



SPECIFICATION

# SPECIALIST PROVISION:

## PROCUREMENT AND DIRECTORY

**Matt Hempstock**

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## 1. EXECUTIVE SUMMARY

- 1.1. The West of England Works Project is seeking enhance the level of support available to project participants through establishing a comprehensive network of organisations able to offer Specialist Provision.
- 1.2. The West of England Works Project supports unemployed and economically inactive individuals with complex needs who face multiple barriers to employment to develop their confidence and skills in order to secure employment. The project is jointly funded by the Big Lottery Fund and the European Social Fund and runs from 1<sup>st</sup> January 2017 to 31<sup>st</sup> December 2019. The project is led by Weston College and delivered through a network of local voluntary and community sector organisations located across the West of England area.
- 1.3. The majority of provision offered within the West of England Works Project is delivered directly by Anchor Partners who are responsible for all participants within a specific geographic or thematic area.
- 1.4. In order to ensure that project participants receive a truly individualised and holistic programme of support, from time to time Anchor Partners may need to draw upon the expertise of the network of Specialist Partners that this procurement exercise seeks to establish.
- 1.5. Specialist Provision includes a broad range of services that go beyond the level of support that the project could reasonably expect Anchor Partners to deliver directly for reasons of complexity, specialist knowledge, specialist facilities and potentially cost. This could include (but is not limited to):
 

<ul style="list-style-type: none"> <li>▪ Employability Support;</li> <li>▪ Careers Advice and Guidance;</li> <li>▪ Job-search Support;</li> <li>▪ Skills Development;</li> <li>▪ Disability Support;</li> <li>▪ Mental Health Support;</li> <li>▪ Dependency Support;</li> <li>▪ Support for Carers / Care Leavers;</li> <li>▪ Financial Advice;</li> <li>▪ Housing Advice;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Business Development / Self Employment Support;</li> <li>▪ Counselling;</li> <li>▪ Mentoring;</li> <li>▪ Personal Development Opportunities;</li> <li>▪ Work Experience Placements / Tasters;</li> <li>▪ Literacy and Numeracy Support / Qualifications;</li> <li>▪ Language Support / ESOL;</li> <li>▪ Appropriate Vocational Qualifications;</li> </ul>
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- 1.6. We anticipate that many of the services that we seek will already be fully funded from statutory, charitable or other sources though the project may release additional funding if additionality can be established (e.g. that the service offered is something in excess of or different to that which is already funded).
- 1.7. This procurement process will be used to create a directory of services that clearly sets out what each Anchor Partner and Specialist Partner is able to offer within the project.
- 1.8. Specialist provision will be accessed on a case by case basis where an Anchor Partner identifies a specific barrier or need within a project participant that they are unable to effectively address directly in their own right. The Anchor Partner will then refer to the Directory of Services to identify

appropriate specialist provision and submit a business case to the West of England Works Project Team. If the business case is approved and if additionality is established, the Specialist Partner will submit an invoice for the agreed price to the West of England Works Project Team and payment will be released by BACS transfer.

- 1.9. Any questions regarding this specification should be forwarded to:

[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

We are required to maintain openness and transparency through ensuring that all potential tenderers have access to the same information and support. Given this we reserve the right to circulate any question submitted and the associated response to all tendering organisations.

All proposals should be submitted in both electronic and triplicate hard copy to:

TENDER – SPECIALIST PROVISION

Matt Hempstock

Project Manager – West of England Works

Weston College

South West Skills Campus

Locking Road

Weston-super-Mare

BS22 8NL

[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

- 1.10. The deadline for responses is noon on Friday 21<sup>st</sup> July 2017
- 1.11. Applications may be considered after this date but will not be considered until a later in the project

## 2. CONTEXT - THE WEST OF ENGLAND WORKS PROJECT

2.1. The West of England Works Project is part of the national Building Better Opportunities programme delivering across the following unitary authority areas:

- Bath and North East Somerset
- Bristol
- North Somerset
- South Gloucestershire

2.2. The project supports unemployed and economically inactive individuals with complex needs who face multiple barriers to employment to develop their confidence and skills in order to secure employment. In contrast to other programmes aimed at supporting the unemployed, the West of England Works project is specifically designed and intended to support the individuals who are hardest to help and furthest from the labour market. Groups of such individuals include:

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| <ul style="list-style-type: none"> <li>▪ Disabled People</li> <li>▪ People who are over 50</li> <li>▪ People who are homeless or in housing need</li> <li>▪ People from Black and Minority Ethnic (BAME) communities</li> <li>▪ People who are offenders or ex-offenders</li> <li>▪ People with caring responsibilities</li> <li>▪ People with digital exclusion issues</li> </ul> | <ul style="list-style-type: none"> <li>▪ People with drug and alcohol dependency</li> <li>▪ People with educational attainment issues</li> <li>▪ People with family, parenting and relationship problems</li> <li>▪ People with health problems, particularly mental health</li> <li>▪ People operating in the informal economy</li> <li>▪ Young people</li> </ul> |
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2.3. The project is jointly funded by the Big Lottery Fund and the European Social Fund and runs from 1st January 2017 to 31st December 2019.

2.4. The project is led by Weston College and delivered through a network of local voluntary and community sector organisations located across the West of England area. Current partners include:

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| <ul style="list-style-type: none"> <li>▪ Babbasa</li> <li>▪ Barton Hill Settlement</li> <li>▪ Broadway Lodge</li> <li>▪ Business in the Community</li> <li>▪ Carers Support Centre</li> <li>▪ Creative Youth Network</li> <li>▪ Developing Health and Independence</li> <li>▪ Julian House</li> <li>▪ Prince's Trust</li> <li>▪ Southern Brooks Community Partnerships</li> <li>▪ Southmead Development Trust</li> <li>▪ The Park</li> </ul> | <ul style="list-style-type: none"> <li>▪ West of England Centre for Inclusive Living</li> <li>▪ Weston College</li> </ul> |
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- 2.5. Each partner is tasked with using a variety of approaches to identify potential participants and recruit them to the project. Some participants will be referred by statutory services such as JobcentrePlus, others will be referred by other organisations within the wider local voluntary and community sector and others will be directly engaged by the partner through outreach activities within the local community.
- 2.6. Once engaged, the partner will complete a detailed and holistic assessment of the participant in order to identify all the issues and barrier that prevent or discourage the individual from securing gainful employment. Once the barriers are identified the partner and the participant will jointly design and agree an individualised programme of support intended to address the barriers identified and progress the participant towards and into employment.
- 2.7. Individualised programmes of support may include a very broad range of interventions, some drawing upon the expertise of specialist organisations to deliver, but most will include general employability skills, jobsearch, CV writing, interview skills and a work experience placement.
- 2.8. The partner and participant will review progress throughout their time on the programme and modify the individualised programme of support in order to address emerging issues and barriers.
- 2.9. Ideally, following their time on the project the participant will secure employment and the partner will continue to work with them in order to ensure that they are settled in their new job and likely to be retained.
- 2.10. As the project works with the individuals who are hardest to help and furthest from the labour market it is recognised that a job may not be a realistic outcome for some in the time allowing. For such individuals progression to structured jobsearch or a formal training course may be more appropriate progression routes.
- 2.11. The project is grant-funded with payments issued in advance of delivery and reconciled following submission of data and evidence.
- 2.12. Further information regarding the West of England Works Project can be found here:

[www.westofenglandworks.org.uk](http://www.westofenglandworks.org.uk)

Further information regarding the wider Big Lottery Fund Building Better Opportunities Programme can be found here:

<https://www.biglotteryfund.org.uk/global-content/programmes/england/building-better-opportunities>

Specific guidance concerning project rules, processes, paperwork, claims etc can be found here:

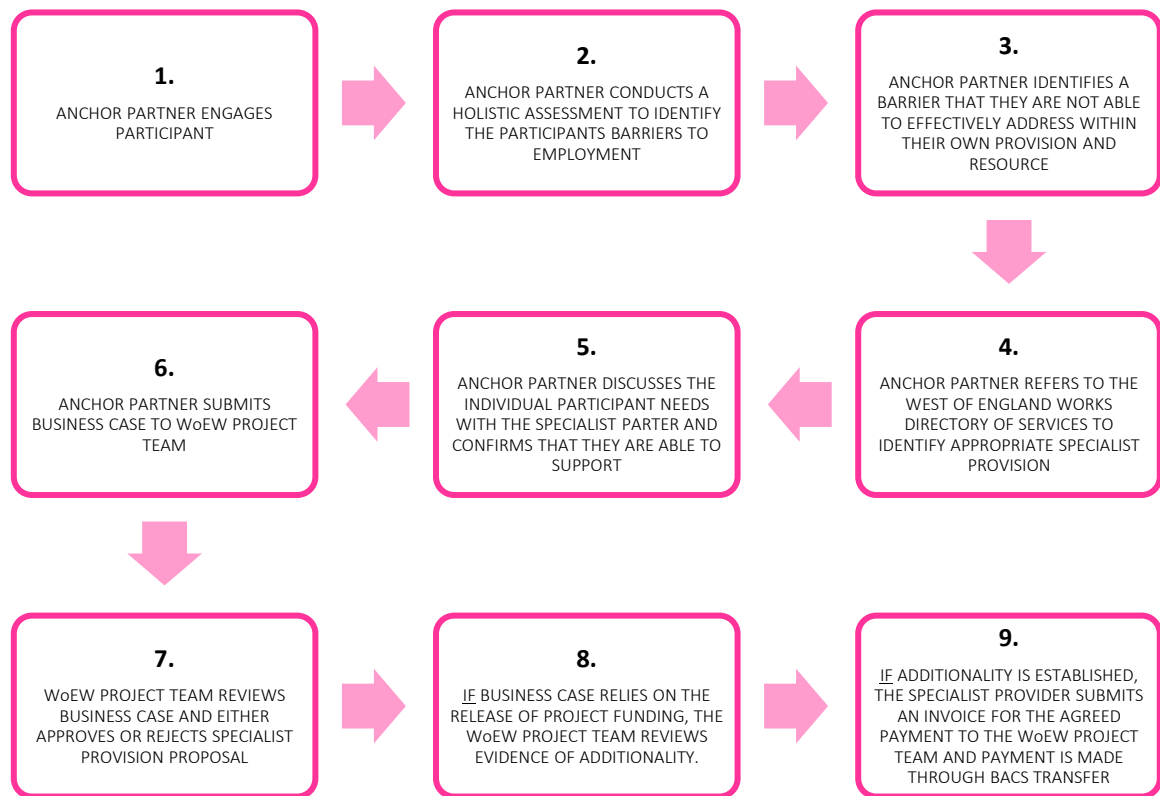
<https://www.biglotteryfund.org.uk/global-content/programmes/england/~/link.aspx?id=50FAB7D4B5A248F8A8C8F5D4D33F9E0F&z=z>

### 3. SPECIALIST PROVISION

- 3.1. The West of England Works Project anticipates that some individuals may be recruited to the project who face specific complex and / or unusual issues and barriers that limit their employability and / or prevent their progression into employment.
- 3.2. We anticipate that some of these extraordinary factors may fall beyond those that the project could reasonably expect an Anchor Partner to effectively address in their own right for reasons of rarity, complexity, experience, capacity or cost.
- 3.3. In order to ensure that participants benefit from an effective and holistic programme of individualised support, the project wishes to identify and establish a broad network of organisations who may be in a position to work in partnership with project Anchor Partners to deliver a range of specialist support interventions to project participants.
- 3.4. The project anticipates that a broad range of specialist provision may be sought by Anchor Partners to support project participants. This may include, but is not limited to, the following:
- Employability Support;
  - Careers Advice and Guidance;
  - Job-search Support;
  - Skills Development;
  - Disability Support;
  - Mental Health Support;
  - Dependency Support;
  - Support for Carers / Care Leavers;
  - Financial Advice;
  - Housing Advice;
  - Business Development / Self Employment Support;
  - Counselling;
  - Mentoring;
  - Personal Development Opportunities;
  - Work Experience Placements / Tasters;
  - Literacy and Numeracy Support / Qualifications;
  - Language Support / ESOL;
  - Appropriate Vocational Qualifications;
  - Translation
- 3.5. We anticipate that in most circumstances, and in particular during the initial stages of participation, the specialist support secured to support an individual participant will be best delivered as an integrated component of their wider individualised programme of support and that the Anchor Partner will remain in constant contact with the participant, and the specialist partner in order to ensure quality, coordination and the effective monitoring of progress.
- 3.6. We anticipate that in most circumstances, and in particular during the early stages of participation, specialist provision will be best delivered at the Anchor Partners premises in order to ensure continuity and stability for the partner and to facilitate effective coordination and monitoring by the Anchor Partner.
- 3.7. Delivery at alternative locations may however be appropriate at later stages in a participants time on the project as the confidence and willingness to travel to distant locations is in itself a key component of employability;

- 3.8. Delivery at alternative locations is of course permissible where this is the only possible means through which to ensure that the participant receives effective holistic support;
- 3.9. The project acknowledges that circumstances may arise where alternative delivery mechanisms may be appropriate, for example delivery of a block of support at a different location than the participants normal place of attendance. Such arrangements are permissible provided that there is a clear benefit to the participant, that they are properly supported to accommodate any changes and that appropriate monitoring arrangements are in place.
- 3.10. The Anchor Partner will remain accountable for all project participants whilst they are undertaking Specialist Provision and will therefore require direct access to the participant at all times in order to conduct essential monitoring, progress review and quality checks.

**PROCESS THROUGH WHICH SPECIALIST PROVISION IS SECURED**



- 3.11. All Specialist Providers are required to be fully compliant with all regulations that relate to:
  - Health and Safety;
  - Equality and Diversity and Gender Equality;
  - Safeguarding;
  - The PREVENT duty;
- 3.12. All delivery locations must be covered by a recent health and safety risk-assessment. The Anchor Partner will be accountable for ensuring that this is in place prior to delivery commencing;

3.13. All Specialist Providers must be insured in line with the following:

- (a) Minimum cover per claim
- Employers Liability £5m
  - Public Liability £5m
  - Professional Indemnity £5m
- (b) Risks to be insured against ALL

## 4. FUNDING AND CONTRACTUAL ARRANGEMENTS

- 4.1. In order to maximise simplicity whilst ensuring contractual compliance the project does not propose to contract with and fund Specialist Partners in the same manner as applies to Anchor Partners.
- 4.2. We anticipate that many of the specialist support services sought will already be available within the West of England Area and will already be funded through other statutory and / or charitable sources.
- 4.3. The project must ensure that the monies granted by the Big Lottery Fund and European Social Fund are not used in a manner that could constitute double-funding or double-counting. Given this the project will not release additional funding to organisations to deliver specific services that are already funded through other routes and project participants are eligible beneficiaries. Where this is the case we plan to secure support through establishing effective partnerships working between the Anchor Partner and the Specialist Partner.
- 4.4. The project may however release funding to organisations delivering specialist provision providing that it is possible to clearly demonstrate that the investment of funds provides additionality. For the purposes of the project, additionality could be demonstrated through:
- Delivering a greater volume of support than that which is already funded (e.g. existing funding is sufficient to support 10 individuals to undertake debt management support sessions and additional project funding will allow 15 individuals to undertake such sessions);
  - Delivering an enhanced offer than that which is already funded (e.g. existing funding is sufficient to offer 10 hours of counselling to participants and additional project funding will allow participants to benefit from 20 hours of counselling);
  - Delivering something with broader eligibility criteria to that which is already funded (e.g. existing funding allows individuals aged 50 and above to access free self-employment support and additional funding will allow this to be extended to include all participants aged 40 and above);



- Delivering something entirely different to that which is already funded (i.e. a new non-funded offer of specialised support).
- 4.5. Project funding may only be utilised to support individuals who are enrolled on the West of England Works Project, though Specialist Partners are encouraged to refer individual to the project if they are eligible and would benefit from the support offered;
- 4.6. Project funding may not be utilised to support:
- activities that do not contribute to the support of West of England Works Project Participants or the delivery of project targets;
  - activities or staff costs that do not represent good value for money;
  - anything that is a statutory obligation or will replace statutory funding ;
  - any expenditure incurred prior to the Specialist Partners engagement with the specific participant;
  - equipment costing more than £1,000 per item;
  - furniture and refurbishment or landscaping work;
  - fundraising appeals, endowments and registration fees;
  - in-kind contributions of unpaid voluntary work;
  - loans, fines, bank charges and interest payments;
  - projects that generate income or revenue;
  - purchase of land or buildings;
  - redundancy costs;
  - finance leases (for example, where the equipment becomes the property of the lessee at the end of the agreement);
  - second-hand equipment;
  - staff training, unless specialist knowledge is required that could not have been identified before the project began;
  - VAT that can be recovered;
  - Purchase of vehicles.
- 4.7. Considering the above, we require all applicants to provide details of all specialist support interventions that they are in a position to offer to project participants indicating which of these may be made available at no cost to the project (as they are already fully funded from other sources) and which will require project funding.
- 4.8. Where project funding is required applicants must provide evidence of additionality and a unit price that offers value for money and excludes all of the ineligible items of spend detailed above.

- 4.9. Where additionality is established and project funding is released, Specialist Partners will be paid through a simple spot-purchase mechanism triggered by the submission of an invoice for the services delivered.
- 4.10. Specialist Provision will not normally be secured through formal delivery contracts as is the case for Anchor Partners. Instead we will require successful applicants to agree a simple service level agreement (to formalise Anchor Partner Monitoring Arrangements) and should funding be required it will be released on a case by case basis subject to the submission and subsequent approval of a business case from the Anchor Partner to the West of England Works Project Team.
- 4.11. If sufficient demand for project-funded provision offered by an individual Specialist Provider occur, the project may consider making the offer of a standing delivery contract. If this is the case funding would be released on the basis of actual evidenced costs rather than unit prices.
- 4.12. The project may offer Specialist Providers an opportunity to be reclassified as Anchor Partners in order to enable the project to effectively respond to emerging circumstances.

## 5. RESPONSE

- 5.1. Organisations who wish to become a West of England Works Project Specialist Partner should complete and submit a copy of the Tender Response Document provided and all other documents included on the supporting information checklist;
- 5.2. Many of the items detailed on the supporting information checklist have been included in anticipation of the need to conduct due diligence and in the hope that including these items at this stage will minimise and further delays to delivery;
- 5.3. Please note that should your application be successful, the information provided in the tender response document will be used to populate your entry in the West of England Works Directory of Services. Given this please ensure that it is as comprehensive as possible and written with the intended audience in mind, i.e. existing West of England Works Anchor Partner.

### SUBMISSION

- 5.4. Any questions regarding this specification should be forwarded to:

[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

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TENDER - MIS  
Matt Hempstock  
Project Manager – West of England Works  
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South West Skills Campus  
Locking Road  
Weston-super-Mare  
BS22 8NL  
[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

5.5. The deadline for responses is noon on Friday 21st July 2017

5.6. Applications may be considered after this date but will not be considered until a later in the project

## 6. EVALUATION

6.1. As the release of project funding will be dependent on participant needs arising and the evidence of additionality, we plan to be as inclusive as possible when populating the West of England Works Directory of Services. Given this all proposals that meet the following criteria will be included:

- The proposed service is something that could conceivably be of benefit to a West of England Works Project Participant;
- The proposed service is aligned with aims of the West of England Works Project and fully complies with Big Lottery Fund and European Social Fund Funding rules;
- The specialist partner is able to accommodate reasonable monitoring activities conducted by the Anchor Partner;
- The project is satisfied that the service will be delivered to an acceptable level of quality;
- The service does not replicate core activities that Anchor Partners are expected to deliver directly;
- If the service offered relies on the release of project funding, sufficient evidence has been provided to establish additionality and the price offers excellent value for money.