

**DEPARTMENT FOR WORK AND PENSIONS
EUROPEAN SOCIAL FUND 2007-13**

CO-FINANCING PLAN

North West Region



European Union
European Social Fund
Investing in jobs and skills

DWP

**Department for
Work and Pensions**

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SECTION 1.

How the plan will contribute to the implementation of the Operational Programme and the regional ESF framework

1.1 Regional Overview

This Co-Financing Plan is being submitted by DWP in the North West and describes the activities, outputs and results the organisation will deliver with the European Social Fund and the associated Match Funding. The outputs and results will contribute to the England Operational Programme (OP) and the Regional ESF Framework, which in turn supports the achievement of the Regional Economic Strategy (RES) and the North West Statement of Skills Priorities. The processes that are to be deployed to support delivery of the ESF programme are laid out in the plan.

Activities are in line with the requirements of the Regional ESF Framework and aim to respond to the needs identified by the Regeneris work to inform the ESF Framework.

DWP and Jobcentre Plus

The Department for Work and Pensions was established in 2001. Its objectives are to:

- Ensure the best start for all children and end child poverty by 2020
- Promote work as the best form of welfare for people of working age, whilst protecting the position of those in greatest need;
- Combat poverty and promote security and independence in retirement for today's and tomorrow's pensioners;
- Improve rights and opportunities for disabled people in a fair and inclusive society; and
- Modernise welfare delivery so as to improve the accessibility, accuracy and value for money of services to customers, including employers.

Jobcentre Plus is an executive agency of the Department for Work and Pensions. The Department was launched in April 2002, with the aim 'to promote opportunity and independence for all'.

Jobcentre Plus has been actively involved in the development of the Regional ESF Framework. As a delivery business of DWP, Jobcentre Plus plays a vital role in helping to deliver the objectives of the Department:

- Providing work for those who can and support for those who cannot;
- Helping disadvantaged people into work as a route out of poverty and to address inequalities of opportunity; and
- Modernising our services and improving accessibility, accuracy and efficiency.

DWP/Jobcentre Plus plays an active role in numerous partnerships across the North West Region, identifying and addressing worklessness issues. DWP/Jobcentre Plus is well placed to receive and respond to information regarding emerging needs and gaps in delivery.

The ESF co-financing plan will support ongoing partnership activity to ensure a sustained and co-ordinated approach to tackling worklessness. This will include strategic partners such as the Regional Development Agency, Government Office and the Learning and Skills Council. Local Authorities, through Local Area Agreements will play a central role in tackling key issues of economic development and social inclusion. The Voluntary and Community Sector are also key in helping people move into employment and to improve their skills, particularly the most vulnerable and hard to help.

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1.2 North West Context

The North West has a population of approximately 7 million. The region has 10% of the most deprived Super Output Areas (SOA) in England (more than any other region). Severe deprivation is evident in most districts across the North West with 17 of the 50 most deprived districts in England, including the top three of Knowsley, Liverpool and Manchester.

There are 43 Local Authorities in the North West, 13 have unemployment rates greater than the UK average of 5.5% even though their relative position may have improved considerably over recent years.

In the North West there are approximately:

- 107,000 people receiving Jobseekers Allowance
- 300,000 people receiving Income Support
- 407,000 people receiving Incapacity Benefit

The Incapacity Benefit claim rate is currently 10.3% compared with the UK average of 9.6%. There are also considerable variations in the geographical spread of people receiving benefits with high concentrations of Incapacity Benefit recipients at ward and SOA level.

The North West employment rate is 72.5%, 2% behind the England average. The employment rate is as low as 68% in Merseyside. The North West region would need 80,000 more people in work to bridge this gap.

Nationally 21% of children are in families that are in receipt of welfare benefits. In the North West region there are 79 wards where the percentage is at least the national average. Liverpool has 19 of these wards, Manchester 17 and Knowsley 8. In the Princess ward in Knowsley 68.2% of children are in families on benefit, the highest percentage in the North West.

1.3 Local Context

Cheshire, Halton and Warrington has a vibrant economy with successful businesses operating in chemicals, pharmaceuticals, automotive, financial services, manufacturing, professional services and creative industries. Substantial and rapid economic growth has occurred around Warrington, Chester and Crewe. Businesses also benefit substantially from the areas proximity to Manchester and Liverpool and two major international airports. On skill levels, productivity and entrepreneurship, performance is well above regional and national averages and there is continuing growth in the creation of new jobs. Cheshire and Warrington represents an eighth of the region's population but contributes a sixth of it's economic output.

The employment rate is 77.7%, the highest in the region, but despite this there are still significant pockets of deprivation with high levels of unemployment and worklessness in Ellesmere Port and Halton where 14.7% and 21.2% of working age people claim benefit respectively. This is against the District average of 12.9%.

Cumbria and Lancashire is home to the Lake District, flanked by the Pennines and miles of coastline. Cumbria has positioned itself as a world-leader in the shipbuilding, chemical and nuclear industries. Lancashire's economy has changed dramatically with the service sector driving the local economy. The manufacturing sector has progressed into an advanced high technology, high-skill sector led by aerospace and advanced engineering.

The district has an employment rate of 73.5%. Over 3100 migrant workers who have registered for work in Cumbria to March 2007. The district has significant seasonal employment opportunities in the Lake District and Blackpool (and the consequential winter unemployment). In Pennine Lancashire there is a diverse and mixed population with 22% of Blackburn with Darwen, 16% of Pendle and 12% of Preston's population from Black and Minority Ethnic groups.

Merseyside has the fastest growing economy in the country and is home to blue chip companies such as Jaguar, Littlewoods and Royal & Sun Alliance. Construction is the largest sector with over 4600 firms and 33,000 jobs, followed by tourism at over 3000 employers and 37,000 jobs both of which show continued growth.

There has been a continued decrease in the number of Incapacity Benefit claimants (down 0.5%) and Income Support claimants (down 0.3%). However, claimant rates remain some of the highest in the country e.g. Knowsley 26.7% and Liverpool at 26.3% of working age people claiming welfare benefits.

Merseyside also has five of the top six wards in the indices of multiple deprivation.

Greater Manchester Central is experiencing a period of unprecedented and continued economic growth, with employment opportunities across a wide range of industries. Key areas of employment growth include the service sector specifically government bodies, the health service, education, and financial and professional services. In addition, Manchester offers employment opportunities in hi-tech, specialist fields such as biotechnology and electronics.

Manchester is a major centre of research and training excellence. However, Manchester still has high and enduring levels of deprivation and associated worklessness.

There are more than 133,000 benefit recipients in Greater Manchester Central. The employment rate is 66.3%, the lowest in the region with 27% of the working age population claiming a working age benefit. Greater Manchester Central is the 3rd most deprived Jobcentreplus District in the country and has a cluster of high profile strategies in place to tackle worklessness including the City Strategy Pathfinder, New Deal for Communities and Urban Regeneration Areas.

Greater Manchester East and West is made up of 7 Local Authority areas and has diverse characteristics. Stockport and Tameside enjoy high employment rates and the best strategic locations in the North West. Bolton has become a centre for technological innovation and high quality manufacturing, Bury has a strong emphasis on the service sector, with high levels of outcommuting. Oldham and Rochdale have a £600million Housing Market Renewal Pathfinder project and diverse populations. Wigan has a heritage of manufacturing which is maintained today.

The district has a diverse population with Black and Minority Ethnic groups making up 14% of the population in Oldham, 12% in Rochdale and 11% in Bolton. There are pockets of severe deprivation and high unemployment in Bolton and Wigan, with large numbers of Incapacity Benefit claimants in Rochdale. The employment rate for the District is 74.9%, however ranges from 70% in Bolton to 80.4% in Stockport.

1.4 Elements of the framework that the CFO will deliver

Following dialogue with Government Office North West and other Co-financing Organisations (CFOs); DWP has agreed to co-finance activity under Priority 1 within the Regional Competitiveness and Employment Objective.

The range of activity within this priority clearly complements the objectives of both DWP and Jobcentre Plus. The organisation is well placed to successfully deliver in this priority, especially as the Operational Programme and regional ESF Framework have clear links to the DWP Five Year Strategy. This is most apparent in the role of tackling worklessness where the priority

areas and target groups identified in the DWP Strategy mirror those in the Regional ESF Framework. DWP/Jobcentre Plus is strongly focused and equipped to achieve the required outputs and results from the ESF and match funded projects.

1.5 Activities to be supported

Identifying key activities to address the DWP priorities has been at the heart of work undertaken by the Regional Skills Partnership (RSP) and the Merseyside City Employment Strategy (CES). Potential activities identified include;

North West	Merseyside
<ul style="list-style-type: none"> ▪ Early engagement of customers through community projects and volunteer activities especially people from Ethnic Minorities. ▪ Tailored jobsearch help, advice and guidance. ▪ Work experience placements. ▪ Support for the most disadvantaged to gain sustainable employment ▪ Pre-entry level Skills for Life and ESOL provision. ▪ Vocational training and qualifications related to specific employers. ▪ Activities to enhance job brokerage to meet the needs of disadvantaged groups. ▪ Retraining people at risk from redundancy 	<ul style="list-style-type: none"> ▪ Early engagement of customers through community projects and volunteer activities, focusing on a 'family approach' and prioritising on inactive older workers. ▪ Tailored jobsearch help, advice and guidance. ▪ Work experience placements. ▪ Support for the most disadvantaged to gain sustainable employment. ▪ Confidence and motivation of the individuals and team working skills addressing individual barriers. ▪ Signposting to specialised support services i.e. health, financial, housing, childcare and support to aide transition from benefits to employment. ▪ Long term mentoring. ▪ Support for working customers in receipt of sickness benefits to avoid long – term dependency on benefits.

1.6 DWP target groups

North West Region priority groups for DWP ESF support in ranked order are:

1. People on incapacity benefits – particularly those with children.
2. Lone parents – including support for those with health problems and job search skills, especially in preparation for increased conditionality.
3. Other people with children – including those not on benefits.
4. The most disadvantaged – minority ethnic groups, ex-offenders, those with drug and alcohol misuse problems, the homeless, refugees and those who persistently return to claim JSA.
5. City Strategy provision – work-focussed provision to support the activities of Cities consortia.
6. Pre - Basic Skills and ESOL support delivered as outreach
7. Jobseeker’s Allowance customers who make regular repeat claims.

1.7 Regional ESF Framework – Priority 1 objectives

The North West Regional ESF Framework sets out the priorities and customer target groups for the 2007-13 programme. Proposed DWP ESF activities to support these individual groups include:

Regional ESF Framework Priority 1 – Key objectives:	Proposed ESF activity include:
Improving employability and skills of the unemployed and economically inactive people to enable them to gain, retain and progress in work.	<ul style="list-style-type: none"> ▪ Programmes that will provide a range of paid work experience in a supported environment. ▪ Short, job focussed training to respond to the specific business needs of the employer. ▪ Identifying families in poverty and linking them with key agencies e.g. housing, childcare, health and training, providing packages of support that address individual barriers.
Tackling barriers to work faced by disadvantaged groups: People with disabilities;	<ul style="list-style-type: none"> ▪ Interventions for customers with disabilities that have not engaged through mainstream employment activities. ▪ Specialist support and guidance for customers with visual and/or hearing impairment. ▪ Tailored support for those diagnosed

<p>Those with health conditions;</p> <p>Lone parents;</p> <p>Older workers;</p> <p>BME communities;</p>	<p>with mental health conditions.</p> <ul style="list-style-type: none"> ▪ Targeted support for long-term recipients of IB who are not engaged in employment-related activities. ▪ Flexible packages of support to address multiple barriers. ▪ Intermediate Labour Market (ILM) activity to enable IB customers to undertake real work activities within a social enterprise. <ul style="list-style-type: none"> ▪ Targeted programmes offering paid work-experience. ▪ Short job-focussed accredited training. ▪ Flexible programmes that identify and address barriers such as confidence, motivation, financial issues and lack of jobsearch skills, including, work placements and ongoing caseworker support. <ul style="list-style-type: none"> ▪ Flexible programmes targeting the needs of both customers aged 50+ and employers in recruiting older workers. ▪ Targeted provision offering support to address real and perceived barriers to employment faced by older workers. ▪ Demand led training and in-work support. <ul style="list-style-type: none"> ▪ Interventions to complement LSC Skills for Life provision. ▪ Activities to engage and prepare participants to increase their basic skills to entry level in order to be better prepared for LSC SfL/ESOL provision. ▪ Work-focussed programmes for customers without spoken english, support will be delivered on a one-to-one basis or in small groups.
<p>People with low skills</p>	<ul style="list-style-type: none"> ▪ Interventions to link support available through LSC Skills for Life provision. ▪ Targeted programmes to support priority customer groups access

	Skills for Life provision, ESF interventions and mainstream training provision, including pre-employment training through LSC Skills for Jobs and workforce development via Train to Gain.
Those living in deprived communities; including where appropriate helping with caring responsibilities and working with the health sector; supporting community projects to mobilise disadvantaged and excluded people and facilitate their integration into the labour market	<ul style="list-style-type: none"> ▪ Targeted activity to engage at a local level with disadvantaged groups. ▪ Activity at community level to help priority customers to develop their employability, soft and basic skills and overcome barriers to employment. ▪ Interventions that offer jobsearch advice, short occupational certified training e.g. Food Hygiene, and work placements.

Annex 3 provides detail of proposed local DWP ESF interventions at a Jobcentre Plus District level.

1.8 Geographical Targeting

The activities in this plan will take place in the DWP/Jobcentre Plus North West region. The region consists of 5 Jobcentre Plus Districts:

Merseyside – Phasing-in area

Cumbria & Lancashire
Manchester East & West
Manchester Central
Cheshire, Halton & Warrington (inc. Halton)

North West (excluding Merseyside)

ESF will be used to complement the 17 Local Area Agreements (LAAs) in the North West and focus activity on the geographical areas identified as having the greatest need.

There are two City Employment Strategies (CES) in the North West (excluding Merseyside) with Pathfinders in Greater Manchester and Blackburn with Darwen. In developing the ESF plans for these areas DWP/Jobcentre Plus has worked closely with the CES consortia and has linked the activities to be delivered with the needs identified by the City Strategy business plans. This has enabled DWP/Jobcentre Plus to avoid any potential duplication and ensure that planned ESF activities provide added value.

Allocation of ESF by area has been based upon detailed data analysis around the numbers of potential beneficiaries under each of the DWP priority

customer groups including, Lone Parents, 50+, Incapacity Benefit and Income Support (i.e. inactive benefits).

Merseyside Phasing-in area

ESF will also support and complement the 5 Local Area Agreements (LAAs) in the Merseyside Phasing-in area by focusing activity on the areas identified as having the greatest need.

Merseyside is one of three CES Pathfinders in the NW. DWP/Jobcentre Plus is a member of the Merseyside Consortium consisting of the five Local Authorities, The Mersey Partnership, LSC and other key partners, which has developed a business plan to reduce worklessness and improve the employment rate in Merseyside.

DWP/Jobcentre Plus has consulted with CES partners to identify the gaps in existing provision and has made clear links between the activities of the CES and ESF, thereby avoiding any duplication and ensuring that the activities provide added value.

Merseyside Jobcentre Plus District has also worked closely with CES partners to develop the proposals for the Complimentary Strand of ESF and has ensured that the provision available via the CFO route and Complimentary Strand offer a range of interventions that meet the needs of the area as identified in the CES plan which has been endorsed by DWP.

DWP/Jobcentre Plus has worked closely with Merseyside LSC to ensure that both the existing mainstream, ESF provision and all future planned provision, including the new ESF programme, is fully integrated and complimentary. Measures include:

- Ongoing dialogue to agree how ESF can add value to existing mainstream provision and the actions identified in the CES plan.
- Detailed consultation during the development of CFO specifications to ensure that a varied range of provision is available that can be tailored to meet the needs of priority group customers.
- DWP ESF provision will concentrate on engagement and identification of need preparing customers for mainstream JCP and LSC provision, whilst the LSC ESF provision will concentrate on developing the customer's skills in preparation for entry into the labour market and beyond.
- Joint presentations to key stakeholders to ensure that all partners are aware of the integrated "customer journey" and the joined up approach adopted by both organisations.
- Planned presentations to potential Prime contractors and sub-contractors to outline planned CFO activity and demonstrate how contractors will be expected to link provision to develop a package of support tailored to the needs of the customer.

1.9 Links to the ERDF programme

Effective partnership links will be developed to ensure that emerging ERDF initiatives can benefit and add value to the proposed ESF interventions. Likewise contracted ESF delivery needs to be sufficiently flexible to react to ERDF investment opportunities to ensure complementarity of ERDF and ESF investment through the economic development in the region.

DWP ESF specifications will clearly demonstrate the synergy between ERDF and ESF activity. Many of the proposed DWP ESF interventions will deliver activity at a ward level through outreach services, ensuring that disadvantaged communities are well placed to access wider employment opportunities created through ERDF activity.

1.10 Quantified outputs and results, including contribution to other regional targets

For the period of this plan DWP will support a minimum of 32,280 (North West excluding Merseyside) and 14,260 (Merseyside) participants and will place at least 7,102 (North West excluding Merseyside) and 3,137 (Merseyside) participants into work.

Please see table at Annex 2 for further details.

In addition to the outputs and results of the Operational Programme, ESF co-financing activity in the North West will contribute to a number of other regional targets and actions:

- **DWP Public Service Agreement Targets:**
 - Achieve the aspirational 80% employment rate;
 - Halve the number of children in relative low-income households with an aim of eradicating child poverty by 2020;
 - Reduce the proportion of children living in household where no-one is working;
 - Increase the employment rates of disadvantaged groups (lone parents, ethnic minorities, people aged 50 and over, those with the poorest initial labour market position);
 - Significantly reduce the difference the difference between the employment rate of disadvantaged groups and the overall rate.
- **North West Regional Statement of Priorities:**
 - Tackle worklessness by linking people, jobs and training;
 - Increase the proportion of adults with the skills and qualifications needed for employment, with a focus on Skills for Life and Level 2 attainment; and
 - Availability of appropriate information, advice and guidance to individuals and employers.
- **The Regional Economic Strategy;** in particular those actions linked to 'People and Jobs'.

1.11 Linkages with other CFOs

Jobcentre Plus and LSC have been working very closely together at a regional and local level to ensure that our provision complements, rather than competes, measures include:

- Ongoing dialogue to progress joint provision e.g. Skills for Life; Skills for Jobs; employer led routeways (Local Employer Partnerships) and agree how ESF can bring additionality;
- Regional Jobcentre Plus staff have presented at each of the five LSC ESF consultation events held across the region;
- Joint mapping of provision in the form of an integrated 'Customer Journey' to inform where best to focus our respective ESF funds. The Journey ensures that we take customers from the earliest forms of engagement through to sustainable employment; and
- JCP ESF provision will engage with the customers and prepare them in the earlier stages for mainstream JCP and LSC provision, whilst LSC ESF concentrates on the provision of customer assessment, advice and guidance and continued development once in employment.

SECTION 2.

Funding & Added Value

2.1 ESF Funding by priority and year

DWP has a total budget (including match) for the North West Plan of £113,268,120 to March 2011: £34,014,996 for Merseyside Phasing-in area; and £79,253,124 for North West, excluding Merseyside

Please see Annex 1 for further information.

2.2 Sources of match funding

Match funding will be provided from suitable DWP contracted employment provision in the region, as required. At this stage this may include the New Deal 18-24 and 25+ programmes and Programme Centres. Provider-led 'Pathways to Work' provision will also be available as match, if needed, once contracts for this provision begin operating from early 2008.

These programmes support a range of people who are unemployed, have a health condition or disability, are a lone parent or who face other barriers to getting or keeping permanent employment. Provision is delivered in conjunction with Jobcentre Plus and supported by Jobcentre Plus' range of employment and benefits advisory interventions.

NW excluding Merseyside (£m)

Year	New Deals	Programme Centres	Totals
2008-9	£22.8	£1.94	£24.74
2009-2010	£23.5	£1.99	£25.49
2010-2011	£24.1	£2.04	£26.14
Total	£70.4	£5.97	£76.37

Merseyside (£m)

Year	New Deals	Programme Centres	Allowance Payments	Totals
2008-9	£4.2	£0.30	£1.3	£5.8
2009-2010	£4.3	£0.31	£1.3	£5.91
2010-2011	£4.4	£0.32	£1.3	£6.02
Total	£12.9	£0.93	£3.9	£17.73

2.3 How ESF and match funded activity complement each other and contribute to Priority activities

ESF provision will complement match funded activity and other DWP provision in different ways, which could include:

- Extending the amount or range of provision available;
- Engaging with the harder-to-help customer groups currently outside mainstream activity who require innovative interventions and programmes to ensure their engagement by supporting them initially to overcome barriers, develop confidence and understanding of their own potential, prior to their subsequent move into mainstream training and employment;
- Establishing a detailed mentoring programme that delivers to all customers from engagement through to progression into LSC provision;
- Helping people to engage with mainstream DWP provision;
- Reducing child poverty by identifying families in need and creating bespoke packages of support;
- Providing different or more intensive support to specific priority groups alongside their participation in the mainstream programmes;
- Providing additional support in key locations identified at District level where multiple barriers exist;
- Supporting employers through Local Employment Partnerships to work with long term unemployed people towards sustainable employment; and
- Identifying in-work poor customers and developing strategies to improve their situation.

2.4 Breakdown of planned administrative costs

Using ESF administrative costs DWP, supported by Jobcentre Plus, will provide staff resource to ensure that the 2007 – 2013 programme will be delivered and managed effectively. Job roles covered will include:

- ESF management in Regions, (liaison with and reporting to GO, planning and commissioning ESF provision, co-ordinating claims etc.);
- Finance – Accounting, Payments, Financial Appraisal and Monitoring activity;
- Procurement and Contract Management; and
- Jobcentre Plus work in Districts to support programme referrals and capture of management information.

Actual numbers of staff, locations and roles required to ensure full compliance with the 2007 – 2013 programme (Commission Regulation No 1828/2006) cannot be determined until final decisions are reached on the amount of ESF funding that DWP will deliver in this region. However, as a guide, we would expect that where ESF funding of £4m per year is received from ESF the numbers of staff engaged on ESF work would be in the region of 9 – 12 (whole time equivalent). No more than 5% of the total project funding (ESF and Match) will be used towards administrative costs.

2.5 Added Value of ESF

Mainstream DWP/Jobcentre Plus employment programmes and initiatives include:

Mainstream Provision	Target Group
<p>New Deal for Young People (NDYP) is a 'Welfare to Work' programme designed to address the problems of long term unemployment. The aim is to move people into sustainable work as quickly as possible and provide those who need it with extra help to improve their employability.</p>	<p>Customers aged between 18 and 24 and have had a continuous claim to JSA for 26 weeks or more.</p>
<p>New Deal 25 plus (ND25 plus) is a 'Welfare to Work programme' designed to address the problems of long-term unemployment. The aim is to move people into sustainable work as quickly as possible and provide those who need it with extra help to improve their employability.</p>	<p>Customers aged 25 and over who have had a continuous claim to JSA for 18 months or more or have been unemployed for 18 months out of the last 21 months.</p>
<p>New Deal 50 plus (ND 50 plus) is one element of Jobcentre Plus' contribution to the Governments strategy to address age discrimination and improve the employment prospects of older people.</p>	<p>People aged 50 or over who have been claiming benefits for 26 weeks or more, move back into the labour market.</p>
<p>New Deal for Disabled People (NDDP) supports the Governments commitment to "work for those who can and support for those who cannot" and is designed to help the Government learn more about supporting people with disabilities and health conditions in finding and sustaining paid employment.</p>	<p>Customers in receipt of a disability health related benefit.</p>
<p>New Deal for Lone Parents (NDLP) is part of the Governments 'Welfare to Work' initiative designed to help and encourage lone parents to improve their prospects and living standards, improve job readiness and to increase their employment opportunities.</p>	<p>Lone parents who youngest child is under 16 years, who are not working, or working less than 16 hours.</p>
<p>Pathways to Work consists of:</p> <ul style="list-style-type: none"> ▪ An intensive work focused interview. ▪ Services of an Incapacity Benefits Personal Adviser to directly support the customer to move closer to or into work. 	<p>Customers in the Pathways to Work areas and claiming incapacity benefit or other related benefits.</p>

Mainstream Provision	Target Group
<ul style="list-style-type: none"> ▪ Completion and review of an action plan detailing the steps the customer needs to move towards or return to work. ▪ In-work support to help sustain employment. <p>Programme Centres help participants to acquire and / or update job search skills to enable them to get a job. Participants should be able to demonstrate to potential employers that they are capable of undertaking and sustaining paid work.</p>	<p>Job ready customers claiming a working age benefit who have been looking for work for at least 26 weeks.</p>

To ensure that DWP ESF provision adds value to existing mainstream provision and other programmes in the North West, a 'Customer Journey' has been developed to clearly highlight the interventions and activities currently delivered by DWP/Jobcentre Plus and LSC to progress customers from welfare into work.

This journey has enabled CFOs to identify potential areas for 'value added' activity. DWP ESF proposed interventions have been captured against the stages of the 'customer journey':

Stage in customer journey	Areas identified for value added activity
Engagement stage	<ul style="list-style-type: none"> ▪ Engaging with harder-to-help customer groups currently outside mainstream activity and provision, delivering support to overcome barriers to participation and developing confidence. ▪ Identifying families in poverty and linking them with key agencies e.g. housing, childcare, health and training, developing packages of support and addressing multiple barriers. ▪ Caseworker/mentors linking with Jobcentre Plus prison staff to engage with offenders on release and addressing their individual needs. ▪ Engaging with long-term recipients of IB who are not engaged through employment-related activities. ▪ Supporting customers with disabilities who have not engaged through mainstream employment activities.
Customer Assessment and support	<ul style="list-style-type: none"> ▪ Correct identification of needs. ▪ Use of additional aptitude testing and/or taster sessions. ▪ Establishing a detailed mentoring programme that delivers to all customers and integrates with LSC provision.

<p>Access employment/skills support</p>	<ul style="list-style-type: none"> ▪ Interventions to support LSC Skills for Life provision. ▪ Support for non-claimants with children, including jobsearch, work placements, careers advice, guidance plus the opportunity to achieve vocational qualifications. ▪ Support for IB customers to tackle confidence, motivation and financial issues. ▪ Community Projects to help priority customers to develop employability, soft and basic skills and overcome other barriers to employment. ▪ Work experience activity to enable IB customers to undertake work related activities. ▪ Support to help socially excluded customers engage with mainstream DWP provision.
<p>Pre-employment support</p>	<ul style="list-style-type: none"> ▪ Providing specific help to disadvantaged people to help them find and keep a job. ▪ Delivery of short, responsive training linked to larger recruitment opportunities with employers offering guaranteed jobs.
<p>Employment stage</p>	<ul style="list-style-type: none"> ▪ Providing support to employers through Local Employment Partnerships by complementing the help available to them through other DWP provision.

Annex 3 provides further details regarding proposed DWP ESF interventions at a DWP/Jobcentre Plus level.

A fundamental part of the ‘customer journey’ is the continuous support offered through a caseworker. The caseworker will deliver one-to-one mentoring to ensure that customer progression from engagement through to entry into sustainable employment is maximised.

Mentoring support will not focus on advice and guidance regarding training or employment, as this is already delivered through mainstream contracts. Instead, it will deliver a support mechanism which addresses multiple barriers to work, such as debt, housing, disability, offending background, alcohol and drug misuse.

Mentoring support will be offered throughout each stage of the ‘customer journey’ and it is expected that the caseworker will utilise both mainstream employment and skills provision and ESF interventions to address barriers to employment.

SECTION 3.

Project selection and tendering arrangements

3.1 DWP Contracting Strategy

DWP's contracting strategy is to reduce the number of contracts through aggregation across wider geographical areas and/or types of provision, offering a more viable package for providers. Wherever possible DWP will seek a single provider (Prime Contractor) to deliver and manage services across a District or wider geographical area, using sub-contractors where appropriate.

DWP will seek a Prime Contractor through a two-stage tendering approach. This will enable bidders to either deliver a range of provision using sub-contractors where it is appropriate or deliver provision as a sole provider.

DWP has standardised tendering documentation to reduce the burden of completion on providers and to ensure a consistent approach across the country. In circumstances where the Prime Contractor approach may not be the most appropriate, e.g. an under developed supplier base or remote geographical areas with fewer providers, alternative generic documentation will be provided.

3.2 The Prime contractor approach

The prime contractor model aims to offer a high quality service to all our customers. Larger contracts will allow for greater investment in staff and the infrastructure of delivery organisations, enabling a more responsive service to our customers and raising the quality of provision.

The prime contracting approach has proven to be successful in achieving efficiencies in the procurement process and in making individual contracts more viable for providers. DWP has been careful to ensure that prime contractors continue to engage with smaller, specialist providers as sub-contractors. There is no evidence that prime contractors are beginning to deliver more and use sub-contractors less.

3.3 Methods of tendering to be used and how procurement will comply with national legislation

The detailed commercial strategy and contract management strategy will be developed to ensure that the procurement process is transparent and conducted in full compliance with the Public Contracts Regulations 2006 and in accordance with best practice guidance from OGC. This provision has been identified as a 'Part B Service.'

Contracts will be awarded to prime contractors, who will be responsible for delivering and managing provision across each of the five Jobcentre Plus

districts in the North West region. This will involve having a number of varied and distinct sub-projects in each district, delivered by the prime contractor both directly and through subcontractors. The sub-projects can be expected to address different key customers within the priorities, have different design and delivery features, and may require specific specialist expertise on the part of the subcontractor. It is expected that prime providers will work with a diverse range of organisations to ensure that the specific needs of eligible customers are met.

The tendering exercise will commence in October 2007, with a view to provision starting in June 2008. Contracts will be awarded to bidders who meet all the stipulated criteria and submit the most economically advantageous tender, with a specific focus on identifying suitably experienced organisations who can deliver innovative and flexible support services to eligible customers. Contracts will be awarded to at least one prime contractor (probably 2-3) in each district through a two-stage approach.

N.B. A detailed timetable for procurement is provided at Section 6.1.

Prime contractors will be required to:

- Directly provide some customer-facing services;
- Sub-contract some customer-facing services to other organisations with specific expertise or who can provide a service that is complementary to those of the prime contractor; and
- Manage and monitor the performance and quality of the sub-contractors as well as aspects of their own performance in line with ESF requirements;
- Meet the specific ESF compliance requirements, taking full responsibility even where aspects of this are delivered by the sub-contractors.

A prime contractor can bid to provide the service to any number of districts and this will provide them with economies of scale, helping them to deliver a value for money service. Further detail on the agreed evaluation criteria will be included in the Bidding Management Strategy.

Contracts will be awarded for a period of 3 years and could be extended for up to a further 2 years. DWP has standardised tendering documentation for use in the forthcoming contracting round to reduce the burden of completion on providers and to ensure a consistent approach across the country.

DWP will work with larger providers to ensure that they understand the need to achieve diversity in the delivery of ESF provision and that optimum use is made of the specialist services offered by smaller providers. DWP will facilitate the interface between prime contractors and sub-contractors through specific provider events and through the Supplier pages of the DWP website.

3.4 Contracting process

Prime contractors compete for contracts through open and competitive contracting arrangements based on a two-stage process:

Stage one is designed to select a shortlist of providers who have been assessed as capable of delivering the types of provision being tendered. At this stage DWP are assessing the capability of the provider only and not assessing capacity to deliver the specific provision.

Assessment is made against pre-determined criteria such as previous experience of working with the desired customer group and employers, along with a track record of delivery. Quality standards are taken into account as well as approach to HR and staff development.

At stage two, between five and ten providers successful at Stage One will be invited to bid for the specific provision being tendered. Criteria used includes: delivery proposals; sub contracting arrangements; HR requirements; management and quality; premises and facilities; and implementation arrangements. This forms the 'quality assessment' and will address the extent to which the delivery proposals are tailored to meet local circumstances and needs.

Providers invited to bid at stage two are required to submit a price schedule. DWP will award contract to the provider that offers the best value for money and ability to deliver the objectives of the programme.

At Stage Two, bidders are required to detail sub-contracting arrangements. DWP will require a signed document from each sub-contractor to confirm the provision that they will deliver and that they are content with the commercial arrangements they have agreed with the Prime Contractor.

3.5 Engagement with the third sector

DWP fully recognises the importance of the third sector as a service provider, delivery partner and as a representative of our frontline customers. The Welfare Reform Green Paper set out DWP commitment to deliver the Pathways to Work programme primarily through partnerships with the private and voluntary sector.

DWP is keen to ensure that optimum use is made of the specialist services offered by smaller providers eg voluntary and community sector. Through the procurement approach DWP intend to maximise the involvement of potential sub-contractors throughout the process and encourage specialist providers to build relationships with prime contractors. Provider briefing events will be held at stages one and two. These are not only intended for those organisations considering bidding as prime contractors, but as a networking events for those organisations wishing to be considered as sub-contractors to meet and build relationships with potential partners.

DWP actively encourage voluntary sector providers to develop relationships with prime providers with a view to offering their services, either as a consortium or on a sub-contract basis. In order to ensure that voluntary sector organisations are treated fairly, DWP require bidders to set out whom they will be using to deliver the services and this will form part of their contract. DWP

will ask for details of how bidders will manage the relationships with sub-contractors to ensure that delivery and performance is managed effectively and this will be monitored as part of contract management reviews.

DWP has taken every opportunity to communicate the revised approach to providers, for example through discussion at the Provider Liaison Group and with the Association of Learning Providers (ALP) and Employment Related Services Association (ERSA). The approach was endorsed by ERSA, who welcomed the move to rationalise contracts.

3.6 How will procurement comply with national legislation

All DWP contracts are let through fair and open competition, in accordance with public procurement policy and EU regulations. Opportunities to tender are advertised via a link from the 'Supplying DWP' website to the Jobcentre Plus website at www.jobcentreplus.gov.uk (Partners Home Page) and we welcome bids equally from the private, public, and third sectors. To this end we would look to encourage the involvement of third sector and other organisations by advertising more widely where appropriate and ensuring ESF tenders are preceded wherever possible by briefing events to inform potential bidders of our intentions.

In line with government policy, DWP requires that all procurement of goods and services must be based on Value for Money, having due regard to propriety and regularity. Value for Money is defined as the optimum combination of whole-life cost and quality (or fitness for purpose) to meet the participant's requirement. Contracts will be awarded based on price-based competition. Costs claimed will be based on the price agreed in the contract, and provider claims for payment are validated using a risk-based approach.

Procurement will be undertaken by appropriately qualified staff. For all procurements Commercial Employment Provision (CEP) staff follow the procedures set out in the DWP Procurement Standard Operating Model and supporting guidance. This covers the general principles of procurement and provides detailed step-by-step instructions on correct procurement processes and best practice. The Standard Operating Model also incorporates specific guidance around ESF contracts requirements. In addition, all procurement is conducted in accordance with the wider Department for Work and Pensions Procurement Reference Manual, and best practice from the OGC. All DWP procurement staff act in accordance with the principles of Delegated Procurement Authority.

3.7 Government Office involvement in the tendering process

Government Office North West will work closely with DWP/Jobcentre Plus to develop and review regional and local specifications. Government Office will be consulted on defining the selection criteria to be used when assessing ESF tenders.

SECTION 4.

Provider funding and monitoring

4.1 Contract costs and funding model

Contracts will be funded using the outcome-based DWP Funding Model. The specific features of this model include:

- Price-based competition for contracts;
- Funding split into delivery and outcome payments with the ratio between these elements determined before the procurement stage;
- A monthly delivery payment with tolerance levels (in case of no or very limited take-up);
- Either one or two job outcome payments for gaining a job and for sustained employment of six months – depending on the aims and design of the ESF provision;and
- It will be possible to provide participant information to support all payment stages

4.2 Payment arrangements for providers

In line with government policy, DWP requires that all procurement of goods and services must be based on Value for Money, having due regard to propriety and regularity. Value for Money is defined as the optimum combination of whole-life cost and quality (or fitness for purpose) to meet the participant's requirement. Contracts will be awarded based on price-based competition. Costs claimed will be based on the price agreed in the contract, and provider claims for payment are validated using a risk-based approach. It is anticipated that provider payment will be through existing DWP systems.

4.3 Plans to reimburse project providers using actual costs

We would not reimburse providers on actual costs in any circumstances.

4.4 Monitoring arrangements of Providers including:

Project delivery and outcomes

ESF projects will be managed and monitored through the Department's Contract Management Framework (CMF). This sets out the processes for monitoring contracts via a risk based approach taking into account key elements such as contract compliance (including any ESF requirements), performance and quality. The CMF takes the form of a Standard Operating Model to be used by all Contract Managers.

The process includes a post contract award briefing, which takes place up to 30 working days before the contract start date. The purpose of the meeting is to ensure that the provider understands what they are required to do, to help the provider to deliver the contract effectively. It also includes a quality

assessment questionnaire, which must be completed by the provider to obtain information about the quality of provision they are delivering. It is intended to help the provider identify service gaps and issues/weakness in the quality of provision. Issues will be addressed and reviewed by both the provider and Contract Manager. The questionnaire is scored as part of the risk rating process following provider performance reviews. In addition to the regular review process a robust communication strategy is in place to ensure that issues can be raised at any time by locally based Jobcentre Plus staff at District level and resolved with the provider and the Contract Manager.

In order to ensure that providers are delivering what they are contracted for in terms of numbers, client groups, and results, the CMF process incorporates monthly analysis of management information, performance management, quality assessment and customer satisfaction feedback. The three areas that the risk rating is based on are average cumulative performance, contract value (per annum), and quality (including outcomes from management visits and any other quality products/information). MI is collated on a monthly basis to inform monitoring and risk assessment. The risk assessment approach means that appropriate interventions are conducted where required, in addition to formal regular reviews.

Quality standards including Ofsted recommendations

The DWP Quality Framework provides the basis for maintaining and improving the quality of programme provision. Continuous self-assessment and action planning are key factors in effective quality assurance. Employment programme provision is subject to external inspection by Ofsted in England.

DWP is committed to raising the standard of provision and our goal is to build and sustain a culture of continuous improvement. Through our Contract Management Framework, we will identify, plan and review areas for improvement.

DWP works in partnership with Ofsted to ensure the focus of external inspection drives up both the quality of provision and performance of the contract. After external inspection, the provider is required to update their Provider Development Plan (PDP) to address areas for improvement identified during inspection. Providers should submit the updated plan to the DWP Contract Manager within 4 weeks of receipt of the inspection report. The DWP Contract Manager will assess the appropriateness of the PDP and use it to inform their contract management process.

Providers judged to be inadequate are subject to re-inspection. After re-inspection, providers who are awarded satisfactory grades will return to the normal inspection cycle. If a provider is judged to be unsatisfactory at re-inspection DWP will consider any remedial action to be taken. In the majority of cases, the DWP Contract Manager will work with the provider to agree an Emergency Action Plan. The Emergency Action Plan records the actions required and where appropriate, the support available to accelerate the

rectifying of weaknesses highlighted during re-inspection. The Emergency Action Plan must be submitted to Ofsted for comment within 8 weeks of the report publication. The DWP Contract Manager closely monitors the execution of the Emergency Action Plan, which should be fully implemented within twenty-six weeks following publication of the re-inspection report.

Where DWP considers the Emergency Action Plan has been effective the provider returns to the normal inspection cycle. If the DWP Contract Manager decides the Emergency Action Plan has not brought about the required improvements in provision, they will decide what further action, within their power, is to be taken. In some instances they may decide to cease contracting with the provider and serve notice of the intention to terminate the contract.

Working with the Quality Improvement Agency, DWP offers a wide range of quality improvement support for providers and their Contract Managers. This includes:

- One to one support for providers who are judged as inadequate at inspection;
- Quality workshops on areas for improvement identified through the contract management process, self-assessment reports or external inspection; and
- Encouraging the sharing of good practice.

Financial performance

The Financial Reporting and Control Team will identify cumulative spend for ESF and match on a monthly basis and report to the External Relations ESF team.

The ESF regional management team will monitor ESF financial performance data against profiles and report internally within the Region's governance process. They will use performance MI to help forecast likely delivery against profiled expenditure and financial data to identify adjustments needed to match funding and MI. They will assess with contract managers whether action to deliver performance improvement, contract variations, or adjustment of financial profiles with Government Office should be considered.

Audit

The current audit arrangement in DWP is a system-based approach on the Provider's internal systems conducted by Financial & Appraisal Monitoring (FAM) officers based in the Jobcentre Plus regions. DWP Work, Welfare and Equality Group (WWE) Finance based in Head Office establishes and maintains the FAM policy, strategy and Standard Operating Model (SOM) including resource model.

In an audit Providers are asked to complete a self-review of their systems in place for submitting valid and accurate claims. FAM verify the information given by selecting a sample of recent claims, ensuring that all the payment triggers specified in the Contracts are examined, checking the validity of the

payments. Where payments are found to be unsubstantiated we would recover the funds from the Provider, informing the regional ESF management team of the amounts recovered. An Assurance level is awarded based on the findings of the audit. The Assurance levels awarded are reviewed in accordance with the FAM planning strategy.

From time to time changes may be made to FAM processes but changes will only be made in consultation with ESFD.

Where significant issues or risks are identified, WWEG may commission DWP Risk Assurance Division to undertake a formal internal audit of DWP/Jobcentre Plus processes to identify recommendations to mitigate the risks.

4.5 Provision of Management Information (MI)

Existing DWP/Jobcentre Plus IT systems will provide Management Information for both ESF and match funded participants as outlined in Annex 2, as previously agreed by the Managing Authority (DWP ESF Division), the exception of information on NEET participants and numbers of participants in work six months after leaving.

MI will be provided for business monitoring reporting purposes and supplied to support ESF financial claims.

4.6 Reporting performance to the regional ESF committee

Financial and management performance will be provided to the Regional ESF monitoring committee on a regular basis (for when the committee meets) to show how DWP provision is performing in relation to the targets that have been set and agreed.

SECTION 5.

Cross cutting themes

5.1 How we will promote equality and diversity and build equal opportunity into implementation

Our plan seeks to embrace diversity and equality by targeting resources on those people considered most disadvantaged in the labour market. For example, we plan to target, amongst others, people from ethnic minorities, refugees, offenders, ex-offenders, drug and alcohol misuse and homeless backgrounds. We also plan to target customers who are disadvantaged through age, disability, health and families at most risk of moving into poverty, such as those on low incomes with low skills and an inability to improve their employment prospects.

Geographically, we intend to target resources in community locations throughout our Districts and to align this targeting to CES areas where appropriate (i.e. Greater Manchester, Merseyside, Blackburn with Darwin) because we know that the majority of our region's socially excluded customers live in these areas.

Our plan also includes specific provision for early engagement of customers through community projects and volunteer activities, especially people from ethnic minority backgrounds, the disabled, support for the most disadvantaged to gain sustainable employment, pre-entry ESOL and Skills for Life, a 'family approach' and prioritising inactive older workers.

DWP/Jobcentre Plus will demonstrate commitment to equality and diversity by providing services that embrace diversity and promote equality of opportunity. Discrimination will not be tolerated on grounds of gender, marital status, sexual orientation, race, colour, nationality, religion or age.

Through the terms and conditions of contracts, providers will be required to ensure that they and subcontractors assist and cooperate with DWP/Jobcentre Plus to actively promote equality of opportunity for all persons irrespective of their, race, gender, age, disability sexual orientation or religion. DWP providers are required to comply with an agreed Equality Policy, Training Plan and Supplier Diversity Plan, and ensure that any subcontractors adopt and implement similar policies and plans.

In addition to this, every 12 months from the beginning of the contract the provider will be required to produce information recording the proportion of its employees that are female, disabled and the ethnic background of all employees. Every 12 months from the start of the contract the provider will be required to produce information recording the proportion of its sub-contractors that are small to medium sized enterprises, ethnic minority enterprises and black minority enterprises.

Before the award of any contract (to the value of £50k and over), providers will be required to complete the accreditation process. As part of this they will be asked how they have ensured that any previous or existing provision meets the requirements of the relevant Acts, including whether they have a written equal opportunities policy that adheres to the requirements of the following:

- *Sex Discrimination Act 1975*
- *Race Relations Act 1976 and Race Relations (Amendment) Act 2000.*
- *Disability Discrimination Act (DDA)1995.*
- *Employment Equality (Religion and Belief) Regulations 2003.*
- *Employment Equality (Sexual Orientation) Regulations 2003.*
- *Age Discrimination 2006.*

Providers 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. Also, 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, providers will be asked to confirm that they have a complaints procedure in place and that complaints are addressed and monitored in relation to discrimination.

Through tender documents providers will be asked to give details of their knowledge of the particular needs of the customer groups included in the specification, and the services they require. Evidence must be provided on how their organisation has met the specific needs of those most disadvantaged, including disabled people, people with particular learning difficulties, and people from black and ethnic minority communities. Where providers do not have relevant experience they will be asked to explain how they plan to address this. When assessing a bidder's ability to deliver the specific provision required, providers need to submit details about premises and facilities they intend to use, details of their suitability for the particular provision, what equipment and facilities will be available and to describe transport and accessibility arrangements. This is to support compliance with the DDA.

Programmes should promote equality in a pro-active way by integrating gender equality and equal opportunities into the planning, implementation, monitoring and evaluation of the programme. All providers will be required to promote equal opportunities. All projects will need to take account of the needs of people with disabilities, ethnic minorities and older people.

In the North West region programmes will target and actively encourage participation from the priority groups:

- People with disabilities or health condition;
- Lone parents;
- Older workers;
- People from ethnic minorities and refugees;
- Offenders and ex-offenders;
- Women; and
- Substance mis-users

The programmes will be tailored to meet the needs of the diverse communities within which they will be provided and will seek to address low employment rates amongst:

- Women;
- Older people;
- Ethnic minorities;
- People with disabilities; and
- Lone parents.

5.2 How we will support approaches to sustainable development, including environmental sustainability

DWP/Jobcentre Plus will support the goal of sustainable development 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. This goal will be pursued in an integrated way through a sustainable, innovative and productive economy that delivers high levels of employment and a just society that promotes social inclusion, sustainable communities and personal well being. This will be done in ways that protect and enhance the physical and natural environment and use resources and energy as efficiently as possible.

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.

DWP have worked closely with ESF Division to ensure that sustainability will be an integral part of the procurement process. This will meet the challenge to deliver a comprehensive action plan to ensure supply chains and public services will be increasingly low carbon, low waste, be water efficient, respect biodiversity and deliver wider sustainable goals.

Sustainability will be considered at the very beginning of a potential contract let, and will continue to be used at various stages throughout the life of the contract. At regional level, DWP/Jobcentre Plus will ensure that sustainability issues are considered, and that targets and supporting action plans reflect sustainability aims.

Projects supported by ESF, whilst helping to improve the employability of participants, should consider environmental or community impacts by:

- Minimising travel;
- Using innovative delivery methods;
- Supporting skills and jobs identified that will work towards improving conservation;
- Identify skills needed in work areas that will have a positive effect on the environment; and

- Encouraging placements through local and charitable organisations.

ESF funded project staff will be able to access sustainable development workshops to help them with development and to develop their policy and sustainable development plans.

SECTION 6.

Implementation

6.1 Key milestones for the first year of the plan:

Currently, planned timing for provider contracts is:

PQQ published	03 /10/2007
Briefing events	Oct 2007
Return of PQQ	02/11/2007
Bid assessment complete	30/11/2007
Announcement of short-listed bidders	03/12/2007
ITT published	03/12/2007
Provider workshops	Dec 2007
Return of tenders	04/02/2008
Tender assessments complete	14/03/2008
Announcement of preferred bidders	17/03/2008
PTC and contract award	07/04/2008
Delivery Commences	23/06/2008

6.2 Participant starts and outcomes

North West excluding Merseyside – ESF and match combined

Quarter Ending	Jun 2008	Sep 2008	Dec 2008	Mar 2009	Jun 2009	Sep 2009
Starts Cumulative	0	1892	4974	8056	11138	13220
Outcomes Cumulative	0	416	1094	1772	2450	2908

Quarter Ending	Dec 2009	Mar 2010	Jun 2010	Sep 2010	Dec 2010	Mar 2011
Starts Cumulative	17302	20384	24466	26548	30630	32280
Outcomes Cumulative	3806	4484	5382	5840	6738	7102

Merseyside Phasing-in Region – ESF and match combined

Quarter Ending	Jun 2008	Sep 2008	Dec 2008	Mar 2009	Jun 2009	Sep 2009
Starts Cumulative	0	296	1592	2888	4184	5184

Outcomes Cumulative	0	65	350	635	920	1140
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Quarter Ending	Dec 2009	Mar 2010	Jun 2010	Sep 2010	Dec 2010	Mar 2011
Starts Cumulative	7480	9072	10666	1166	13260	14260
Outcomes Cumulative	1645	1995	2346	2566	2917	3137

Finance & targets

Region	North West
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Financial allocation

Priority 1 North West excluding Merseyside			
Year	ESF (£)	Public Match (£)	ESF + Match (£)
2007	£9,611,618	£9,611,618	£19,223,236
2008	£9,800,801	£9,800,801	£19,601,602
2009	£10,003,629	£10,003,629	£20,007,258
2010	£10,210,514	£10,210,514	£20,421,018
Total	£39,626,562	£39,626,562	£79,253,124

Priority 1 Merseyside			
Year	ESF (£)	Public Match (£)	ESF + Match (£)
2007	£4,400,000	£4,400,000	£8,800,000
2008	£4,500,000	£4,500,000	£9,000,000
2009	£4,600,000	£4,600,000	£9,200,000
2010	£3,507,498	£3,507,498	£7,014,996
Total	£17,007,498	£17,007,498	£34,014,996

Region	North West
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NW Region DWP CFO Plan 2007-10
North West (excluding Merseyside)

Output and results targets

Priority 1

Target	Quantification
Outputs	
Total number of participants	32,280
1.2 Number and % of participants who are unemployed (a) Number (b) Percentage	17,754 55%
1.3 Number and % of participants who are inactive (a) Number (b) Percentage	14,526 45%
1.4 Number and % of participants age 14 to 19 who are NEET or at risk of becoming NEET (a) Number (b) Percentage	<i>Is not applicable to DWP provision</i>
1.5 % of participants with disabilities or health conditions	22%
1.6 % of participants who are lone parents	12%
1.7 % of participants aged 50 or over	18%
1.8 % of participants from ethnic minorities	17%
1.9 % of female participants	51%
Results	
1.10 Number and % of participants in work on leaving (a) Number (b) Percentage	7,102 22%
1.11 Number and % of participants in work six months after leaving	<i>Agreed with ESFD we will not be able to provide this data</i>
1.12 Number and % of economically inactive participants engaged in jobsearch activity or further learning (a) Number (b) Percentage	6,537 45%
1.13 Number and % of 14 to 19 year old NEETS or at risk in education, employment or training on leaving (a) Number (b) Percentage	<i>Is not applicable to DWP provision</i>

Output and results targets

Priority 1

Target	Quantification
Outputs	
Total number of participants	14,260
1.2 Number and % of participants who are unemployed (a) Number (b) Percentage	7,843 55%
1.3 Number and % of participants who are inactive (a) Number (b) Percentage	6,417 45%
1.4 Number and % of participants age 14 to 19 who are NEET or at risk of becoming NEET (a) Number (b) Percentage	<i>Is not applicable to DWP provision</i>
1.5 % of participants with disabilities or health conditions	22%
1.6 % of participants who are lone parents	12%
1.7 % of participants aged 50 or over	18%
1.8 % of participants from ethnic minorities	5%
1.9 % of female participants	51%
Results	
1.10 Number and % of participants in work on leaving (a) Number (b) Percentage	3,137 22%
1.11 Number and % of participants in work six months after leaving	<i>Agreed with ESFD we will not be able to provide this data</i>
1.12 Number and % of economically inactive participants engaged in jobsearch activity or further learning (a) Number (b) Percentage	2,888 45%
1.13 Number and % of 14 to 19 year old NEETS or at risk in education, employment or training on leaving (a) Number (b) Percentage	<i>Is not applicable to DWP provision</i>

District	Name of Provision	Overview of Provision
Manchester Central	Caseworker support	An integral part of the ‘customer journey’, from the first stages of engagement through to sustainable employment is support from a one-to-one caseworker, ensuring customers are supported throughout.
	Outreach activity to engage customers from minority ethnic backgrounds	Tailored to cultural and community needs delivering key skills, jobsearch support and mentoring in community settings
	Activity to support economically inactive older workers	A flexible programme targeted to meet the needs of both customers aged 50+ and employers, addressing real and perceived barriers to employment faced by the older workers. Demand led training and in-work support will be offered.
	Activities to help unemployed customers with disabilities to enter and remain in work.	Specialist support and guidance for customers with visual or hearing impairment and/or diagnosed mental health conditions. The provision will cover all the needs associated with achieving a desired job goal including identification of barriers associated with disability and the development of strategies to overcome these.
	Basic skills support for participants assessed as below entry level	This intervention is intended to support existing SfL provision. This provision will deliver activities to engage, encourage and prepare participants to increase their SfL and/or ESOL abilities to entry level.
	Jobsearch support and advice.	Provide advice and guidance to produce a CV, address financial barriers to employment and provide short-term jobsearch advice and guidance, offering more intensive support and signposting to mainstream provision.
	Intermediate Labour Market	A programme that will provide a wide range of paid work experience in a supported environment.
	Pre-recruitment training	Short, job focussed training to respond quickly to the specific employer needs. The length and type of training would not compete with LSC Skills for Jobs provision. Delivery will focus on high employment outcomes.
	Intermediate Labour Market for IB customers	ILM activity to enable IB customers to undertake real work activities within a social enterprise.
Manchester East and West	Caseworker support	An integral part of the ‘customer journey’, from the first stages of engagement through to sustainable employment is support from a one-to-one caseworker, ensuring customers are supported throughout.

	Help and support for those with severe ESOL needs	Work-focussed programme of support for customers with no spoken english skills. Support will be delivered on a one-to-one basis or in small groups and will enable participants to achieve entry level ESOL whilst providing jobsearch support and work placements.
	Advice and guidance for partners of benefit recipients and non claimants with children.	A programme that will engage individuals and support them to obtain sustainable employment. Jobsearch support, work placements, careers advice and guidance plus the opportunity to achieve vocational qualifications will be provided.
	Employability skills for IB customers and Lone Parents	A flexible programme to identify and address barriers such as confidence, motivation, financial issues and lack of jobsearch skills. The provision will provide advice and guidance, work placements and ongoing caseworker support.
	Jobsearch advice and guidance for JSA customers	A programme delivering jobsearch advice and guidance for JSA customers from day one of their claim. In addition to jobsearch support the programme will also provide access to short vocational courses such as Food Hygiene, Health and Safety, CSCS card.
	Intermediate Labour Market for IB and Lone Parent customers	A programme offering paid work experience. The programme will deliver short job-focussed accredited training such as Food Hygiene, First Aid, CSCS card.
Merseyside	Outreach through to retention	Activities will be delivered within the local community and will engage with the DWP priority group customers. Intensive support will be offered to identify needs and barriers to work will be addressed including childcare, debt, lack of skills etc. A caseworker will guide the customer through the stages of the customer journey referring to existing provision and then providing in-work support post employment.
	Basic skills/ pre-ESOL	A programme to address the severe ESOL needs of Black and Racial Minority customers in receipt of working age benefit assessed as below entry level with the aim of progressing customers to entry level 1.
Cheshire, Halton & Warrington	Caseworker support	An integral part of the 'customer journey', from the first stages of engagement through to sustainable employment is support from a one-to-one caseworker, ensuring customers are supported throughout
	First steps engagement (Excluding Halton)	Provision will target customers who are not engaged with Jobcentre Plus and introduce them to the benefits of employment. Provision will deliver advice and guidance on the most appropriate route to employment and signpost to either exiting mainstream provision or other elements of the ESF programme.

	Outreach through to retention (Halton only)	Activities will be delivered within the local community and will engage with the DWP priority group customers. Intensive support will be offered to identify needs and barriers to work will be addressed including childcare, debt, lack of skills etc. A caseworker will guide the customer through the stages of the customer journey referring to existing provision and then providing in-work support post employment.
	Work skills (excluding Halton)	A flexible programme offering support through a range of soft skills such as financial awareness, work ethic, motivation in addition to short occupational certificates e.g. Food Hygiene. IAG and jobsearch advice will also be provided including work placements and in-work support.
	Occupational skills (excluding Halton)	A programme offering pre-recruitment training designed to meet the needs of the employer and the customer. The provision will link to local recruitment initiatives and offer guaranteed interviews.
Lancashire and Cumbria	Caseworker support	An integral part of the 'customer journey', from the first stages of engagement through to sustainable employment is support from a one-to-one caseworker, ensuring customers are supported throughout
	Engagement	Delivered from within the community the programme will seek to engage with unemployed and inactive customers providing advice and guidance on the most appropriate route into employment. The programme will enable customers to move into Jobcentre Plus mainstream provision and initiatives.
	Community projects	A programme to help priority customers to develop their employability, soft and basic skills and overcome other barriers to employment. Individuals will be engaged in activity that reflects the requirements of "real work". Jobsearch advice, short occupational certified training e.g. Food Hygiene, and work placements will be delivered.
	Employability skills and training (Cumbria only)	A programme tailored to meet the needs of the customer, offering a range of support services including assessment of barriers, IAG, jobsearch support, short certified qualifications e.g. CSCS card, employer demand-led training to meet recruitment needs and post employment support.
	Construction pathways	A programme offering General Building Operatives NVQ level 1 plus additional qualifications such as Health and Safety and First Aid. The programme will also develop the individual's soft skills and provide pastoral support.