



## Part 2 Specification

**Contract Reference**

**TTDA0519**

**Contract Title**

**Ready For Work Scheme Provider**

# Contents

1.	Overall Scope and Nature of the Requirement .....	3
2.	Specific Requirements.....	4
3.	Contract and Performance Review Requirements .....	7
4.	Invoicing .....	7
5.	Added Value.....	8
6.	Scope and Nature of Possible Modifications or Options.....	8
7.	Awarding the Contract on Behalf of Other Contracting Authorities .....	8

# 1. Overall Scope and Nature of the Requirement

## 1.1 **Location Overview**

- 1.1.1 Torbay is an urban area and suffers from many similar deprivation problems normally associated with larger towns and cities.
- 1.1.2 Parts of Torbay are among the ten percent (10%) most deprived areas in the country and exhibit:
  - (a) high numbers of workless households;
  - (b) low employment levels;
  - (c) low aspirations; and
  - (d) a large number of households living in poverty<sup>1</sup>.
- 1.1.3 There are sixteen (16) wards within Torbay, six (6) of which are ranked as deprived:
  - (a) Watcombe;
  - (b) Blatchcombe;
  - (c) Ellacombe;
  - (d) Roundham with Hyde;
  - (e) Tormohun;
  - (f) Wellswood.
- 1.1.4 The areas stated in 1.1.3 are generally the more populated areas around the two town centres of Torquay and Paignton.
- 1.1.5 The Torquay ward of Tormohun has consistently been the most deprived ward in Torbay.
- 1.1.6 The number of wards in Torquay classed as deprived has been increasing.
- 1.1.7 Brixham has no wards classified as deprived, however there are pockets of deprivation where struggling households are situated in the same location as more affluent ones. This gives a deceptively balanced statistical picture of need.

## 1.2 **Economic Strategy**

- 1.2.1 Torbay's Economic Strategy 2017-2022 has been developed to bring forward investment in physical regeneration, encourage business growth and increase productive employment.
- 1.2.2 The Strategy contains themes and actions designed to stimulate employment growth and address the economic challenges facing our most deprived areas.

---

<sup>1</sup> [Joint Strategic Needs Assessment 2018, Index of Multiple Deprivation 2015, NOMIS](#)

- 1.2.3 TDA is Torbay Council's economic development company responsible for the development and delivery of Torbay's economic strategy.
- 1.2.4 In support of that strategy, TDA intends to commission improved outcomes for Torbay residents, primarily those from Torbay's most deprived areas, who are at the margins of the labour market, to become work ready in key local labour markets.
- 1.3 This project will deliver a specific action in the Economic Strategy; to help those in our most deprived areas who are outside of the labour market to become work ready.
- 1.4 This project seeks to address the economic challenges facing individuals in Torbay's most deprived areas, improve their employability and help create more skilled and productive labour which benefits the local community and local economy.

## 2. Specific Requirements

### 2.1 **Objectives**

- 2.1.1 The project will help unemployed people, primarily from Torbay's most deprived areas, to become ready for employment and ultimately secure work.
- 2.1.2 The main outcomes sought are an increase in:
- (a) skill levels;
  - (b) readiness for work;
  - (c) jobs secured; and
  - (d) sustainable employment.
- 2.1.3 More specifically, key objectives are to:
- (a) identify and engage with unemployed clients from Torbay's most deprived areas;
  - (b) develop a visible and successful programme across Torbay that helps clients overcome barriers, develop skills, undertake work experience and build confidence to become work ready and ultimately secure employment;
  - (c) maintain a working relationship with employers to ensure the programme meets the needs of local employers in key sectors and provides valuable work experience to help clients become work ready;
  - (d) help an agreed number of clients to successfully complete the programme and become work ready;
  - (e) obtain feedback from clients to inform on-going delivery; and
  - (f) develop a series of case studies to promote the programme and demonstrate impact.

## 2.2 **Client Participation**

- 2.2.1 Anybody out of work is eligible to enter the programme.
- 2.2.2 It is expected that activity will be focussed in Torbay's most deprived areas where there is a higher incidence of worklessness. Clients can however come from anywhere across Torbay.
- 2.2.3 Given levels of deprivation, we expect the areas chosen at the start of the project to remain the focus of support for the project duration.
- 2.2.4 A minimum of sixty percent (60%) of all clients successfully completing the programme must be from Torbay's most deprived communities.
- 2.2.5 The seven (7) wards within Torbay that this project will engage with are:
- (a) Watcombe;
  - (b) Blatchcombe;
  - (c) Ellacombe;
  - (d) Roundham with Hyde;
  - (e) Tormohun;
  - (f) Wellswood; and
  - (g) Brixham.
- 2.2.6 There are more deprived areas in Torquay and Paignton so we would expect delivery to be weighted towards these areas, however some delivery in Brixham is still expected.
- 2.2.7 Whilst the successful provider will be responsible for developing an engagement plan, the likely cohort of clients suitable for this project are likely to be on some form of government benefits (in particular Job Seekers Allowance) so Job Centre Plus will be a key source of referrals.

## 2.3 **Sector Engagement**

- 2.3.1 Rather than take a general approach, the programme should be tailored to help people outside of the labour market to become work ready in key sectors, as defined below, to meet the skills needs of local employers.
- (a) Tourism;
  - (b) Care;
  - (c) Construction; and
  - (d) Hi-tech.
- 2.3.2 The programme must be able to demonstrate how it is meeting the needs of local employers including the key sectors of tourism, care, construction and hi-tech.

2.3.3 We do appreciate some clients may have aspirations outside of the sectors listed in 2.3.1 and although we do not want to dampen ambition and drive we expect the majority of clients to become work ready for entry level jobs as a step into work and to start building a career. It is therefore important to align the programme to the needs of the employers to maximise employment chances.

## 2.4 **Programme Scope and Reporting**

2.4.1 This will be a two (2) year project, with potential for a one (1) year extension.

2.4.2 The successful provider will be required to develop and deliver a structured programme that includes (but is not limited to):

- (a) Training;
- (b) Coaching;
- (c) Work experience to build confidence and become work ready; and
- (d) One-to-one mentoring support to help each client into a successful outcome.

2.4.3 Close liaison with TDA is expected to ensure the project aligns with other projects within the Economic Strategy and maximises the benefits for the clients.

2.4.4 This project is integral to Torbay's Economic Strategy and is expected to connect with other similar projects across Torbay that help residents become work ready.

2.4.5 The successful bidder must source an independent company to carry out an independent evaluation of the project, towards the end of the contract. This must be provided for out of the funding allocated but must not exceed 5% of the budget.

2.4.6 TDA wants to ensure that this project has a positive impact on the employability of individuals across Torbay. 'Ready for Work' is a working title and we are happy to consider other titles which inspires engagement with clients.

## 2.5 **Mobilisation**

2.5.1 We anticipate the project start date to be autumn 2019, with the programme commencing with on the ground delivery within six (6) weeks.

2.5.2 Once the project has been awarded, we will hold a project initiation meeting to agree project details. The successful bidder will set about developing the Ready for Work programme, marketing plan and delivery plan which will be agreed with TDA.

2.5.3 Progress reports and management information that relate to the objectives, along with project and engagement plans will be required and will be agreed at project inception with input from the successful bidder.

## 2.6 Outline Project Deliverables (Final Product)

Project deliverables include:

- Ready for Work support programme;
- Delivery plan;
- Marketing/engagement plan;
- Case studies;
- Client feedback;
- Monitoring and progress reports and;
- Independent evaluation.

## 3. Contract and Performance Review Requirements

- 3.1 The project will be managed in line with Prince 2 principals.
- 3.2 Key Performance Indicators (KPIs) will be agreed with the successful provider at project inception and will be expected to contain a mixture of hard and soft outputs and outcomes.
- 3.3 Quarterly progress reports will be required from the successful bidder, setting out progress against objectives and KPIs. These will be enhanced by quarterly face-to-face meetings.
- 3.4 Annual project reviews against agreed objectives will be held on the anniversary of the project commencement date.
- 3.5 All outputs/outcomes realised after the programme ends are to be reported in a project review, to take place three (3) months after the contract end date.

## 4. Invoicing

- 4.1 Payments will be made to the successful provider quarterly in arrears on receipt of an invoice.
- 4.2 Eight (8) equal payments will be made across the initial two (2) year contract period.
- 4.3 The Authority's settlement terms are thirty (30) days from receipt of the invoice.
- 4.4 Disputed parts of invoices will not be paid and a corrected invoice will be requested.

- 4.5 Payment will be by BACS and remittance advices will be transmitted to the Contractor by email or fax if email addresses and/or fax numbers are provided.

## 5. Added Value

### 5.1 Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

### 5.2 Additional funding

The Applicant should set out if it can bring additional funding to this project.

## 6. Scope and Nature of Possible Modifications or Options

The Council and TDA may receive future additional funding to enable this project to continue beyond the anticipated Contract end date and may have further relevant requirements in relation to this funding to discuss with the successful Provider.

## 7. Awarding the Contract on Behalf of Other Contracting Authorities

The Authority is not purchasing on behalf of other contracting authorities.