just over 3,000 people are directly employed in agriculture. However the industry supports a further 10,000 jobs and the sector is crucial because the farmed areas tend to be the most sparsely populated.

Lancashire

- Lancashire has a working population of approximately 713,100 men and women. With a £21bn per annum economy and home to more than 41,000 businesses, Lancashire is one of the largest sub-regions in Britain in respect of its contribution to national output. Within the North West alone, Lancashire provides about a fifth of the region's total economic production of goods and services.
- The districts employment opportunities vary according to locations. Blackpool and the Lake District have a high percentage in tourism, East Lancashire has a manufacturing base, and Preston and Barrow are host to BAE systems offering high level engineering careers. West Cumbria is at the forefront when it comes to the global nuclear industry and boasts considerable expertise in renewable energy, including offshore wind farms, oil and gas. It's an integral part of Britain's Energy Coast™ Masterplan.

Merseyside

- Merseyside Jobcentre Plus District has 23 Jobcentre Plus offices and 5 Local Authorities and needs consideration to deliver over all 5 delivery sites, 1 in each Local Authority (LA) area and two in Sefton LA because of the geographical make up of that area. This is preferred to one super delivery centre in a central location. Delivery locations are crucial in ensuring access across a wide geographical area. Previously delivery centres have not always been in locations that have allowed customers on the fringes of a large District, such as Merseyside, to participate easily.
- Merseyside is the third City Employment Strategy Pathfinder in the North West with key strategic partnerships in place under Liverpool City Region formally known as City Employment Strategy (CES). The partnership is made up of DWP/Jobcentre Plus, Skills Funding Agency, North West Development Agency, 5 Local Authority areas of Liverpool, Wirral, St Helens, Knowsley, Sefton, which fall within Merseyside Jobcentre Plus and Halton which is part of Cheshire and Warrington Jobcentre Plus District. The Liverpool City Region Multi-Area Agreement (MAA) has four key component areas Economy, Employment and Skills, Housing and Transport which set out the strategic priorities for investment and delivery as part of a City Employment Strategy Single Investment Framework. The partnership aims to achieve both greater efficiencies and value for money by increasing performance and better outcomes.
- In Merseyside there are 58 different languages spoken by the population with a higher proportion of people speaking Polish, Cantonese, Arabic, Bengali, Turkish and Somali, with smaller proportions speaking Farsi, Portuguese, Mandarin, French, Spanish and Urdu.
- Current Partnership initiatives operating within Merseyside Jobcentre Plus are:
 - Step Closer 2 Work - supports customers 6 months plus in receipt of Incapacity Benefit or Employment Support Allowance within a specific postal code area of Liverpool;
 - Ways2Work - based in West Everton, Liverpool, supporting and sign posting families in receipt of any benefit into employment, education or training;
 - School Gates - operating out of 5 schools across Liverpool by engaging with families at the 'School Gates' offering information, advice and guidance to individuals wanting to returning to work,

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training, education or self employment. This initiative supports the Child Poverty agenda.

Cheshire, Halton & Warrington

- Cheshire, Halton & Warrington covers a large geographical area and includes areas of significant affluence together with wards of marked deprivation. JCP has 13 local service outlets within the District.
- The parts of Cheshire covered by the District include the larger towns of Crewe, Warrington and Macclesfield together with the City of Chester.
- Halton includes the towns of Runcorn and Widnes.
- Public transport links vary across the District and this, combined with the large geographical area, necessitate the requirement for several delivery locations.
- As a minimum, preferred delivery sites would be required in:-
 - Chester - to service Chester, Ellesmere Port and Neston
 - Winsford or Northwich to service Vale Royal
 - Macclesfield - to service Macclesfield, Wilmslow and Congleton
 - Crewe - to service Crewe and Nantwich (plus some Congleton customers).
 - Runcorn or Widnes to service Halton
 - Warrington
- Cheshire, Halton & Warrington engages with 4 Local Authorities, 2 of which are Unitary Councils (Cheshire West & Chester & Cheshire East) and 2 are Borough Councils (Halton & Warrington). The district has 206 wards of which 48 are severely disadvantaged.
- In November 2009, CHW District had 89,160 customers in receipt of Working Age Benefits of which 41,160 (46%) were in receipt of IB/ESA. This customer group will bring particular challenges when considering the content of the Work Programme. (Data:Nomis)
- The Halton Authority sits within the Liverpool City Employment Strategy (CES) and features in the planning within the Strategic Partnership and therefore engages with all partners referred to by Merseyside JCP District.
- Local Strategic Partnership Boards contribute to Employment, Learning and Skills, Health, Transport.

Closing the Gaps, Warrington - as part of the Warrington Borough Council's Sustainable Community Strategy, Warrington Partnership (which involves all Strategic Partners including Health, Police, Probation, and NHS etc) has prioritised 'closing the gaps in quality of life for our most disadvantaged communities'. Due to the stark differences in the quality of life of residents across the borough this aim seeks to address this geographical and social inequality. To achieve this, a Closing the Gap Programme has been developed, with these key public sector partners, as well as representatives from the third sector and local businesses, to develop new ways of working together, to help support our most vulnerable citizens and tackle inequalities.

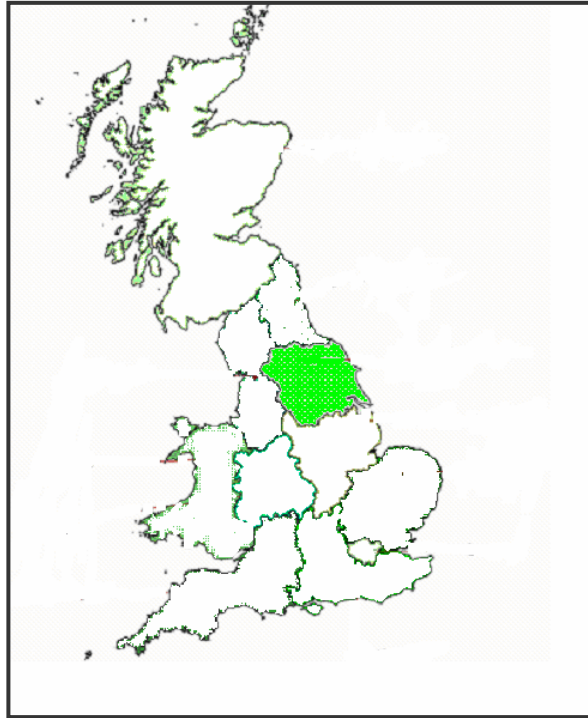
ESF Information

Within the current funding allocation 2007/13 the financial profile, output and results are separate for Merseyside within the North West Region. The financial allocation for Merseyside is ring fenced.

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 8 - Yorkshire And The Humber



Jobcentre Plus Districts

NE Yorkshire and the Humber; South Yorkshire; West Yorkshire.

Regional Profile

The region stretches from the towns, cities and ports of the East coast and both banks of the Humber estuary across the agriculturally rich East Riding, the North Yorkshire moors, the Vale of York and the Dales to the Pennines and the towns, cities and rural areas of West and South Yorkshire where the majority of the population lives.

In the past two decades, the region has suffered from the decline of traditional industries with substantial job losses in coal mining, steel, engineering and textiles. This has been offset by growth in public administration and the service sector. Leeds is now the second largest legal and financial centre outside London.

The north and east of Y&H are largely rural, the south and west are more urban and the region has 360 km of coastline. The region's two National Parks – the North York Moors and the Yorkshire Dales – are contained mainly within North Yorkshire and together make up a larger proportion of the region's area than any other English region. They accounted for 20% of the region's area in 2005, a figure matched only by Wales. A further 6% was contained within designated Areas of Outstanding Natural Beauty (ONS)

York has built a reputation as a Science City and a major tourist destination. Tourism across the region is worth around £2bn annually, and estimated to support some 140,000 jobs in the region.

Regional Facts

Geography and Demography

Yorkshire and The Humber had a population of 5.2 million (the third smallest of the nine English regions) in mid-2008, an increase of 3.7% since 2003. This compares with an overall increase of 3.1% for the UK over the same period. (ONS)

Y&H had a faster growing population than the UK as a whole. Between 2001 and 2007, the region's population rose by over 200,000 or 4.0% compared with 3.1% for the UK. It is projected that the region will have 6.1 million residents by 2026 – 19% more than in 2006. This is higher than the projected UK increase of 14 %. (ONS)

Statistics show that, compared with England as a whole, Y&H had a higher proportion of the population classing themselves as White British (88%) in 2007. The region had the third highest proportion of Asian or Asian British (6%). The three local authorities with the largest populations in these ethnic groups were Bradford (21%), Kirklees (12%) and Calderdale (7%). (ONS)

There is great diversity of culture and ethnicity in the region with over 70 languages spoken. The Pakistani community is the largest Black and Ethnic Minority group, followed by non-British white people and the Indian community. Those of Pakistani, Bangladeshi and mixed race are the groups growing the fastest in percentage terms. The diversity is not spread evenly – 8.7% of the West Yorkshire population is of Asian origin, contrasting sharply with North Yorkshire where 98.6% of the population is white. (ESF)

Population increase between 2006 and 2007 stood at nearly 35,000 with migration accounting for over half the total. Net international migration resulted in a growth of 23,000. At 45 people per 10,000 residents, the region had the third highest international migration rate in England. (ONS)

The population density was 340 residents per square kilometre, higher than the UK average (250) but lower than the England average (395). Kingston upon Hull has the highest population density in the region at 3,600 people per sq km. Sheffield, Leeds and Bradford also have more than 1,000 people per sq km. In contrast, all North Yorkshire districts have, at most, 135 people per sq km. (ONS)

Economy and Gross Value Added (GVA)

Y&H was responsible for 7% of the UK's gross value added (GVA) – a key measure of the economic performance of a region. The region's headline GVA was £89.1 billion in 2008. The latest sub-regional data (2007) show that nearly half of the region's GVA was produced in West Yorkshire. (ONS)

Manufacturing accounted for 17% of Y&H GVA in 2007, compared with only 13% for the UK. The largest contributing sub-sectors of manufacturing were food, beverages & tobacco and basic metals & fabricated metal products. (ONS)

Employment and Earnings

In April 2009, the median gross weekly earnings for full-time employees on adult rates who were resident in Y&H was £452, lower than the UK median of £489. GVA per head, at £17,100 in 2008, was the second lowest among the English regions, 17% below the UK figure. Gross disposable household income (GDHI) of Y&H residents at £13,100 per head in 2008 was also second lowest of the English regions after the North East. It ranged from £10,600 in Kingston upon Hull to £15,800 in the North Yorkshire County Council area. (ONS)

The employment rate for the region's working-age residents was 70.5% in January to March 2010. This was less than the UK average (72.0%), but more than the North East and London and similar to the North West and West Midlands. (ONS)

The unemployment rate in Y&H stood at 9.1% in the fourth quarter of 2009, higher than the UK rate of 7.8% (ONS)

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The city regions are home to around 87,000 people who live in deprived communities and contain 550 of the 10% most deprived super outputs areas in England in 2007 up from 517 in 2004. (ESF)

Issues such as economic inactivity, low aspirations and low levels of educational attainment are significant within the city regions. (ESF)

The proportion of children living in workless households in the second quarter of 2009 was higher in Y&H (18 %) than the England average (17 %) (ONS)

Education

In Y&H, 44.4% of pupils achieved five or more grades A*–C at GCSE level or equivalent including English and mathematics in 2007/08, compared with 47.7% for the UK as a whole (ONS)

Delivery Information

Spatially there are 4 sub-regional delivery partnerships strategically engaged in the employment and skills agenda, all at various stages of activity and engagement. Whilst Local Authorities are working together to address economic issues most local authorities have very well established Local Strategic Partnerships with Work and Skills Boards/Partnerships driving local activity and influences. Currently the sub-national partners are considering their approach to become Local Enterprise Partnerships under the new coalition Government.

Leeds City Region (LCR)

The LCR are one of the two City Region Pilots the Government announced in 2009, with a commitment to testing the devolution of section 4 powers for the Skills Funding Agency skills funding and exploring devolution of contracted provision with Department for Work Pensions.

The LCR comprises all the districts in West Yorkshire, Barnsley in South Yorkshire, York and in North Yorkshire the districts of Craven, Harrogate and Selby. Their Employment and Skills Board was formed in April 2010 with the aim to increase employment and skills for the LCR. They have identified the following priority sectors, manufacturing; finance and business services; hospitality, leisure, travel and tourism, creative industries and future low carbon employment opportunities.

The LCR is a highly self contained labour market, 95% of its residents work within its boundaries with Leeds, Bradford and York being the only net importers of labour.

Sheffield City Region (SCR)

The SCR has an established Skills Joint Issues Board which is governed by the City Region Forum; the SCR published their strategic Economic Assessment in May 2010.

The SCR is made up of nine local authorities that straddle two government regions: East Midlands and Yorkshire and The Humber. The East Midlands districts comprise Bassetlaw, Bolsover, Chesterfield, Derbyshire Dales and North East Derbyshire; while the Yorkshire and The Humber region districts are the four local authority areas in the sub-region of South Yorkshire: Barnsley, Doncaster, Rotherham and Sheffield. The city region partnership also includes the Derbyshire County Council, Nottinghamshire County Council and the Peak District National Park.

88.9% of residents both live and work in the city region. SCR residents travel to East Midlands and Yorkshire and The Humber to work in equal numbers but the SCR is more important to the east Midlands as a source of jobs than it is to Y&H. This is because Leeds and Manchester have a strong draw on people's skills.

Approximately 94500 people are claiming Employment Support Allowance or Incapacity Benefit with Barnsley and Bolsover 50% above the national average.

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There are inherent intergenerational worklessness issues that should not be underestimated with delivery.

Despite continuing job losses, the SCR remains relatively strong in manufacturing jobs (13% of total against 10% nationally) and the continuing relative strength in manufacturing provides the potential to exploit new opportunities, e.g. in the low carbon industries; it is also strong in construction, retail and transport.

Hull & Humber Ports City Region (HHPCR)

The Humber Economic Partnership is the strategic partnership for sustainable economic development for the HHPCR. They are currently undergoing a planned strategic review and a new three year Strategic Plan will be developed following that. The HHPCR comprises the local authority areas of the East Riding of Yorkshire, Kingston upon Hull, North East Lincolnshire and North Lincolnshire. The most distinctive feature of the city region's landscape is the Humber Estuary, which cuts through the area, effectively separating the East Riding of Yorkshire and Kingston upon Hull (the North Bank) from North East Lincolnshire and North Lincolnshire (the South Bank). The estuary itself offers many economic, environmental and recreational opportunities, but it also presents many challenges to the city region. A journey between the two main urban areas of the city region, Hull and Grimsby, takes over an hour by public transport (bus) and just under 40 minutes by car. The connectivity issue is compounded by the journey also requiring the payment of a toll to cross the Humber Bridge.

Despite a trend of decline in employment, the strength of manufacturing in the city region will continue to be a major source of jobs. The East Riding is heavily reliant on public sector jobs with 35% of the working age population. Renewable energy and carbon capture and storage provide major employment opportunities for the city region but high skilled jobs will attract people from beyond the sub region.

York and North Yorkshire Partnership (YNY)

York and North Yorkshire Economy and Skills Board has overall responsibility for the York and North Yorkshire sub regional partnership which was established to oversee the sub regional Investment Plan. The partnership is currently overseeing the development of an economic assessment which will be published later this year. Within York and North Yorkshire there are seven district authorities and the Unitary Authority of York. York, Craven, Harrogate and Selby are also part of the Leeds City Region.

YNY covers 54 per cent of the spatial area of the region, yet has 15% of the population. Transport links in the rural areas impact of travel to work patterns and will present challenges for delivery.

It has and will continue to see a significant increase in its older population, the area outside of York is seeing an increase at a rate of more than twice the national and regional rates. This will have an impact on future service provision but could also provide opportunities within the care services economy.

As well as the spatial linkages and interfaces with both LCR and Tees Valley city region, the sub-region consists of a number of distinct local economies. The remote rural uplands of the North York Moors is dominated by the visitor economy and agriculture. The coastal economy of Scarborough has pockets of severe deprivation, whilst York has seen a dramatic change in its economy from one based on manufacturing to one now on financial and business services, science and innovation and a strong visitor economy.

Total Place

Thirteen Total Place pilots were announced in Budget 2009. The pilots are focused on understanding how public money comes together in a place, identifying where better outcomes can be achieved through joining up and collaboration. The pilots will also examine the scope for identifying value for money savings.

Bradford is one of the Total place pilots, they are focusing on how funding for service provision has been spent per individual and whether a service gateway is advantageous. There are three specific themes to their activity:

- Young people leaving care
- Offenders leaving prison, and
- Elderly people leaving hospital.

In addition Bradford have expressed an interest to lead on worklessness in the City and have had recent talks with senior DWP officials.

ESF Information

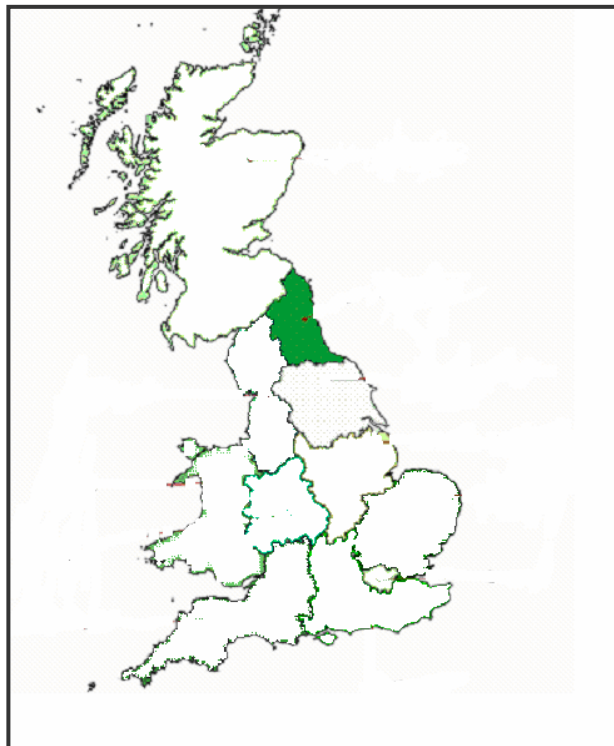
South Yorkshire benefits from ESF transitional funding as a former Objective 1 region in 2000 -2006. The Sheffield City region has witnessed some of the most substantial capital and human resource investment of the previous (Objective 1) programme fund for many years and it is important that the progress made during this period is maintained and built upon.

Within the current ESF funding allocation 2007/13 the financial profile, output and results are separate for South Yorkshire within the Yorkshire and Humberside Region. The financial allocation for South Yorkshire is ring fenced.

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 9 - North East



Jobcentre Plus Districts

Northumbria; South Tyne and Wear Valley; Tees Valley

Regional Profile

The North East is one of the smallest of the English regions in both area (8,592 square km) and population (2.6 million).

The hills, moor lands and forests of the North Pennines and Border Hills form its western part. Its eastern side is a 160-kilometre section of North Sea coastline on which long-established industrial conurbations are grouped around the main river estuaries of the Tees, Wear and Tyne.

Two-thirds of the region is rural, a third is National Park (Northumberland National Park and part of North York Moors National Park) or an Area of Outstanding Natural Beauty (North Pennines and the Northumberland Coast). The region has two World Heritage Sites: Durham Cathedral and Hadrian's Wall.

The regional economic base has diversified into new areas such as microelectronics, the offshore industry, biotechnology and automotives. There has also been significant growth in the service sector, public administration, education and health. 15% of all businesses are in the retail sector and the tourism sector supports an estimated 55,000 jobs.

Regional Facts

Geography and Demography

The population of the North East was the lowest of the English regions and growing slowest. It also had the highest proportion of people of White British ethnic origin. (ONS)

The mid-2008 population estimate for the region was 2,575,500 with 1,259,600 males (48.9%) and 1,315,900 females (51.1%) an increase of 1.3% since 2003. This

Framework for the Provision of Employment Related Support Services

compares with an overall increase of 3.1% for the UK over the same period. Projections based on the 2006 population show that by 2026, the North East population will reach 2.7 million, an increase of 7 %, less than half the projected increase of 16% for England. (ONS)

Population density for the region was 300 residents per square kilometre in 2007. It was highest in Middlesbrough Unitary Authority at nearly 2,600 people per sq km and lowest at 27 in Berwick-upon-Tweed. (ONS)

Within the age structure, 18% are aged 0-15 years, 62% of working age and 20% older people aged 65 and over (male) over 60 (female).

Approximately 4.5% of the region's total population belong to ethnic minorities. Of these 57,100 (49. %) are of Asian or British Asian origin.

Economy and Gross Value Added (GVA)

The North East region contributed 3% of UK (GVA) – a key measure of the economic performance of a region. The region's headline GVA was £40.9 billion in 2008. (ONS)

In 2007, manufacturing industries generated 17% of the region's total GVA. This was a significant decline from the sector's 30% share in 1989, part of the overall decline of manufacturing in the UK from 24% in 1989 to 13% in 2007. The chemicals, chemical products and man-made fibres industry produced 22% of the total GVA of the manufacturing industries in the region in 2007. (ONS)

Employment and Earnings

The North East had the lowest gross household income per head of the English regions and the highest value of exports relative to the size of its economy. (ONS)

In April 2009, the median gross weekly earnings for full-time employees on adult rates who were resident in the North East was £439, lower than the UK median of £489. GVA per head in the North East at £15,900 was the lowest among the nine English regions in 2008, 23% below that of the UK. Gross disposable household income (GDHI) per head at £12,500 was also the lowest and 16 % below the UK average. Within the North East, GDHI per head, expressed as a percentage of the UK, ranged from 98% in Northumberland to 79% in South Teesside and Sunderland (ONS)

The Annual Population Survey for April 2008 to March 2009 estimates 70.4% of people of working age are in employment (GB 73.9%).

The 2007 Index of Multiple Deprivation shows that over a third of SOAs in the region fall within the 20% most deprived in England and nearly 18% fall within the most deprived 10%. At a local authority level, 7 of the 12 authorities in the North East are within the 50 most deprived in the country.

The region's working-age employment rate was among the lowest in England at 68.8% in January to March 2010 similar to that of London. The region's unemployment rate (for those aged 16 plus) at 9.6%, was among the highest of the English regions (with West Midlands and London) and had increased significantly since the start of the recent economic downturn, reaching a level last seen in 1999. (ONS)

The proportion of children living in workless households in the second quarter of 2009 was higher in the North East (21%) than the England average (17%) (ONS)

Education

In the North East, 44.9% of pupils achieved five or more grades A*–C at GCSE level or equivalent including English and mathematics in 2007/08 compared with 47.7% for the UK as a whole (ONS)

An average of 14% of the total distance travelled per person per year during 2007 and 2008 in the North East was by public transport, one of the highest outside London (ONS).

Delivery Information

The Region has a mixture of sub regional partnerships. The four main partnerships are recognised as Tees Valley Unlimited comprising of five LAs in a tight coalition, Durham Unitary Authority, Northumberland Unitary Authority and Tyne and Wear comprising of five LAs in a looser coalition.

Tyne and Wear LAs are also the core of the Tyne and Wear City Strategy Partnership which initially included some former authorities which are now a part of the Durham and Northumberland Unitaries e.g. Easington, Derwentside, Wansbeck etc. and now includes both Unitaries. Both Tees Valley and the City Strategy partnerships had developed an MAA in these areas large pockets of economic activity exist alongside SOA of significant disadvantage.

Each of these partnerships had engaged with DWP's commissioning approach with Tees at Level 1 (with plans to move to level 2) and the City Strategy at Level 2 through co commissioning Flexible New Deal. This commitment had developed relationships enabling them to input to development, award, pre award briefing and Provider Engagement Meeting processes. They have "Chinese Wall" processes in place which are likely to continue with Work Programme provision.

Each sub regional partnership has in place an employer led Employment and Skills Group and discussions continue as to the Local Enterprise Partnership configuration in the NE.

The sub regions of Durham and Northumberland have significant rural populations. Transport infrastructure can pose difficulties for their residents and access points need to be carefully considered.

Across all partnerships, under the auspices of the Regional Employment and Skills Partnership, work has continued to embed the Regional Employability Framework. This is the NE work to integrate employment and skills. It has resulted in common IT platforms being used across providers and geographic areas, initiatives and debate continues on subjects such as integrated employer offers, common assessment structures and customer engagement.

North East England is characterised by:

- Low skills economy, largely dominated by low skills base and demands
- Relatively low, but improving levels of economic performance¹
- Increasingly resilient economy, with key strengths in enterprise, innovation and engineering
- Demonstrable success in supporting economic restructure with world class capability and assets stimulating growth of emerging sectors including low carbon, renewable energy, plastic electronics and industrial biotechnology
- Relatively high levels of employer engagement and investment in workforce development

Key human capital characteristics and issues include:

- Low skills equilibrium, whilst skill levels have improved, current demand for and acquisition of higher level skills lags significantly behind national levels
- Ageing workforce in key sectors, compounded by highest percentage decrease (-19%) in UK of numbers of young people entering the labour market up to 2020
- Lack of employer confidence that future skill needs can be met.
- Increasing number of graduates – but not in disciplines reflecting economic profile or employer demand

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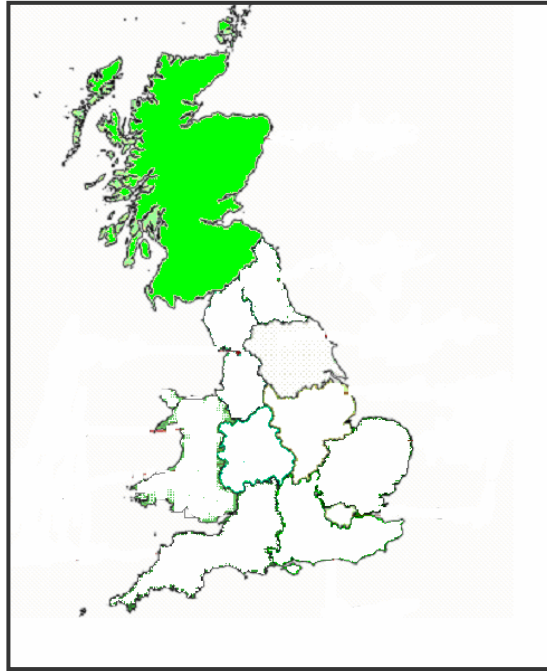
- Poor understanding of the scale of North East opportunities, the pace of economic change and what this means in terms of choices, skills qualifications and jobs.

ESF Information

Further geographic and economic descriptions can be found within the regional ESF Framework at Section 2 of the below link

http://www.esf.gov.uk/regions/regional_esf_frameworks.asp

Lot 10 – Scotland



Jobcentre Plus Districts

Ayrshire, Dumfries, Galloway and Inverclyde; Edinburgh, Lothian and Borders; Forth Valley, Fife and Tayside; Glasgow; Highlands, Islands, Clyde Coast and Grampian; Lanarkshire and East Dunbartonshire.

Regional Profile

Scotland is 31,510 sq. miles (78772 sq km) in area. It is 274 miles long from North to South and varies in breadth between 24 and 154 miles, traditionally divided into three geographic regions from north to south: the Highlands, the Lowlands, and the Southern Uplands.

Much of the upland within the UK is within the borders of Scotland along with the highest peaks. Scotland includes 787 islands, of which most belong to the Hebrides, Orkney and Shetland. Only 62 of these islands are bigger than three square miles in area and only 130 are inhabited.

The Scottish parliament has devolved authority. Local Government is carried out by 29 unitary authorities and three island authorities. Scotland has its own legal system and an education system which, at all levels, differs from England and Wales. Although Skills are also devolved to the Scottish parliament, employment remains Whitehall controlled.

For the seventh year running, Scotland's population increased (during the year to mid-2009). The latest estimate of Scotland's population (on 30 June 2009) is 5,194,000 - the highest population since 1979. There are 140,000 more people in Scotland compared with mid-2002 when the population hit its lowest level since just after the Second World War. The increase of 25,500 people on the previous year was mainly caused by net in-migration with around 21,700 more people entering Scotland than leaving.

Regional Facts

Geography and Demography

Around two thirds of Scotland's population live in one of the five major city regions of Scotland (Edinburgh, Glasgow, Aberdeen, Inverness and Dundee). The cities are important generators of wealth; 40% of Scotland's employment is located within the five city authorities, a disproportionate amount of which is high-value employment. Edinburgh and Glasgow alone generate almost one third of Scottish GDP. Outside of the city regions, much of Scotland is predominantly rural, with many areas being particularly geographically remote and poorly connected. (Transport for Scotland) Since 1997, the population has increased most in West Lothian and East Lothian and fallen furthest in Inverclyde and Dundee City. The population of Scotland is projected to rise to 5.37 million in 2031 before slowly declining, falling below 5 million in 2076. (General Register Office for Scotland)

Population is heavily concentrated in the Central Belt between Edinburgh and Glasgow and the other Scottish cities. This reflects their role as the main generators of employment and wealth. The most densely populated Council Area (Glasgow City) is home to 3,290 persons per sq km. By contrast, the northern and Border areas of Scotland are very lightly populated with the least populous area of Scotland (Highland) housing just 8 persons per sq km (although this conceals the concentration of population in Inverness and around the Inner Moray Firth). The Scottish average density is 65 persons per square kilometre, which is a reflection of the large rural areas in the Highlands, Borders and Islands. (Transport for Scotland) Scotland is estimated to have 1 million disabled adults likely to be covered by the DDA; about one in five of the population. Of the working age population, only 45% of disabled people are in employment compared to 82% of non-disabled people. (Disability Rights Commission)

Economy and Gross Value Added (GVA)

The business sectors which experienced the largest relative increases in the number of enterprises between March 2005 and March 2006 were: Mining/Quarrying & Utilities - up by 1,120 (29.8%) to 4,875 enterprises; Financial Intermediation - up by 780 (19.2%) to 4,840 enterprises and Other Community, Social and Personal Services - up by 3,890 (11.9%) to 36,600 enterprises. (SG)

The sectors which experienced the largest relative decreases in the number of enterprises between March 2005 and March 2006 were: Motor Trade incl. vehicle repairs and fuel sales - down by 1,245 (-20.9%) to 4,725 enterprises; Manufacturing - down by 1,445 (-8.2%) to 16,190 enterprises and Business Activities, Real Estate, Renting - down by 2,685 (-5.9%) to 43,040 enterprises. (SG)

In 2008, GVA was estimated at £104bn with GVA per head at £20,086.

Scotland's top 5 export industries were worth (in billions): Food & drink £4.6; Chemicals £2.2; Wholesale, retail & accommodation £1.9; Business services £1.9 and Office machinery £1.2 (SG)

Employment and Earnings

In quarter 1 of 2010, employment rate in Scotland was 72% and 21.4% were economically inactive. The International Labour Organisation unemployment figure (people not working but available for work) was 8.1% with the claimant count being 4.9% (SG)

In April 2009, the median gross weekly earnings for full-time employees on adult rates

who were resident in Scotland was £472, lower than the UK median of £489 (ONS)

In 2007/08, 18% of individuals in urban areas were in relative poverty (before housing costs). In rural areas this figures was 14% but in deprived areas, 32% of individuals were in relative poverty. (SG)

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Education

In Scotland, 46.8% of pupils achieved the equivalent of five or more grades A*–C at GCSE level including English and mathematics in 2007/08, compared with 47.7 % for the UK as a whole (ONS)

Transport

Approx 87% of all households are 6 minutes away from a bus stop (Scottish Government Statistical Bulletin 2007)

Delivery Information

Ayrshire, Dumfries, Galloway and Inverclyde (ADGI) District

District Information/Geography

Ayrshire, Dumfries, Galloway and Inverclyde covers around 3,700 square miles of south west Scotland, from the Scotland-England border in the south, as far east as Moffat, and as far north as Port Glasgow on the Firth of Clyde. ADGI also encompasses the Isle of Arran.

The District consists of both rural and urban areas and the main towns such as Greenock, Ayr, Kilmarnock and Dumfries are well served with both rail and road links. However, many of the smaller communities are more isolated, and access to limited public transport is seen as a major barrier. This is a particular issue in some parts of Dumfries and Galloway.

The towns of Ayr, Irvine, Kilmarnock and Saltcoats are within easy travelling distance to Glasgow. However, despite well served public transport links from these areas to Glasgow, the number of customers willing to travel to the Glasgow area is low.

The District covers 5 local authorities: North, South and East Ayrshire, Dumfries & Galloway and Inverclyde. They have a combined population of 596,900 serviced by 12 Jobcentre Plus offices.

Unemployment is higher than the Scottish average in parts of Ayrshire and Inverclyde. The 12 Jobcentres in the District are located in Ayr, Girvan, Kilmarnock, Irvine, Saltcoats, Kilbirnie, Greenock, Port Glasgow, Stranraer and Dumfries.

Principal Industry/Key Employers

In each of the Local Authorities areas the main growth areas for employment are primarily in the retail, hospitality and care sectors. Account Managers and Labour Market Recruitment Advisers will be working with employers and partners to ensure we match as many priority customers as possible to these job opportunities.

The public sector continues to be a major employer across the District, employing around 29% of the working population, particularly NHS, who provide a large number of opportunities at entry level. Presently, there are very few large recruitment exercises, although vacancy numbers remain strong particularly from small employers in the care and retail sectors.

The large employers in the district include five Local Authorities, 3 NHS Trusts, Morrisons, Asda, Tesco, Sainsbury, Stellar UK, Pinney's of Scotland, Stena Line Ltd, National Autistic Society, Brown Brothers, Amazon, T-Mobile, TSC, UPM Kymmene UK Ltd, Highland Meats, Glaxosmithkline, Haven, DSM, BAE Systems Ltd, Ryanair. The area continues to have a dependence on manufacturing which is experiencing a major downturn. There have been several large scale redundancies in this sector in the last 12 months which resulted in the closure of several key manufacturers across the District. PACE funding was secured through the Scottish Government to support retraining for the workers affected by the closures. (PACE – Partnership for Continuing Employment – a Scottish Government initiative involving a wide range of

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public sector bodies, including Jobcentre Plus that work together to support firms and workers through redundancy)

The aerospace industry remains fairly buoyant in Ayrshire. Despite redundancies at Ryanair in June 2009, this company have recently announced that they will be recruiting 180 new employees over the next 12 months. Although the jobs tend to be highly skilled and not always suitable for our priority groups, Jobcentre Plus will continue to work closely with Skills Development Scotland and local training providers to up skill customers wherever possible to enable them to take advantage of the opportunities in this industry.

In Ayrshire, Dumfries, Galloway and Inverclyde District, the employment rate is 76.4% which equates to 291,600 people. The latest Claimant count in the District is 21.4% - 73,380 people. The average Incapacity Benefit figures are 35,640 (10.2%), 17,058 (4.8%) for Jobseekers Allowance, and 71,170 Lone Parents (2%).

Edinburgh Lothian and Borders (ELB) District

Key Strategic Partnerships

The principal strategic partnership within the District is the City Strategy Partnership in Edinburgh. The Partnership consists of representation from City of Edinburgh Council, NHS, Skills Development Scotland, Edinburgh Chamber of Commerce, Jobcentre Plus and the local Colleges.

Jobcentre Plus chairs the Midlothian Employment Action Network (MEAN) group. This group coordinates the employability activity across the Community Planning Group members in Midlothian.

The District has strong and effective partnerships with all Local Authority Community Planning Partnerships and the partners within these groups.

District Information/Geography

In the East and South East of Scotland, Edinburgh, Lothian and Borders (ELB) is a widespread District incorporating five Local Authority areas:

- Scottish Borders,
- East Lothian,
- Midlothian,
- West Lothian and
- City of Edinburgh.

Infrastructure

The Edinburgh, Lothian and Borders District is demographically diverse with a mix of urban and rural communities. International connections can be made at Edinburgh Airport. Edinburgh is also well served by rail links from both East Lothian and West Lothian. Easy access to the main transport networks makes the area an ideal business location for expanding companies.

The City of Edinburgh is the largest centre of population within the district and as a result is well served by public transport. There are frequent bus services across the City as well as frequent services from the outlying communities particularly in East and Midlothian.

The East Lothian, Midlothian and West Lothian areas are a mix of urban and rural communities. Each area has a main town within it:

- Musselburgh in East Lothian,
- Dalkeith in Midlothian and
- Livingston in West Lothian.

There are also a number of rural villages and towns across each of these areas although the towns referred to are the main centres of population. Both East Lothian

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and Midlothian areas have a fairly robust public transport network particularly into the City of Edinburgh. Public transport is less robust in the more rural areas. West Lothian public transport is similar to that in the East and Midlothian areas (i.e. less robust in the rural areas with the main services running in to and out of Livingston). There are also strong bus and rail transport links in to Edinburgh.

The Borders is predominantly rural in its geography with Galashiels being the largest town in the area. As a predominantly rural area there are issues around the supply and availability of public transport across the locality.

The labour market within the City of Edinburgh attracts a high volume of commuters in to the City from the Fife and Forth Valley areas. Travel into the city is supported by the existing rail network in the main.

Principal Industries/Key Employers

Employment across the District reflects its urban and rural make up with Finance, IT, Business Services, Local and Central Government (within Edinburgh) and with Farming, Fishing and Manufacturing in other locations, while Retail and Tourism are spread across the District. There has, in recent years, been a shift from Manufacturing to the Service Sector across the District.

The economic downturn has had an impact on certain sectors across the District with Finance and Construction reporting significant impacts on their business. There are sectors however that are showing signs of growth. These include:

- Hospitality
- Health Care
- Security
- Retail (initial decline but now remaining steady)

Key employers include:

- *Large Employers:* NHS Lothian, City of Edinburgh Council, Major Supermarket Chains (Asda, Tesco, Morrisons); Travel Lodge Hotels.
- *Growing Industries:* Hospitality and Tourism, Retail, Health Care and Security;
- There are a significant number of Small to Medium Employers (SMEs) especially in the areas out with the City of Edinburgh. There were 1526 SMEs implementing LEP throughout the district prior to its removal.

Local Developments / Initiatives

A 'triangle' of science and technology centres has been created in Edinburgh and the Lothians. The centres are working together to showcase Scotland as a leading force in the science sector. They hope that collectively, they can attract new jobs and investment into their areas. The initiative, which is supported by Skills Development Scotland, is a key step towards creating an 'ideas and knowledge hub' that will act as a magnet and incubator for world-class research and innovation. Supporters believe the initiative could help create 15,000 new high-value jobs across 500,000 square mile of campus space – and generate up to £750 million a year for the local economy.

Suppliers should note that Workforce Plus overlaps with all three City Strategy areas in Scotland, and overlaps with Phase One Flexible New Deal contract packages (i.e. Inverclyde, South Lanarkshire, North Lanarkshire, East Ayrshire, North Ayrshire, Dumfries and Galloway, East Dunbartonshire, Scottish Borders and Edinburgh). The City of Edinburgh continues to attract new business in the Hospitality and Finance fields. The economic down turn has had an impact on the numbers employed in the Banking and Finance sector although some financial institutions continue to recruit.

Similarly there has been a number of new hotel openings across the City with more planned for the coming months.

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Current Provision

Edinburgh Lothians and Borders District is currently part of the Phase1 Jobseeker Review Flexible New Deal (FRFND).

JRFND Stage 4 is delivered across the District by two organisations – The Wise Group and Ingeus.

Other Programmes/ Providers:

- JHP currently deliver the Support Contract for the District.
- Ingeus are contracted to deliver the Pathways to Work programme across the entire District.
- Apex Scotland in partnership with Phoenix Futures delivers the Progress2work programme across the entire district.

Jobcentre Plus offices

There are a total of 13 JCP offices across the District: Bathgate, Broxburn, Dalkeith, Edinburgh City, Eyemouth, Galashiels, Hawick, High Riggs, Leith, Livingston, Musselburgh, Penicuik and Wester Hailes.

It should be noted that Edinburgh City does not deliver the full range of Jobcentre Plus services.

Forth Valley, Fife and Tayside (FVFT) District

District Information/Geography

The Jobcentre Plus District of Forth Valley, Fife & Tayside covers the seven local authority areas of Falkirk, Stirling, Clackmannanshire, Perth & Kinross, Fife, Dundee City and Angus. The District has three Operational Clusters, Forth Valley, Fife and Tayside – each led by a Customer Service Operations Manager.

Population

The population of this District is approximately 1m, of which approximately 64% or 640,000 are of working age. Of the 640,000 of working age population, approximately 510,000 are currently in employment and approximately 23,000 are claiming Jobseeker's Allowance.

The main population centres around Stirling, Falkirk, Perth and Dundee. However there are a number of rural areas in Fife and Tayside where travel can be a barrier to work.

Principal Industries/Key Employers

Principal industries include call centres, public sector (DWP, NHS, Local Authorities), some manufacturing, care, hospitality, finance and retail. Key employers include Prudential/Capita in Stirling, Alexander Dennis (Coachbuilders) in Falkirk, INEOS in Grangemouth, Norwich Union in Perth, Scottish & Southern Energy in Perth, and HBOS/Sky in Dunfermline.

Plans are afoot for job opportunities in new Windturbine manufacturing sector with possible sites in Dundee and Methil.

Local Developments/Initiatives:

Key partner in each of the LAs in Falkirk, Stirling, Clackmannanshire, Fife, Perth & Kinross, Angus and City Strategy Area of Dundee in Employability Strategy including Employer Engagement and More Choices, More Chances.

City Strategy brings together the public, private and voluntary sectors into a consortium to improve the way support for jobless people is co-ordinated and delivered in the most deprived areas of Dundee City. Dundee City was chosen as a City Strategy Pathfinder area in 2006. The Employability Group of the Dundee Partnership sees six (6) core organisations involved:

- Dundee City Council Economic Development.
- Skills Development Scotland

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- Dundee College.
- Jobcentre Plus
- NHS Tayside
- Dundee CVS

The partnership vision can be articulated in the following terms: *“to build on the successful and long-running Dundee Partnership aim of ensuring long term economic growth leading to a reduction in poverty and inequality and an increase in the number of Dundee residents in employment. We will achieve this by improving the effectiveness of the support given to people who are moving towards and into work while ensuring that this support is responsive to the needs of the city’s employers”.*

In Fife, Opportunities Fife is the partnership responsible for driving forward the employability and skills agenda within Fife’s Community Planning structures. Opportunities Fife works closely with Fife Economy Partnership, Fife’s Education and Skills Executive Group and other strategic partnerships to successfully connect people to learning, skills and job opportunities. It brings together More Choices More Chances (MCMC) and Workforce Plus into an all age employability framework. The Opportunities Fife Strategic Group (OFSG) is made up of senior managers from Jobcentre Plus, Skills Development Scotland, Fife Council, Scotland’s Colleges Fife, CVS Fife, NHS Fife and representation from the employer led Fife Economy Partnership. The group is responsible for developing and driving policy direction for ‘employability and skills’ and reports to Fife Partnership through the Education and Skills Executive Group and Fife Economy Partnership.

All Jobcentre sites across the District are involved in a joint Jobcentre Plus/Skills Development Scotland Integrated Employment and Skills support.

Private and Voluntary Sector Provision

Forth Valley is Private Sector Led New Deal delivered by Triage Central Limited. Pathways to Work is Provider led by Triage Central Limited and their sub-contractors, Working Links. Other Providers include: JHP – Steps to Work (DAF funded project), Claverhouse – Prime Contractor for New Deal in Tayside, similarly Triage Central in Fife; Wise Group – P2W/Link Up, Falkirk Solutions, APEX, Adam Smith College, Raploch URC and Citizens Advice Bureau, Stirling (DAF Funded projects) and SCVO.

Jobcentre Plus offices

18 local offices based in Grangemouth, Falkirk, Stirling, Alloa, Perth, Blairgowrie, Dunfermline, Cowdenbeath, Kirkcaldy, Glenrothes, Leven, Cupar, St Andrews, Dundee Wellgate, Dundee Gellatly St, Montrose, Arbroath, Forfar.

Glasgow District

District Information/Geography

Glasgow Jobcentre Plus District covers an area of over 68 square miles. It encompasses the Glasgow Local Authority Wards and extends to areas on the outskirts of the City including parts of East Dunbartonshire, Renfrewshire, East Renfrewshire, South and North Lanarkshire Local Authorities.

Glasgow has a population of 584,200 and an estimated workforce of 392,000. The overall employment rate is 66.4%.

Glasgow Jobcentre Plus serves approximately 100,770 (November 2009) working age clients. This includes 26,253 (April 2010) claiming Jobseekers Allowance, 11,090 (November 2009) Lone Parents claiming Income Support and 52,050 (November 2009) receiving ESA or Incapacity Benefits.

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Due to the decline in traditional heavy engineering industries over the last 25 years, Glasgow's labour market is now primarily comprised of four key sectors – retail, hospitality, financial and public.

Retail has been a major growth area in the city, leading to Glasgow being named as one of the top 10 shopping destination in the UK with the resultant growth in jobs Hospitality remains stable, encouragingly plans have been submitted for several new hotels in the city centre and the 2014 Commonwealth Games should provide a significant boost in vacancies.

Financial - the International Financial Sector in Glasgow has been a major area of growth in the city.

Public Sector – NHS Greater Glasgow and Clyde and Glasgow City Council are among the largest public sector bodies in Scotland employing just under 80,000 staff between them.

City Strategy Area

Glasgow is a City Strategy pathfinder. Glasgow Works operates the City Strategy, which is due to come to an end in March 11. The pathfinder is focussed on increasing employment and reducing social exclusion in deprived communities. A consortium of local partners came together to deliver their respective programmes and resources, with a strong focus on helping more people to take up and remain in work, combined with greater opportunity for local flexibility and innovation. This innovation has led to projects with NHS, RBS, BeCogent, Ailsa Care, KDS and many other key sector employers and has gained guaranteed jobs for Glasgow customers

Glasgow also has 5 Local Regeneration Agencies across Glasgow, who operate a programme of employability support for customers.

Professional & Executive Customers

- Dec 09 - 3,010 customers in this category (12.1 % of claimant count)
- PER Team located in City JCP – tailored support in collaboration with SDS, Careers Service

Highland, Islands, Clyde Coast and Grampian (HICCG) District

Major Challenges

Transport and Rural issues are a major challenge for The Highlands and Islands part of this District.

- Although highlighted that 87% of Households are within 6 minutes of a bus-stop, for the remote areas of Highlands and Islands transport links can be extremely sporadic, with some areas relying on local post bus or taxi.
- Providers Premises is a major issue as these only tend to be sited in the bigger towns. Caithness and Sutherland, Campbeltown/Oban, Islands i.e. Portree, Stornoway, Lerwick, Kirkwall all suffer with customers not being able to gain the full access to provision due to transport links/lack of provision/providers being on the mainland etc. In the past main contract holders have used sub-contractors - but in some instances this has proved difficult again because of transport.
- Communication Links – previous experience has proved that potential providers will offer IT throughout this area there is no access to Broadband or mobile phone signal. Skye, Caithness and Sutherland have particular difficulties.
- Cost for time and travel
- Cost for Additional Support for customers for B +B/travel, (a recent example of additional cost of £3000 for customer to access provision.)

Framework for the Provision of Employment Related Support Services

Historically, the Islands have missed out on provision i.e. Progress 2 work, as it was decided that the costs of implementation would be prohibitive. This has an obvious impact on local communities and has resulted in MPs questions in the past.

Key Strategic Partnerships

Throughout the District links have been established with most Local Authorities via the Community Planning Partnership, Workforce Plus agenda. Jobcentre Plus is recognised as a key partner especially in the larger Local Authorities of Renfrewshire, West Dunbarton, Aberdeen City and Highland. The District Manager has meet with all Chief Executives in LA, opening up discussions and forming closer partnerships which will help with the delivery of the Work Programme.

Total Place pilot does not affect this District and we do not cross any other regions.

Lanarkshire and East Dunbartonshire (LED) District

District Information/Geography

Lanarkshire and East Dunbartonshire covers some 933 square miles of Central Scotland. It includes 3 Local Authorities – East Dunbartonshire, North Lanarkshire and South Lanarkshire.

The combined population is around 750,000 and the district consists of urban and rural areas. The main towns are Hamilton, Motherwell, East Kilbride and Kirkintilloch, all of which are well served by rail and road links. Although these links and those within each LA area are good there can be transport difficulties between LAs making it easier for people to travel within one area rather than across the district. This mainly affects Cumbernauld and Kirkintilloch although there are also some issues in Lanark due to the large rural area, which has poor transport infrastructure.

There are 34 Deprived Area Wards within the District.

Employment Sectors

The main industries are Public Administration, Education, Call Centres, Care Work, Retail and Warehouse Distribution.

Redundancies

The area has experienced a large number of redundancies since February 2008 to the present time although there are some small signs of economic recovery. Over 250 companies have been affected involving around 11,000 notified redundancies with the main areas being:

- Manufacturing – 44%
- Transport and Distribution – 11%
- Construction – 21%

The North and South Lanarkshire areas have borne the main impact of the job losses.

Partnership

There is a strong partnership working ethos with the LAs, Skills Development Scotland, Colleges, Voluntary Sector and other affiliated employability organisations and intermediaries.

The partnership forums include:

- Routes to Inclusion – chaired by Jobcentre Plus
- Lanarkshire Economic Forum
- Employer Engagement Group

The remit of the Groups is to provide a cohesive approach to all customer support; focusing on the employability agenda, continuous stocktake and mapping of provision, coordinated approach to employer engagement to avoid duplication of services.

Framework for the Provision of Employment Related Support Services

Jobcentre offices

East Dunbartonshire: Kirkintilloch

North Lanarkshire: Airdrie, Bellshill, Cumbernauld, Motherwell

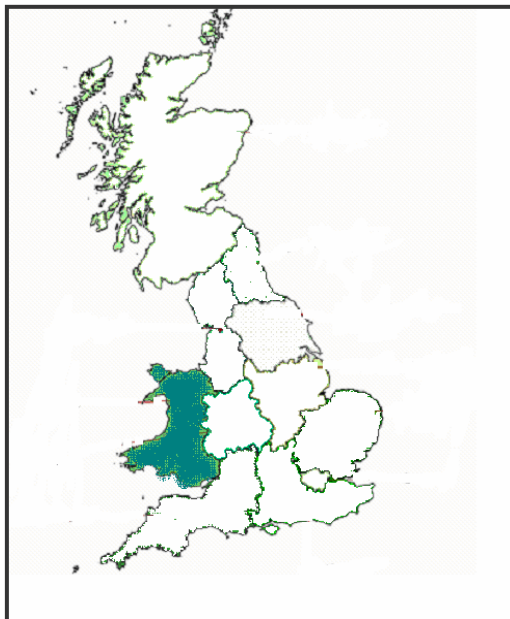
South Lanarkshire: Cambuslang, East Kilbride, Hamilton, Lanark, Rutherglen

ESF Information

Scotland :

http://www.esf.gov.uk/esf_across_the_uk_and_europe/esf_across_the_uk_and_europe.asp

Lot 11- Wales (source of data: Stats Wales)



Jobcentre Plus Districts

South East Wales, North and Mid Wales, South West Wales, and South Wales Valleys

Regional Profile

The area of Wales is estimated at 21,588 square kilometres (8,335 square miles) (Source: Ordnance Survey) in size of which 1,633,500 hectares are classed as agricultural. At its widest it's 200 kilometres east to west and 250 kilometres north to south. The Welsh coastline measures 819.1 km.

A Welsh parliament has devolved authority on some areas such as Health and Skills. Local Government is carried out by 22 unitary authorities.

There are significant areas of Wales where the transport infrastructure is not good. Ongoing efforts to improve the road and rail networks will improve this, but the current situation is that travel becomes easier the further south you go.

There are 3 National Parks in Wales: the Snowdonia National Park, the Pembrokeshire Coast National Park, and the Brecon Beacons National Park, and 5 Areas of Outstanding Natural Beauty: the Wye Valley, the Isle of Anglesey Coast, the Llyn Peninsula, the Gower Peninsula, and the Clwydian Hills.

Regional Facts

Geography and Demography

In June 2009 there were 2,999,300 people resident in Wales. This was an increase of 9,200 on mid-2008 (0.3% increase) and was slightly lower than the previous annual increase of 13,900 (0.5%) between mid-2007 and mid-2008. Almost 37% (1,098,400) of the population fall into the under 16 or over 65 age groups.

The increase in population in the 12 months between 1st July 2008 and June 30th 2009 was due to:

- Migration (5,900 more people arriving in Wales than leaving);
- Natural change (3,300 more births than deaths).

Between 2001 and 2007, the percentage of people in Wales from minority ethnic groups increased from 2.1% to 2.9%.

Framework for the Provision of Employment Related Support Services

The largest minority ethnic group in Wales is Asian or Asian British. In 2007, this group made up 1.2% of Wales' population. At a local authority level Cardiff, Newport and the Vale of Glamorgan had the highest proportions of people from minority ethnic groups in 2007.

Just over 20% of the population are able to speak the Welsh language fluently. (Source: Living in Wales survey 2008).

Seven local authorities in Wales experienced a population decline during mid-2008 to mid-2009. The highest population decreases were in Ceredigion (0.5%) and Blaenau Gwent (0.2%).

The vast majority of the population of Wales are in the extreme north and south. The 2001 census shows that the highest population density was in Cardiff with 2198 people per square kilometre as opposed to Powys with only 24.

Economy and Gross Value Added (GVA)

For 2008, the GVA for Wales was estimated at nearly £46 billion.

Percentage of Welsh GVA achieved by industry in 2007 was: real estate, renting and business activities 18.6; manufacturing 17.9; wholesale and retail 11.1; health and social work 10.1

Employment and Earnings

In the 3 months to May 2010, the employment rate of people of working age in Wales was 68.9%, down from 69.7% in the same period a year earlier. This is lower than the UK average of 72.3%.

The unemployment rate in Wales of the economically active was higher than the UK average at 9.1% (UK average 7.8%), up from 7.6 % in the same period a year earlier.

The rate of economic inactivity amongst people of working age in Wales was 23.8%, down from 24.3% in the same period a year earlier. The UK average was 21.3%.

The claimant count rate in June 2010 for Wales was 5.0% of the workforce, down 0.6 percentage points on June 2009 (UK rate 4.5%).

Median gross weekly earnings for adults in Wales were £440.8 in April 2009, 90.2% of the average for the UK as a whole (£489). Median gross weekly earnings in Wales increased by 4.9% between 2008 and 2009, compared to a 2.0% increase across the UK as a whole.

The average weekly gross wage in 2009 in Wales was £506, however, the difference between top earners (£770 pw) and those at the bottom (£309) was substantial. 24% of households are below the UK national average income of £587.30 pw, whereas the UK average is 22% of households below that level.

Delivery Information

Devolution in Wales

The Government of Wales Act 1998 established the National Assembly for Wales and on 1 July 1999, which took over responsibility for transferred functions including the following:

- Agriculture and Rural Affairs
- Children & Young People
- Culture
- Economic Development
- Education
- Environment
- Health

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- Heritage
- Housing
- Local Government
- Older People
- Planning
- Social Care
- Social Justice
- Sport
- Tourism
- Transport
- Welsh Language

The National Assembly for Wales (NAW) – is the democratically elected body that represents the interests of Wales and its people, makes laws for Wales and holds the Welsh Assembly Government to account.

The NAW Structure – 40 Constituency Assembly Members – first past the post.
20 Regional Assembly Members – Proportional Representation.

The Welsh Assembly Government (WAG) - consists of the Governing Ministers in Wales and is currently made up of a coalition between the Welsh Labour Party (which heads the Government) and Plaid Cymru. A new First Minister was recently elected, Carwyn Jones, following the retirement of Rhodri Morgan.
The WAG Structure – First Minister; Cabinet Ministers; the Counsel General; the Deputy Welsh Ministers.

District Profiles

South Wales Valleys District

Population, Geography and Industry

South Wales Valleys has a population of around 656 000 people (2005).

Infrastructure

There are significant issues in the outlying areas of the valleys and travel across valleys is problematic. There are ongoing efforts to improve the transport links in the district and most recently the re-opening of the Ebbw Vale to Cardiff railway has opened up the Cardiff labour market to Blaenau Gwent residents.

Many customers are able to use public transport down the valleys towards Cardiff, a major employment hotspot in the industries of retail and service sectors. Blaenau Gwent and Caerphilly local authority areas are also able to access Newport, where a regeneration scheme is attracting investment both in the centre and outlying retail developments.

Principal industries / key employers

The Eastern Valleys area of the district was traditionally dominated by heavy industry such as coal and steel manufacture. Due to demise in these industries over recent years traditional manufacturing type jobs have disappeared. In recent years the local economy has diversified from this reliance on heavy industry and the public sector is now the largest employer throughout the Eastern Valleys area. Any planned cuts to the public service will have a disproportionate effect on the economy in that area in relation to direct employment and services that rely on public sector contracts.

Framework for the Provision of Employment Related Support Services

Manufacturing however still plays a part within this area. For example, food-manufacturing industries employ approx 2,500. The retail sector also features heavily in the make up of the workforce and is considered to be a growth area. There is also a healthy service sector with Call Centres situated within the Caerphilly and Merthyr Tydfil local authority areas. Blaenau Gwent manufacturing area has been affected badly by the economic crisis and has yet to recover, but investment is being made in terms of the regeneration of the Ebbw Vale Steelworks site.

There are over 3,000 small to medium (1-250 employees) employers operating within the Eastern Valleys area of the district and leisure, tourism and catering industries are growing year on year. The areas labour market is considered to be one of the most diverse in the UK.

Skills shortage areas include jobs within the service, care and trade industries, for example plumbing and engineering. Within the Bridgend/Rhondda Cynon Taf part of the district there have recently been a number of large-scale redundancies within the manufacturing industry. The main employment sectors within the two boroughs are retail and service sector with Mac Arthur Glen Retail Park and Talbot Green Retail Park playing a major role.

The District

The district covers 5 local authority county borough councils

- Merthyr Tydfil, Blaenau Gwent, Caerphilly known as Eastern Valleys (EV)
- Rhondda Cynon Taff and Bridgend known as Bridgend Rhondda Cynon Taff (BRCT)
- The district office is in Pontypridd.

The district has 18 jobcentres

- 7 in EV- Caerphilly, Blackwood, Bargoed, Tredegar, Abertillery, Ebbw Vale, Merthyr Tydfil
- 11 in BRCT - Porth, Treorchy, Tonypany, Aberdare, Mountain Ash, Bridgend, Porthcawl, Pyle, Maesteg, Pontypridd and Llantrisant

Area	Working Age (WA) Population (Pop) 2009	JSA June 2010	JSA % of WA Pop	ESA/IB Nov 2009	ESA % of WA Pop	Lone Parents (LP) Nov 2009	LP % of WA Pop
Bridgend	80,900	3,128	3.8%	10,210	12.5%	1,810	2.2%
Bl.Gwent	41,300	2,850	6.8%	6,340	15.2%	1,100	2.6%
Caerphilly	104,500	5,235	5.0%	14,160	13.5%	2,490	2.4%
Merthyr	33,700	2,080	6.1%	5,440	16.1%	980	2.9%
RCT	141,700	5,997	4.2%	20,500	14.3%	3,360	2.5%
District Total	402,100	19,290	4.8%	56,650	14.0%	10,020	2.5%

Source: Nomisweb

Programmes and Initiatives Available in South Wales Valleys

Framework for the Provision of Employment Related Support Services

Want2Work is a European Social Fund (ESF) project aimed at helping economically inactive customers, particularly Incapacity Benefit customers, from targeted communities within Bridgend, Caerphilly and Rhondda Cynon Taff Local Authorities to find and sustain employment. This is a joint initiative between the Welsh Assembly Government and Jobcentre Plus.

Job Match is a local initiative previously led by Blaenau Gwent Local Authority, now funded and managed by Heads of the Valleys Cities Strategy Consortia. It funds customers where Jobcentre Plus cannot, for example, where the customer is not eligible for provision and has provided funding for a variety of training and provision. Deprived Area Funding and City Strategies cover 79 wards in South Wales Valleys. A total of 45 of these are also covered by the Heads of Valleys Consortia City Strategy bid, Jobcentre Plus deliver DAF to the remaining 34 wards.

North & Mid Wales District

Population, Geography and Industry

The total population is 810,500 with a working age population of 475,900 with 375,100 (78.9%) in employment. Recent years have seen a significant population shift as the pressures of economic change have forced many younger residents to leave rural locations within the district in search of employment. Welsh is widely spoken – as much as 70 per cent of the population in some areas.

North East Wales is spatially aligned with the North West of England. A partnership exists between North East Wales and North West of England under the strategic forum called the Mersey Dee Alliance. The Alliance discuss strategic issues facing the two sub regions including transport infrastructure, economic inactivity, employment and high level manufacturing excellence linking high value manufacturing process and development of high level skills at Vauxhall at Ellesmere Port and Air Bus UK and Toyota on Deeside.

The district supports a wide range of industries and commercial interests. There has been a decline in heavy industry in the last decade. Employment is now predominantly within the service industries, particularly: public sector (23%), health and education (30%) and tourism and retail distribution (27%).

Although future trends are difficult to predict, it is fairly safe to say that statistical data suggests that the best potential for our customers are within Retail, Clerical, Tourism, Cleaning & Care Work. In addition these sectors offer the most potential for our priority customers.

Infrastructure

Transport links across North & Mid Wales are limited in many areas due to the rural nature of the area. Many services are limited and run infrequently which impacts on the accessibility of work to people who rely on public transport. Transport links in the larger towns and surrounding areas is more accessible.

The A55 expressway that runs east to west across North Wales is a key road artery, linking North Wales with the North West of England. It also provides speedy links to the Irish ferry routes at Holyhead and the airports at Manchester & Liverpool. Train travel is more accessible in the north of the district and there is a rail link from Holyhead with Chester and Liverpool.

The District

The North & Mid Wales Jobcentre Plus district covers the seven local authorities of Wrexham, Flintshire, Denbighshire, Conwy, Gwynedd, Powys and Isle of Anglesey. The district covers two thirds of the landmass of Wales and is mainly rural with many remote communities.

The district has 21 Jobcentres

Framework for the Provision of Employment Related Support Services

Llangefni, Holyhead, Amlwch, Caernarfon, Porthmadog, Pwllheli, Bangor, Dolgellau, Brecon, Ystradgynlais, Llandrindod Wells, Newtown, Welshpool, Machynlleth, Colwyn Bay, Llandudno, Rhyl, Shotton, Mold, Flint and Wrexham.

Area	Working Age Pop 2009	JSA June 2010	JSA % of WA Pop	ESA/IB Nov 2009	ESA % of WA Pop	LP Nov 2009	LP % of WA Pop
Wrexham	81,400	2,992	3.7%	7,010	8.6%	1,490	1.8%
Flintshire	91,900	3,053	3.3%	6,500	7.1%	1,370	1.5%
Denbyshire	55,500	2,025	3.6%	5,590	10.0%	980	1.7%
Conwy	61,100	2,318	3.7%	5,820	9.4%	1,010	1.6%
Gwynedd	68,600	2,044	3.0%	5,330	7.7%	980	1.4%
Powys	74,700	1,600	2.1%	5,420	7.2%	870	1.2%
Anglesey	39,200	1,791	4.5%	3,510	8.9%	650	1.7%
District Total	472,400	15,823	3.3%	39,190	8.2%	7,340	1.5%

Source: Nomisweb

Local Programmes & Initiatives

Major developments within North & Mid Wales during 2010/11 include:

- Several retail developments are planned in the Wrexham area. Including Sainsburys in Ruabon and Tesco in Cefn Mawr, both are at early planning stages.
- Parc Cybi a large retail and industrial development taking place in Holyhead. This will be developed over the next 2 years. Infrastructure is in place and building work has started.
- Bryn Cegin - A new £60 million business park with the potential of sustaining 1,600 jobs is being developed on the outskirts of Bangor.
- The Welsh Assembly Government has plans to transfer work to its new development within Llandudno Junction in 2010.
- Llandrindod Wells, Prestatyn & Denbigh have allocated sites for future Tesco's stores
- Want2Work Programme - is a European Social Fund project aimed at helping economically inactive customers, particularly Incapacity Benefit customers, from targeted communities in Gwynedd and Anglesey and two DAF wards in Rhyl.
- Rhyl City Strategy brings together a range of partner organisations in order to tackle worklessness in the town, it forms part of the UK government's "Cities Strategy" programme, which is aimed at bringing down rates of unemployment in targeted areas.

South East Wales District

Local Authorities

Cardiff City Council

Monmouthshire County Council

Newport City Council

Torfaen County Borough Council

Vale of Glamorgan Council

Framework for the Provision of Employment Related Support Services

Deprived wards in South East Wales District

<i>Cardiff:</i>	<i>Newport:</i>	<i>Torfaen:</i>	<i>Vale of Glamorgan:</i>
Adamsdown	Bettws	Abersychan	Castleland
Butetown	Pillgwenlly	Brynwern	Court
Caerau	Ringland	Cwmynisoy	Gibbonsdown
Ely	Tredegar Park	St Cadocs & Penygarn	
Llanrumney	Stow Hill	Snatchwood	
Splott		Trevethin	
Trowbridge		St. Dials	

Population Demographics / Infrastructure

The district is dominated by the City Region made up of the 2 Cities of Newport and Cardiff and their hinterlands. Commuting into the Cities particularly Cardiff is a major feature of the wider economy in south east Wales which includes the valleys to the north and the counties to the east like Bridgend.

There are significant Black and Minority Ethnic communities within both Cardiff and Newport, particularly in the southern parts of each city.

With EU enlargement in the last few years, Cardiff and Newport have seen a significant influx of migrant workers attracted by jobs within the tourism, hospitality, leisure and food manufacturing sectors.

Cardiff is the capital city of Wales. It has a mix of some of the most affluent local authority wards in Wales and some of those with the highest levels of deprivation. The city is the established civic and administration centre for Wales. It is also one of the UK's top 10 destinations for shopping. Coupled to that is the expansion of the city as a major events venue, particularly at the Millennium Stadium.

This has resulted in unprecedented growth in the sectors that support this e.g. Tourism, leisure & hospitality. The re-developed Bay area houses numerous bars; restaurants and hotels situated are an area of cultural attraction. The city's transport infrastructure has been adjusted to take account of this. Buses operate on a 'Hub' basis from the city centre to all suburbs of the city. This does however mean that cross-city travel usually requires a change of bus. Park and ride services are now growing. The local rail network also serves some parts of the city, as well as mainline destinations. The city centre is within 5 miles of the M4 Motorway which opens up the access to the South West area of Wales and the East towards the second Severn Crossing. London

Newport is a city with major potential for growth. There were significant retail and hospitality developments about to be launched when the recession took hold in 2007/8. Some of them were put on hold and will be rolled out in the next few years. This will also offer opportunities in construction and the built environment.

It is situated on the M4 Motorway. The city is well served by the bus network although on occasions there is a need to travel on more than one bus if travelling across the city. The rail network has a mainline station at Newport with links to Cardiff to the West, Caldicot, Chepstow and Bristol to the East and Cwmbran Pontypool and Abergavenny to the North.

The district has 2 large rural areas, Monmouthshire and the Vale of Glamorgan. These areas can present delivery challenges for service providers. Providing equivalent services to more dispersed JSA customers in these areas needs careful consideration. This is a particular issues in Monmouthshire .The Vale of Glamorgan does have much of its JSA activity in the town of Barry.

Torfaen has 2 significant settlements in Pontypool and Cwmbran with the largely de-industrialised area in the north of the County having much in common with the other valley communities. This includes higher than average health and housing disadvantages, high economic activity and so on.

Framework for the Provision of Employment Related Support Services

Population / Employment rates / Benefit rates by Unitary Authority

South East Wales District is the smallest districts in geographical area in Wales, but with 25 % of the total Wales population. It has a population of around 769900 (Nomis 2008).

Area	Working Age Pop 2009	JSA June 2010	JSA % of WA Pop	ESA/IB Nov 2009	ESA % of WA Pop	LP Nov 2009	LP % of WA Pop
Cardiff	213,200	8,926	4.2%	17,330	8.1%	4,790	2.2%
Vale	73,900	2,743	3.7%	5,630	7.6%	1,320	1.8%
Newport	84,400	4,330	5.1%	8,150	9.6%	2,240	2.6%
Torfaen	54,200	2,386	4.4%	6,120	11.2%	1,210	2.2%
Monmouth	50,600	1,059	2.1%	3,500	6.8%	540	1.0%
District Total	476,300	19,444	4.1%	40,740	8.5%	10,090	2.1%

Source: Nomisweb

Principal Industries/Key Employers

The largest employers within the District are the Local Authorities and the Health Trusts. There is also a large Civil Service presence. Of course the size and shape of public sector employment is changing very significantly. This will offer particular challenges to the Welsh economy given the large numbers working in and/or dependent on the sector.

Although future trends are difficult to predict, the sectors that continue to offer the best potential for continued opportunities for customers are Construction, Built Environment, Retail, Administrative (inc Contact Centres) and Care Work. Care work is a growing sector across the whole of Wales

There are a number of significant developments in the construction phase in the retail sector with new superstores being built. Projects in the planning stage include the Defence Training Academy St Athan in the Vale of Glamorgan and the Roath Basin retail/industrial project in Cardiff. Both of these are critical to local area development plans. The Defence Academy in particular will transform the local economy.

Local Developments & Initiatives/Private and Voluntary Sector Provision

Any project or organisation that is dependent on public sector funding will be subject to financial pressures. There are very many third sector organisations that may undergo transformation as a result.

These are some (of many) of the organisations and activities that play a part in helping people into work, either in a strategic agenda setting way or in terms of delivery:

Various local authority run networks e.g. Cardiff Council 'Vision' Board and Newport's Local Service Board.

SE Wales Economic Forum

Communities First Partnerships. (Cardiff & Newport)

Asylum Seeker and Refugee stakeholder group.

Health Action groups across Cardiff

Wales Refugee Council "Equal project.

All Wales Ethnic Minority Agency "Equal" project

Cardiff Volunteer Bureau.

Women's Workshop in Cardiff (BME)

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CSV (New Deal Provider).

Torfaen Economically Inactive Group

Children's Centre Pilot – Duffryn Newport

Significant Programmes available in South East Wales outside of Jobcentre Plus core funding

Want2Work is a European Social Fund (ESF) project aimed at helping economically inactive customers, particularly Incapacity Benefit customers, from targeted communities within Cardiff, Newport, Torfaen and Vale of Glamorgan local authorities to find and sustain employment. This is a joint initiative between the Welsh Assembly Government and Jobcentre Plus. This delivered in partnership with a number of LA and third sector organisations.

Deprived Area Funding covers 19 wards within: Cardiff, Newport, Torfaen and Vale of Glamorgan, aimed at helping economically inactive customers living in a DAF Wards into employment. South East Wales district currently contract providers to deliver the project.

Jobcentre Plus Offices in the District

Charles Street, Alexander House, Caradog House (all Cardiff), Barry, Penarth, Newport, Cwmbran, Pontypool, Caldicott, Chepstow, Abergavenny

Jobcentre Plus also works in partnership with Cardiff City Council and co-locates staff in their Training and Enterprise Centres in Ely, Grangetown and St Mellons.

South West Wales District

Population, Geography and Industry

South West Wales has a population of around 736,600, with 439,700 of working age. It covers the five Local Authority areas of Pembrokeshire, Carmarthenshire, Ceredigion, Neath Port Talbot and Swansea.

The District is large geographically when compared to many other JCP Districts and is also very diverse with Swansea a city location compared to the more rural areas of Ceredigion.

The labour market is best described as an East/West split.

In the East Swansea Bay has an abundance of retail, Contact centres, hospitality vacancies which until recently had been slow to fill but with the recent downturn in the economy this has changed. Firms which have recently recruited staff include Amazon, Royal mail, Conduit and Admiral. Swansea lacks unskilled factory/production type vacancies while Neath Port Talbot has a large manufacturing base mainly through employers such as Corus who employ 3000. However, these employers do not recruit in high numbers.

Neath Port Talbot has one of the highest claim rates to Incapacity benefit in the UK. Swansea East constituency also has one of the highest dependency rates on the Public Sector and therefore we are prepared for volumes of redundancies on the back of the spending review. Indeed the whole District relies heavily on repeat vacancies from the Public Sector and we are currently trying to project the impact that redundancies or recruitment freezes will have in this District.

In Swansea City Centre the transport links are well served however, the surrounding area and outlining neighbourhoods suffer from reduced timetables where connections are poor or have a complete lack of public transport.

In the West, covered by Ceredigion Carmarthenshire and Pembrokeshire, we see a major seasonal economy with many hotel, restaurant and leisure vacancies. In addition there is a prevalence of care homes. Some recent major developments include the opening of retail parks in Llanelli and Haverfordwest and a major new shopping development in Carmarthen. Two new LNG Gas terminals have been built

Framework for the Provision of Employment Related Support Services

in Milford Haven and currently a new power station is being built on the waterway. While this generates significant construction vacancies during the build the number of permanent full time jobs are unlikely to generate many repeat vacancies. During major shut downs at the two local refineries we also see an increase in construction type jobs but we have to be aware that both refineries are currently up for sale and could result in closure.

The area is poorly served by public transport, with many of the more rural areas having a limited or complete absence of a bus service. This is a major barrier for people travelling to work. The County of Pembrokeshire is also divided by the Cleddau Bridge which also creates an added barrier for transport issues.

We work very closely with current contracted and non contracted partners, sharing labour market information and including each other in discussions on provision with Welsh Assembly Government. We respond positively to new business opportunities as they arise and through Account managers and Local Labour market recruitment advisers link these opportunities into our contracted partners.

Programmes and Initiatives available in South West Wales

This District covers a large convergence area and as such we link into numerous ESF funded programmes that support customers back to work. In addition we also operate our own ESF funded programme Want to Work. This is a joint initiative with the Welsh Assembly Government.

We also support the allocation of Deprived Area Funding across 45 deprived area wards in the District broken down into Ceredigion x 2, Pembrokeshire x 6, Carmarthenshire x 11, Neath Port Talbot x 20 and Swansea x 6.

We also cover two Spatial Plan areas, five Local Service Boards, sit on five Community Planning groups, sit on five Child partnership forums, cover one economic forum area, cover two Regeneration areas and the whole District falls within the new Regional Learning Partnership area. We are also currently an Internal Pathways to Work deliverer.

Local Developments and Initiatives.

South West Wales is one of only four Districts in the UK running a Flexibility Pilot. This pilot will run for two years and allows the District team to deliver services in a flexible and innovative way. The flexibilities cover internal processes testing the best way of working with unemployed customers to move them into sustainable employment more quickly and more cost effectively. It also allows the District to work more innovatively with external partners to see if we can join up services, deliver economies of scale and support customers in a more holistic way.

Two current activities we are working on is how we can move 16-17 customers more efficiently between the Careers service and Jobcentre Plus and putting in place a revision the Skill build provision to better support employers recruit skilled workers. The Pilot District will be measured against three key criteria: - Customer Satisfaction, off flows from benefit in the quickest time possible and budget savings. The Pilot is supported by a delivery manager, a Management steering group and an external stakeholder group.

Jobcentre Plus Offices in the District.

There are 13 offices based at: Aberystwyth, Cardigan, Milford Haven, Pembroke Dock, Haverfordwest, Carmarthen, Ammanford, Llanelli, Gorseinon, Morriston, Swansea, Neath and Port Talbot. We also deliver our Want to Work programme from out reach partner premises

Summary of Claimants

Area	Working Age Pop 2009	JSA June 2010	JSA % of WA Pop	ESA/I B Nov 2009	ESA % of WA Pop	LP Nov 2009	LP % of WA Pop
Carms	104,000	3,173	3.0%	12,520	12.0%	1,660	1.6%
Ceredigion	47,400	803	1.7%	3,550	7.4%	400	0.8%
Neath Port Talbot	82,200	3,118	3.8%	12,520	15.2%	1,840	2.2%
Pembs	66,900	2,233	3.3%	6,220	9.2%	1,130	1.7%
Swansea	139,200	5,078	3.6%	15,720	11.2%	2,820	2.0%
District Total	439,700	14,405	3.3%	50,520	11.4%	7,850	1.8%

Source: Nomisweb

Key partnerships in Wales

Partner	Purpose of Partnership/Type of organisation
AWEMA (All Wales Ethnic Minority Association)	To promote equality and diversity for the benefit of the public, in particular, but not exclusively in Wales. To promote racial harmony for the public benefit, in particular but not exclusively in Wales, by promoting good race relations
Basic Skills Cymru	Responsible for delivering the basic skills strategy in Wales on behalf of the Welsh Assembly Government. Its aim is to help and teach people of all ages who struggle with words and numbers in their everyday lives, and in their efforts to enter and remain in work
Careers Wales	Careers advice, and attainment of the work skills required to enter work, for young people and adults. Information and support for those working in education, training and guidance and further information for employers
Commission for Racial Equality	Deals with discrimination, including disadvantage in securing work, related to race equality
Customer Representative Group - All Wales Forum	CAB, RNIB, RNID, Disability Wales, NACRO Cymru, MIND, Carers Wales, Welfare Rights Association, TU Congress, Welsh Refugee Council, Child Poverty Group, Shelter Cymru, Veterans Agency, WCVA, AWEMA. Forum with advocacy groups often representing priority customer groups.
DELLS (Department for Education Lifelong Learning and Skills)	WAG Department that promotes lifelong learning from early years through to adult learning to help to improve opportunities for people at all stages of life, through Welsh and English, from school through college and university to workplace training
Disability Wales	Champions benefits and support services for disabled people

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Partner	Purpose of Partnership/Type of organisation
Learning Disability, Wales	.Learning disability Wales, work in partnership with other organisations, service users and their parents/carers, campaigning to help children and adults with learning disabilities achieve valued lives and a full place in society and employment.
Local Service Boards	The creation of Local Service Boards (LSBs) in Wales provides an opportunity to improve the delivery of public services by developing local partnerships between key service providers and customer groups. Providing a flexible package of support to meet the development needs of LSBs is essential to enable local partnerships to build a collaborative approach to service improvement.
Local Strategic Partnerships	Local strategic partnerships in Wales also agree priorities for community strategies addressing local customer needs.
MENCAP	Charity working with people with a learning disability and their families and carers
National Training Federation for Wales	The NTFW represents the interests of Training Providers and Learners to inform them about all aspects of the education and training provision in Wales.
Prime Cymru	Dedicated to helping over 50yr olds in Wales become economically active, starting own business, develop a social enterprise or simply find a job
Prince's Trust-Cymru	Charity that helps young people aged 14 to 30 'get their life working again', including acquiring learning/skills and employment
Royal National Institute for the Blind (RNIB Cymru)	Offers support and advice to over two million people with sight problems, helping them to access support services tailored to needs.
Royal National Institute for the Deaf (RNID Cymru)	The Charity represents the nine million deaf and hard of hearing people in the UK, helping them to access support services tailored to their specific needs
Sector Skills Council, Wales	Sector Skills Councils are independent, employer-led organisations responsible for tackling the skills and productivity needs of their industry sectors
Welsh Refugee Council	Welsh Refugee Council is an independent charity that empowers refugees to rebuild their lives in Wales and play a full role in life, communities and work.
Welsh Language Board	Promotes equal status for Welsh language in Wales, and ensures the public sector, and its paid providers, complies with their legal obligations in use of Welsh in their communications

Strategic Regional Partnerships

There are a number of strategic partnerships in Wales with initiatives aimed at promoting economic development and regeneration – especially in areas of high deprivation. The approach stresses the need to enhance people’s skills and employability, as well as physical and environmental improvements.

6.3.1 Communities First

6.3.2 Communities First plays a valuable role in delivering that vision – building a better Wales by raising the aspirations and confidence of communities who faced social and economic deprivation.

Communities First is now moving ahead with a clear remit for tackling child poverty, economic inactivity and employability. By involving the community itself – including local enterprises and voluntary groups – in taking key decisions, skills and knowledge are developed, and the whole programme is made sustainable.

- [Communities First](#)

6.3.3 Heads of the Valleys

The Heads of the Valleys provided the crucible of the Industrial Revolution – and this left problems in its wake. The Heads of the Valleys Programme is a pioneering partnership approach to tackling social, economical and physical regeneration. With communities at the heart of the equation it deals with key issues across the region in a holistic way, with the Welsh Assembly Government coordinating action that makes good use of its management of European structural funds as well as the existing annual spend by the public sector.

- [Heads of the Valleys Programme](#)

6.3.4 Môn a Menai

The Môn a Menai Action Plan aims at comprehensive regeneration of North-west Wales. It aims to secure the future prosperity of Anglesey and Gwynedd, based on a strong economic hub on both sides of the Menai Straits. The Action Plan is being delivered in partnership with the local authorities, educational institutions, and the private and third sectors.

- [Môn a Menai Action Plan](#)

6.3.5 Western Valleys

The Assembly Government has designated a substantial part of South-west Wales as a Strategic Regeneration Area. The Western Valleys area includes an area from the Amman Valley in the West across to the Upper Garw and Ogmore valleys of Bridgend in the East, extending north to the community of Ystradgynlais in the Swansea Valley.

The action plan will tackle core issues affecting the area’s communities, and priorities are currently being identified in conjunction with local stakeholders.

- [Strategic Approach to Regeneration – Western Valleys](#)

6.3.6 Swansea

A large area of Swansea City Centre is set to benefit from being designated a Strategic Regeneration Area, with a substantial budget anticipated to run into tens of millions of pounds specifically allocated to promote social and economic regeneration.

The investment will boost Swansea City Centre Framework – the £1 billion blueprint designed to redevelop the city centre and maximise its extensive seafront to take full advantage of the magnificent backdrop of Swansea Bay and the Gower peninsula.

6.3.6.1 SA1 Swansea Waterfront

The SA1 development is proving a great success, creating new jobs and new business opportunities. Swansea Waterfront is acting as a catalyst, attracting investment into the city and playing a key role in helping to establish Swansea as a European waterfront city of international renown.

- [SA1 Swansea Waterfront website](#)

6.3.6.2 Swansea City Centre

Complementing the SA1 development, the City and County of Swansea and the Welsh Assembly Government are working together to deliver a vibrant mixed-use city centre.

- [Swansea City Centre website](#)

6.3.7 Llanelli Waterside

The Llanelli Coast Joint Venture, a partnership between the Welsh Assembly Government and Carmarthenshire County Council, is pushing ahead with regeneration of the Llanelli area. It is creating a vibrant and modern environment in which people can enjoy working, living and playing – close to the Millennium Coastal Park, 22 kilometres of beautifully restored coastline that provides stunning views of the Gower Peninsula, and traffic-free cycle paths.

- [Llanelli Waterside website](#)

Rhyl City Strategy

Rhyl City Strategy is one of fifteen areas taking part in a Department of Work and Pensions programme to tackle worklessness and economic inactivity in the most disadvantaged areas of the UK.

The Cities Strategy programme is based on the idea that local partners can deliver more if they combine and align their efforts behind shared priorities, and are given more freedom to try out new ideas and to tailor services in response to local need. The aim of the City Strategy in Rhyl is to:

- make sure Rhyl residents are receiving the support, guidance and training they need to get into and stay in work
- engage with as many unemployed residents as possible and support them to overcome any barriers preventing them starting or getting back to work

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- work with employers to make sure their business needs are being met, and that local unemployed people are able to access work opportunities
 - develop cross-cutting initiative to meet identified needs
- http://www.rhylcitystrategy.co.uk/home_page.aspx

ESF Information

European Structural Funds programmes 2007–2013 in Wales

For the programming period 2007–2013, Wales qualifies for European Structural Funds support for three types of programmes:

- Convergence covering West Wales and the Valleys
- Regional Competitiveness and Employment covering East Wales
- Territorial Co-operation, including the Ireland-Wales Cross-border programme

Details on the progress of the 2007–2013 programmes are available, including, in line with European Regulations, details of the beneficiaries supported at:

www.wefo.Wales.gov.uk

Strategic delivery of the programmes for jobs and growth

The programmes in Wales, delivered through the Welsh European Funding Office, are focused on creating sustainable jobs and growth in line with European Union's Lisbon and Gothenburg agendas, and the policies and strategies of the Assembly Government.

There is a greater strategic approach to the delivery of the funds for this programming round, with fewer, more strategic projects delivering on the priorities of the Operational Programmes. This approach will help ensure less duplication of activities and maximisation of the available resources to benefit the people, businesses, communities and environment of Wales.

The Welsh European Funding Office (WEFO) is responsible for administering the European Social Fund Programmes in Wales, all applications for funding channelled through WEFO. Information on the Convergence and Competitiveness European Social programmes and the types of projects supported by the programmes can be found by accessing WEFO's website.

Labour Market Information Sources

Bidders will be expected to conduct research on the labour market and the demographics of the customers in the areas bidders are bidding in. Sources of further information on proportions of key customer groups:

- **Government Office Network:** <http://www.gos.gov.uk/national/> General information about the 9 English Government Office Regions that correspond to the 9 English Framework Lots. The other two Lots correspond to the devolved administrations in Scotland and Wales. <http://www.scotland.gov.uk/Home> / <http://wales.gov.uk/>
- **NOMIS Official Labour Market Statistics:** <https://www.nomisweb.co.uk/Default.asp> NOMIS provides a history of information on benefit counts and flows. It is possible to breakdown by geographical areas, certain characteristics, claim durations, occupation sought and recorded destination on leaving benefit.
- **DWP Tabulation Tool:** <http://research.dwp.gov.uk/asd/tabtool.asp> - The Tab Tool provides a history of information on counts and flows for other benefits and Jobcentre Plus mainstream employment programmes, this includes local area performance data down to Jobcentre Plus District.
- **Gateway to UK national Statistics :** www.statistics.gov.uk
Use regional profiles tab to find statistics for a local area or Region.
- **The Office for National Statistics:** www.ons.gov.uk produces independent information to improve our understanding of the UK's economy and society.
- **Department for Business Innovation and Skills:** stats.bis.gov.uk
Key BIS Economic and Statistics link.

Evaluation Criteria Table

Section 1 Qualification

This stage will test bidders' commitment and ability to meet the Department's minimum requirements in important areas. The requirements in these areas are included in the ItT Form. This stage is intended to assess bidders' suitability to provide the relevant services. Responses to each question will be assessed on a Pass/Fail basis.

Principal Criteria	Criteria and factors to take into account	Evidence	Scoring
Part 4 Eligibility to Submit a Proposal	Signed declaration of eligibility according to Regulation 23 of the Public Contracts Regulation 2006.	Bidders are expected to fully comply with the Departments standards/requirements	
Part 5 Accreditation	Assessed through commitment to gaining Momenta Accreditation prior to signing a Framework Agreement (see attachment).	Bidders are expected to fully comply with the Departments standards/requirements.	Pass/Fail
Part 6 Security Requirements	Commitment to meet the DWP Data Security Requirements. Ability to meet these requirements will be assessed through submission of a draft Security Plan.	Bidders are expected to fully comply with the Departments standards/requirements.	Pass/Fail
Part 7 Fraud	Commitment to adhere to the DWP four principles of fraud prevention. Ability to meet these requirements will be assessed through detailed description of systems that will be in place.	Bidders are expected to fully comply with the Departments standards/requirements and provide supporting evidence/examples.	Pass/Fail
Part 8 Merlin Standard / Suppliers Charter	Commitment to adhere to the Code of Conduct/Merlin Standard and Suppliers Charter. Ability to meet these requirements tested in Section 11.	Bidders are expected to fully comply with the Departments standards/requirements.	Pass/Fail
Part 9 Sustainable Development	Commitment to adhere to DWP requirements.	Bidders are expected to fully comply with the Departments standards/requirements	Pass/Fail
Part 10 Human Resources and TUPE	Commitment to adhere to TUPE regulations and Cabinet Office "A Fair Deal for Staff Pensions" ability to meet these requirements and further assurance that policies and processes are in place within the bidder's organisation and their supply chain(s) to maintain a committed and motivated workforce.	Bidders are expected to fully comply with the Departments standards/requirements and provide supporting evidence/examples.	Pass/Fail

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Financial Capability	This will be an initial assessment which may need to be revisited when detail on the Work Programme financial proposition is available.		
Financial Assessment	Financial Viability and Risk Assessment.	To ensure that bidders who proceed have sufficient resources to successfully deliver the contract with a minimal risk of failure.	Pass/Fail
Financial Assessment	Sufficient size to sustain minimum contract value/outcome focused payment model.	That the organisation / consortium have sufficient T/O to sustain a contract of this size - a minimum T/O of £20 million is required unless further risk mitigation offered.	Pass/Fail

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Section 2 – Selection

The focus of questions in this section is based on an objective assessment of a bidders' ability to meet the requirements of delivering any contract let under the Framework. Within each section all questions will have an equal weighting.

Part 11 Supply Chain Management	Generic (bidders will provide one response to apply for any or all Framework Lots).		25%
11.1	Describe how you will develop, maintain and grow the supply chain(s) to ensure necessary resilience and flexibility to meet the potential demands of call-off contracts let under the Framework Agreement. Your answer should demonstrate how you will practically adhere to the DWP Code of Conduct and meet the Merlin Standard including the role of voluntary and specialist organisations.	The response describes effective strategies to develop, maintain and grow the supply chain (including voluntary and specialist organisations) to ensure the bidder will have the ability to meet the potential demands of call-off contracts let under the Framework Lot.	0-3
11.2	Please provide an example that effectively demonstrates your ability and capability to develop maintain and grow large, complex and potentially diverse supply chains.	The response provides a comprehensive example of a contract where the bidder has demonstrated their ability to grow, develop and maintain a complex/diverse supply chain.	0-3
11.3	Describe how you will monitor manage and improve the performance of the supply chains that will deliver service contracts let under the Framework. Your response should include, but not be limited to, your dispute resolution proposals and refreshing the supply chain e.g. when parts of the supply chain fail.	The response describes effective means of monitoring and managing the delivery supply chains to achieve performance improvements. The response also includes effective dispute resolution procedures and strategies to refresh the supply chain.	0-3
11.4	Provide examples of successfully monitoring, managing and improving the performance of large, complex and diverse supply chains.	The response provides a comprehensive example of a contract where the bidder has demonstrated how they have successfully monitored, managed and improved the performance of a large, complex and diverse supply chain.	0-3

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Part 12 Implementation	Generic (bidders will provide one response to apply for any or all Framework Lots).		20%
12.1	Describe your strategy and proposals for responding to potential complex service contracts let under this Framework potentially to challenging timescales.	The response describes an effective strategy for set-up and mobilisation so as to deliver complex service delivery requirements across the whole of the Framework Lot.	0-3
12.2	Describe how you have set-up and mobilised to deliver complex services across large geographical areas and to challenging timescales.	The response provides an example where the bidder has effectively demonstrated an approach to responding to a complex service delivery requirement to potentially challenging timescales	0-3
12.3	Describe your approach to effectively responding to minor and major changes to service delivery requirements during the duration of the Framework.	The response describes an effective approach to management of both minor and major changes to service delivery requirements during the duration of the Framework	0-3
12.4	The Framework Agreement creates the potential requirement to deliver a variety of welfare to work initiatives and other employment support packages from a range of contracting authorities. How would you manage the potential demand for the delivery of multiple programmes, their implementation, ongoing management and delivery, whilst maintaining existing business and achieving contractual expectations against all Framework Agreement call off contracts, what do you consider are the risk(s) this could pose and how will you mitigate these?	The response describes effective proposals for managing the potential demand for the delivery of multiple programmes under the Framework Lot and identifies the associated risks and strategies to mitigate these.	0-3

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Part 13 Stakeholder Engagement	Generic (bidders will provide one response to apply for any or all Framework Lots).		10%
13.1	Describe in detail your strategy and proposals for successful stakeholder engagement including employers, Jobcentre Plus and other key stakeholders e.g. Local Authorities.	The response provides an effective strategy for the successful engagement of stakeholders, including employers, Jobcentre Plus, Local Authorities and other key stakeholders	0-3
13.2	Provide an example of a contract(s) where this strategy above (or similar) has been effectively implemented.	The response provides a comprehensive example of a contract where a stakeholder engagement strategy has been effectively implemented	0-3
Part 14 Contract Performance	Generic (bidders will provide one response to apply for any or all Framework Lots).		20%
14.1	Please complete Annex 1 with your top ten % current contracts by value (up to a maximum of ten), include detail of how many of these contracts exceeded, met and did not meet the targets.	Bidder to complete Annex 1 with top ten (by value) contracts and include detail of how many of these contracts exceeded, met and do/did not meet the targets.	0-3
14.2	Referring only to contracts detailed in Annex 1, please explain what your organisation has done/is doing to continually improve the performance of these contracts, including reasons behind any under performance, remedial actions taken and lessons learned.	By reference to the contracts detailed in Annex 1, the response provides a comprehensive description of what the bidder has done/is doing to effectively improve the performance of these contracts including remedial actions taken and lessons learned.	0-3
14.3	Please detail the processes you will use to manage, monitor and evaluate the performance of all potential call-off contracts to ensure that the whole provision is of a constantly high standard and that the various outcome objectives will be achieved by your organisation and any subcontractor(s)/partner(s).	The response provides detailed processes to effectively manage monitor and evaluate the performance of call-off contracts let under the Framework Lot to ensure service provision meets consistently high standards.	0-3

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Part 15 Delivery Challenges	Lot Specific (bidders will complete a separate response for each Framework Lot they wish to bid for).		25%
15.1	Describe what you consider to be the main performance and delivery challenges of delivering across this Framework Lot and detail how you will overcome these challenges.	The response comprehensively describes the main performance and delivery challenges of delivering across the Framework Lot and provides effective suggestions for overcoming the challenges	0-3
15.2	Provide a detailed example of how your bidding organisation has successfully delivered a contract that presented significant performance and delivery challenges.	The response provides a comprehensive example of a contract where the bidding organisation has successfully delivered a contract that presented performance and delivery challenges.	0-3
15.3	Describe how, as a potential supplier, you will identify and meet the diverse needs of the potential customers within this lot.	The response identifies the diverse needs of all potential customers within the Framework Lot and sets out effective strategies for meeting these diverse needs.	0-3
15.4	Provide examples which demonstrate your experience of successfully meeting the challenges presented by a wide range of customer groups with diverse needs.	The response provides at least two examples which demonstrate how the bidder has successfully met the challenges presented by a wide range of customer groups with diverse needs.	0-3
Total			100%

1 Financial Evaluation Criteria for the Framework Agreement

1.1 Introduction

1.1.1 This document outlines the process and scoring methodology for the financial evaluation of bidding organisations. The aim of the evaluation is to ensure bidders who proceed have sufficient resources to successfully deliver the contract with a minimal risk of failure. The assessment will consist of the assessment of accounts and other financial and organisational data that the prospective bidder makes available to the Department.

1.1.2 The analysis of the accounts will consider the size of the business, its age and which sector of industry it is trading in, as well as focusing on appropriate ratio analysis and organisational growth. The financial appraisals will be conducted by suitably qualified and experienced staff to ensure an accurate, consistent and professional approach.

1.1.3 Individual bidder responses will be assessed on the following three areas:

- Organisational Stability, and
- Financial Stability, and
- Growth Management.

If the assessment of any of the above areas produces a RAG rating of RED the result will be elimination from the procurement. For an organisation who achieves an AMBER rating it may be necessary for a bidder to supply additional evidence that the bidder can manage the level of growth, from an organisational financial and delivery perspective. Table 1 provides the RAG criteria and related action across all areas of the assessment.

1.2 Organisational Stability

1.2.1 This section focuses on the overall stability of the organisation based on set criteria. Using the data supplied in the financial statements, HMRC checks and other information available in the public domain an assessment will be completed to determine the stability of the organisation. If the assessment raises major concerns about the organisation [please see the qualification table at Table 2 for more information] this will result in the organisation being given a RED rating which will result in elimination from the process.

1.2.2 Organisations who do not fall into the above rating category will receive a GREEN rating.

1.3 Growth Management

1.3.1 This section provides an initial assessment of an organisations ability to manage the contract. This assessment commences at the financial evaluation stage for the framework agreement and will continue throughout the entire process up to and including the final stage identifying preferred bidders. Please see Table 3 for details of the scoring and weighting criteria that will be attributed to this assessment.

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1.3.2 This analysis will be used to identify how the organisation is likely to achieve the following:

- Financial Strength - can the organisation cope financially with the size of contract or asset requirement;
- Capacity - does the organisation have the resource to carry out the work?

1.3.3 The DWP currently anticipate the minimum value of Work Programme contracts to be £10m per annum. Given what is likely to be a more challenging reward model weighted far more heavily to the delivery of successful job outcomes, the DWP have determined that the value of business awarded to a single organisation should not normally exceed 50 per cent of its existing annual turnover. This means that we would not expect to place organisations on the ERSS Framework whose current turnover is less than £20 million per annum unless such organisations can provide during the competition robust evidence of their ability to manage within these anticipated financial constraints. This will be applied to all organisations bidding for a contract under the framework agreement. Organisational / group / SPV structures will be taken into account when calculating this minimum turnover, where appropriate.

1.3.4 If the organisation progresses through to future stages of the procurement exercise a Growth Capacity model may be used to explore financial and non financial elements to further measure growth potential. The non financial elements will include, but not limited to:

- Strategic Management;
- Supply Chain Management;
- Infrastructure,
- People and Skills; and
- Policies and Procedures.

1.3.5 As part of the framework competition the DWP may award a financial growth threshold.

1.4 Financial Stability

1.4.1 This section involves completing a ratio analysis of the financial information contained in the bidding organisations' financial statements and will inform the outcome of this part of the assessment.

1.4.2 Two ratios will be analysed: the Acid Test ratio (1) and the Debt ratio (2). Please see Table 4 for details of the scoring and weighting criteria that will be attributed to this assessment.

1.5 Outcome

1.5.1 The overall outcome of the analysis will potentially produce a field of bidders considered viable to be admitted onto the framework agreement. In each case, the level of business considered prudent to award (an indicative financial threshold), will be provided at the results stage.

Table 1

Framework Agreement Qualifying Criteria

The following table defines the RAG assessment and related action.

Criteria	Outcome
RED - Elimination	Bidder exits the exercise
AMBER - Tentative Progression	Bidder progresses to next stage, but analysis continues and a dialogue commences between DWP and the organisation. The possibility of elimination at a later date does exist, but is not definite.
GREEN - Progression	Bidder progresses to next stage

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Table 2

Elimination and Progression Criteria

The following table shows the elimination/progression criteria for the assessment:

Measure	Criteria	Action	RAG Rating
ORG STABILITY	Negative Balance Sheet	Elimination from the process	Red
	The organisation is Insolvent (actually or technically) or is in the process of being declared insolvent.	Elimination from the process	Red
	The organisation has been wound up or is in the process of being wound up.	Elimination from the process	Red
	The organisation is in administration or is in the process of being put into administration.	<i>Elimination from the process</i>	<i>Red</i>
	HMRC checks: Major concerns - non payment of taxes, VAT, HMRC investigations, court action.	<i>Major concerns or issues will result in elimination.</i>	<i>Red</i>
FINANCIAL STABILITY	Ratio Analysis AMBER = 2 to 6 points GREEN = 7 to 10 points	<i>Tentative Progression or Progression depending upon outcome of analysis. Progression</i>	<i>Amber</i> <i>Green</i>
	Growth Management - Under minimum contract value	<i>Potential elimination from the process</i>	<i>Amber</i>
GROWTH MANAGMENT	<i>Growth Management - Over minimum contract value</i>	Progression	<i>Green</i>

Table 3

Turnover Growth Methodology

The table below shows the scoring and weighting mechanism for Turnover Growth (section 1.3 refers).

Criteria	Score
Turnover Growth	>£20m = Red £20m> = Green

Table 4

Financial Stability and Growth Management Scoring Methodology

The financial tests performed during the evaluation process are as follows (section 1.4 refers):

Criteria	Score
Acid Test Ratio	>1.1 = 5
	>0.8 <1.1 = 3
	<0.8 = 1
Debt Ratio	<0.5 = 5
	>0.5 <1.0 = 3
	>1.0 = 1

- i) All bidders will be given an Amber or Green risk rating based on this assessment. Green and Amber risk rated bidders will be deemed as having passed the analysis for the framework agreement.
- ii) For those bidders achieving an Amber rating we may seek further clarification and reassurance that any potential risks can be fully mitigated.
- iii) Bidders scoring between 2 and 6 marks in total are given an amber rating; bidders scoring above 6 marks in total are given a green rating.

DWP Sustainable Development

1 Environmental Aspects

- 1.1 DWP supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to – ‘enable all people throughout the world to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations’.
- 1.2 The UK Strategy for Sustainable Development has four main aims:
- Social progress that recognises the needs of everyone;
 - Effective protection of the environment;
 - Prudent use of natural resources; and
 - Maintenance of high and stable levels of economic growth
- 1.3 An overview of sustainable procurement in DWP can be found in the [DWP Sustainable Procurement Awareness Sheet for suppliers/providers](#). This document also gives details of the Sustainable Operations on the Government Estate (SOGE) targets that DWP, along with all other central Government departments, must make progress towards.
- 1.4 When delivering services outside the DWP estate contractors shall, and shall ensure that where possible, their sub contractors, use all reasonable endeavours to comply with the principles set out in the UK Strategy for Sustainable Development and the SOGE targets.
- 1.5 When delivering services on the DWP estate (including Jobcentre Plus premises) contractors shall, and shall ensure that where possible, their sub contractors, work with DWP to assist in making progress towards the SOGE targets and the wider sustainable development principles.

2 Minimum Contractor Requirements

- 2.1 In accordance with the Sustainable Development Requirements contract schedule (which forms part of the DWP standard terms and conditions of contract), contractors will be required to complete and provide a policy statement (within six months of the contract start date) to demonstrate how they will satisfy and adhere to the principles of sustainable development. As part of this policy statement, contractors will need to give an assurance that their waste is disposed of by a registered waste collector, in accordance with current regulations, and that items such as ink cartridges and toners are recycled or disposed of in the correct way. Assurance must also be provided that WEEE regulations are observed with regard to the disposal of electrical and electronic equipment.
- 2.2 Contractors must also produce an action plan (within six months of the contract start date) to explain:
- How waste produced will be minimised and how recycling will be promoted within their business;

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- How energy consumption will be minimised within their business;
- How the use of transport will be minimised and how the use of public transport will be promoted within their business, both to staff and customers where appropriate;
- Details of a baseline assessment of their current position in terms of waste minimisation, recycling levels and energy consumption (energy consumption will only be required if current energy usage is available);
- Annual estimates of the progress of the SD actions detailed in their plan; and
- How staff awareness of sustainability will be increased in line with their sustainable development plan.

3 Additional Requirements

- 3.1 In addition to the above, contractors will be expected to provide detail around how they endeavour to reduce any negative environmental impacts associated with the delivery of this contract. Example activities could include a commitment to reduce the amount of packaging on goods provided through the contract, delivery schedules that allow for the most efficient route to be taken and a well maintained vehicle fleet that minimises carbon emissions where possible.
- 3.2 The 'Buy Sustainable – Quick Wins' are a set of sustainable specifications for a range of commonly purchased products, some of which will be delivered through this contract. The products were chosen for their environmental impact, scope for environmental improvement and political or example setting function. The Quick Wins are comprised of both a set of mandatory minimum standards at the market average level and best practice specifications. The best practice specifications are more stretching than the mandatory minimum and are voluntary for those that wish to purchase the 'best in class' products – however these best practice specifications are likely to become the minimum in the future and DWP aim to purchase products at this higher level. Full details of the products covered and specifications can be found [here](#).
- 3.3 The UK Government Timber Procurement Policy specifies that only timber and timber products originating either from independently verifiable legal and sustainable sources or from a licensed Forest Law Enforcement, Governance and Trade (FLEGT) partner will be procured for use on the Government estate. DWP require that any timber/timber products delivered by this contract adhere to this requirement. Full details and guidance on this policy can be found [here](#).

4 Social Aspects

4.1 Diversity and Equality

Diversity and equality is a prominent theme running through the DWP Departmental Strategic Objectives – the objectives that underpin all of our activities and define the nature of the Department. DWP also has a 'duty to promote' on equality and the department needs to ensure that it actively promotes equality of opportunity for and good relations between, all persons irrespective of their race, gender, gender reassignment, disability, age, sexual orientation or religion/faith/belief.

Framework for the Provision of Employment Related Support Services

As a result of the above, DWP (and wider Government) need to consider equality when conducting their commercial activities – there is a real opportunity to make a difference by addressing equality issues professionally in the procurement process.

4.2 Minimum Contractor Requirements

As a minimum, all successful contractors must ensure compliance with equality legislation and satisfy the requirements set out in the DWP Diversity and Equality Requirements contract schedule (requirements that focus on the contractor workforce and organisation).

4.3 Additional Requirements

Diversity and equality elements are key in all DWP contracts as contractors will act as the interface between DWP and customers, for example, when customers are ordering and receiving deliveries of goods. As a result of this, in addition to the above minimum requirements, contractors should demonstrate how they will manage diversity and equality aspects associated with the delivery of this contract and the customers involved.

4.4 International Labour Organisation (ILO)

Given the role DWP has in UK Government welfare and employment objectives, and to improve the quality of life for all, assurance must be sought around labour standards throughout the supply chain.

Some areas of labour practices and industrial relations aren't covered in some countries' legislations, or always enforced robustly when they are. In respect of labour conditions, [International Labour Organisation \(ILO\)](#) guidelines, (fully coherent with those of the OECD) are extremely useful when trying to advance opportunities for people to obtain decent, productive work in conditions of freedom, equity, security and human dignity. The main aims of the ILO are to:

- Promote rights at work
- Encourage decent employment opportunities
- Enhance social protection and
- Strengthen dialogue in handling work related issues

The ILO is the global body responsible for drawing up and overseeing international labour standards. Working with its member states, the ILO seeks to ensure that labour standards are respected in practice as well as principle.

The ILO provides a 'one stop shop' service to businesses called the ILO Helpdesk. The Helpdesk is available free of charge to managers and workers as well as workers' and employers' organisations. The Helpdesk provides guidance and deals with questions relating to international labour standards. Further information can be found [here](#).

Organisation for Economic Co-operation and Development (OECD)
The Organisation for Economic Co-operation and Development (OECD) guidelines for Multinational Enterprises provide voluntary principles and standards that Governments adhering to the guidelines encourage international

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businesses to comply with wherever they are trading and operating. The guidelines set out a responsible approach to areas of business ethics, including:

- Employment and industrial relations;
- Human rights;
- Environment;
- Information disclosure;
- Combating bribery;
- Science and technology;
- Competition; and
- Taxation.

Adhering Governments also recommend that multinational businesses encourage their suppliers and sub contractors to observe these standards.

The Department for Business Innovation & Skills (BIS) website provides further details on the [OECD guidelines and the role of the UK National Contact Point](#) (responsible for promoting the guidelines and managing complaints relating to businesses registered in or operating from the UK).

Following examination of a complaint, the UK National Contact Point will issue a Final Statement setting out whether the UK National Contact Point considers that the company has acted consistently with the Guidelines or not. This will be published on the UK National Contact Point's website.

4.5 Contractor Requirements

DWP requires that contractors demonstrate assurance (as far as reasonably possible) that their supply chains are acting in accordance with ILO and OECD guidelines.

Contractors should ensure that they have a level of visibility throughout their supply chains that they feel is sufficient to highlight any potential risks and issues. This visibility should be demonstrated to DWP in order to provide assurance to the Department. This level of visibility should remain consistent as DWP may request further assurance at any point during the duration of this contract, particularly if wider risks are identified in a particular market sector

4.6 Supported Factories and Businesses

Contractors are encouraged to utilise Supported Factories and Businesses (where at least 50% of the workforce are disabled) as sub contractors where ever possible and appropriate to do so. Further details on Supported Factories and Businesses can be found [here](#).

DWP Sustainable Procurement

Building a better future



DWP SUSTAINABLE PROCUREMENT TARGETS

SUSTAINABLE PROCUREMENT GUIDANCE FOR DWP SUPPLIERS AND PROVIDERS

The Department for Work and Pensions is highly regarded in Government as an active proponent of Sustainable Procurement best practice. From the top down DWP's commercial function has endorsed social and environmental concerns as a single agenda and this will now be a "key work objective" for the Permanent Secretary. DWP supports the most vulnerable in society, working to reduce child and pensioner poverty, to help all those who can work to do so, and ensure people with disabilities can play their full part. In doing so, DWP aims to promote economic growth, tackle poverty and social exclusion, and minimise its own environmental impact – objectives which align with and fully support the 3rd UK Strategy for Sustainable Development – 'Securing the Future'. As the aims and priorities of the Department are to provide effective welfare reform, child support and pensions services we are in a prime position to take the lead on delivering the Government set targets for Sustainable Procurement.

It is our clear goal to incorporate Sustainable Development into our thinking but more importantly, into our actions. Considering what our actions mean for business, the environment and the community must become second nature in all of our

commercial dealings. DWP is making progress towards achieving this goal but the Department's size, spending power, resources and welfare objectives mean that we still have much more to do within the procurement community. The DWP Sustainable Procurement Strategy is key to ensuring that we specify sustainable goods and services wherever possible and encourage best sustainable practice throughout our supply chains. In achieving sustainability in its fullest sense we will maximise the potential our contracts hold for driving important social, economic and environmental improvements. If DWP is to fully meet its responsibilities and match the Government's commitment and targets for Sustainable Development then we need to deliver – and we are looking to our suppliers and providers to help us achieve more. We are supplying you with details of the targets that we are required to achieve. They are challenging - because Government does not underestimate the need.

DWP wants to manage its demand for goods and services - to actively make them more sustainable. So we will talk to you about our needs, and draw upon your skills and expertise to help meet the real threat of climate change - support equality in the workplace and tackle unlawful discrimination.

Contract Management in DWP requires that whatever you are supplying, your contract will be the subject of management review meetings.

SUSTAINABLE PROCUREMENT IS INTELLIGENT PROCUREMENT

As a supplier to DWP you can expect to have sustainable issues and Sustainable Development on the agenda.

Our commercial representatives will ask about sustainability in delivery of your contract - and this will include an understanding of your supply chain. The Department wants to be confident that Equality and Diversity, equal opportunity, fair pay and good employment practice exist throughout the supply line. Your organisations efforts, however large or small your business is, can contribute to our targets and objectives. If you are in business with this Department you will be pursuing sustainability.

So we have asked your DWP Contract Manager to pass this information sheet to you - to make plain the Departments intention to help tackle unsustainable demand and waste in society by managing our own business and our suppliers with sustainability in mind.

The Department has a Sustainable Procurement Strategy.

DWP has made the commitment to improving supplier performance



through partnership with our providers -achieving recognition as a leading light in social and environmental procurement. The Department has a large social agenda which it must balance with securing value for money for the taxpayer while also improving its environmental performance. DWP has backed this drive by developing Sustainable Procurement specialists and supporting its commercial representatives with

training and tools to assess social and environmental impacts in Procurement. DWP is seeking to lead Government in delivering environmental and social sustainability. Whether you are a current supplier, or a potential one - take a look at the targets we are aiming for overleaf.....

DWP Department for Work and Pensions
COMMERCIAL DIRECTORATE

Glossary of Terms

DDA	Disability Discrimination Act
DED	Disability Equality Duty
DWP	Department for Work and Pensions
ESF	European Social Fund
FLEGT	Forest Law Enforcement, Governance and Trade
FVRA	Financial Viability Risk Assessment
HMIE	Her Majesty's Inspectorate of Education
ILO	International Labour Organisation
ItT	Invitation to Tender
LGPS	Local Government Pension Scheme
Lot	A discrete sub-division of the requirements
OECD	Organisation for Economic Co-operation and Development
OJEU	Official Journal of the European Union
PRaP	Provider Referral and Payment.
SOGE	Sustainable Operations on the Government Estate
TUPE	Transfer of Undertakings (Protection of Employment) Regulations 2006
WEEE	Waste Electrical and Electronic Equipment Directive