

East of England

Potential subcontractors list

- Armstrong Learning Group
- City College Norwich
- JHP Group Ltd
- Lifetime Training
- SOVA

Name of Organisation	Armstrong Learning Group
Location of Delivery Unit of Procurement/s Cluster/s	North West (clusters 2 and 3) West Midlands East of England
Named Contact	Carmel Meredith – Group Bid Writer
Phone	07827 816874
Email	carmel.meredew@armstronglearning.co.uk
Area of Activity	Adults / employability / mentoring / creative industries
<p>Description of Activity (<i>in 500 words</i>)</p> <p>The Armstrong Learning Group has the knowledge, skills and capability to support individuals with multiple/diverse barriers to job entry. We have been a provider of welfare to work services since 2003. Our longstanding track record includes Work Programme, Flexible New Deal, New Deal FTET, Gateway to Work, New Deal for Musicians (national contract to deliver NDfM across England) and Mentoring provision.</p> <p>Access to Music, a wholly owned subsidiary of Armstrong Learning, is the UK's leading designer and provider of popular music education, training and consultancy. We have a national coverage and operate from a series of centres across the UK. In addition to providing music and creative industries vocational training, our provision equips our learners with valuable life skills which can be transferred to any occupation.</p> <p>Key Strengths</p> <ul style="list-style-type: none"> • Flexibility of delivery – ability to deliver in local establishments and provide continuity of provision through the gate via our network regional centres. • Creativity – experienced in using music and the creative industries to engage participants in provision (e.g. NDfM, Access to Music and SFA ESF NEET contract) • Employability Skills / Job Clubs (individuals with less than 12 months to serve) – devise negotiated individual action plans (incremental objectives, step wise progression). Individuals gain confidence and motivation as milestones are achieved. Provision would include a range of specific return to work modules (tailored to QCF accredited provision), for example: <ul style="list-style-type: none"> ○ Realistic jobs – Develops awareness of learners understanding of barriers to learning and progress/employment, encourages learners to identify own skills and strengths in order to prepare them for their desired progression route. ○ Effective job search – Identify transferable work skills, assess own employability skills and strengths from past experiences, check the skills required for advertised local jobs ○ Finding and securing employment – Understanding the importance of completing application forms effectively, identify and understand the associated language found on 	

application forms, recognise the common errors made when completing application forms, generate awareness of the importance of an effective and confident telephone manner in work situations and for job search, ensure clients know how to prepare and act appropriately at a job interview, CV writing, demonstrate awareness of perceptions and impact of verbal and non verbal communication

- **Skills for work** – Time management, interpersonal skills, communication, teamwork, problem solving
- **Motivation and confidence building** – Providing an awareness of the importance of goal setting and the importance of motivation in securing employment

- **Innovation** – use specialist Mentors to engage with and retain customer involvement. We are a Mentoring and Befriending Society approved provider. Mentors provide 1:1 support and encouragement and give the mentees the confidence to achieve their goals. Our trained and experienced mentors provide empathy and understanding; they are experienced in drilling down to identify the key issues to be addressed before the individual can progress into sustained employment.
- **Continuity** – Deliver Job Club / employability provision in each establishment, ensuring that individuals have the skills and mindset required to secure employment upon their release. Training will be provided on the skills required for a comprehensive job search including: compilation of a curriculum vitae, how to undertake a structured job search, how to complete application forms, how to write speculative letters and improving and developing selection interview techniques. We will help individuals to identify local job vacancies.
- **Post Release Support & Tracking** – Our customised in-house management information system could be used to track participants following their release. This will provide comprehensive information on the number of ex-offenders who secure and remain in employment. The individuals would receive continued supported from our team of mentors via a freephone number. SMS and tele-mentoring provides easy access, two-way communication and support, particularly at time of crisis.
- **Self Employment Advice** – We are experienced in providing self-employment advice and guidance. Armstrong Learning was the New Deal for Musicians prime contractor across England. Self employment was one of the key routes into employment for NDfM customers, ~30 per cent of outcomes were into self employment.

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Name of Organisation	City College Norwich
Location of Delivery Unit of Procurement/s Cluster/s	Main site: Norwich, Norfolk Delivery across the East of England
Named Contact	Sarah Taylor
Phone	01603 773523
Email	sarah.taylor@ccn.ac.uk
Area of Activity	Vocational & Work Skills
Description of Activity (<i>in 500 words</i>)	
CCN is one the largest FE Colleges offering pre entry to post graduate learning to over 16,000 students. CCN has Training Quality Standard accreditation and National Skills Academy status for Retail, Financial Services, Creative & Cultural, Manufacturing, Hospitality and Enterprise and offers vocational training to the key sectors within the region.	

For this contract, the College is keen to work in partnership to deliver a quality, custom fit programme to include employability skills and job related training. We have held DWP and SfAgency contracts for many years and can evidence an excellent conversion rate into work.

The College's employer responsive department, Employer Partnerships, works with over 6,000 employers and holds contracts across the region, Midlands, South and into Scotland. The College is also the first FE college to achieve Awarding Body status (CCNq).

As a partner, CCN can offer accredited programmes, links with local employers, an embedded Apprenticeship scheme and full project management controls.

Whilst we would expect to negotiate an appropriate programme with the lead contractor, we have a specific interest in, and ability to deliver, vocational courses suited to the local labour market including waste/maintenance management, low carbon skills, customer care (including door supervision), employability skills and mentoring at Level 2.

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Name of organisation	JHP Group Ltd
Location of delivery Unit of procurement/s cluster/s	North West Yorkshire and the Humber East Midlands North East Kent Sussex South Central East of England
Named contact	Julie Gough
Phone	07545 609085
Email	Julie.gough@jhp-group.com
Area of activity	National
<p>Description of activity (in 500 words) JHP is the LARGEST INTEGRATED WELFARE TO WORK AND WORK BASED LEARNING PROVIDER in the UK, helping over 350,000 people to achieve their career aspirations over our 28 year history. We are financially stable and have grown steadily over the past decade, turning over approximately £70m in 2011. We have a growing national footprint, with over 1,500 dedicated members of staff operating from 120+ sites across England, Scotland and Wales. As an OLASS 3 provider for the last 3 years, we understand the challenges in delivering adult learning in a custodial setting whilst achieving successful progression; changing attitudes and behaviours; improving knowledge, skills and completing qualifications for employment; and securing job outcomes whilst on ROTL and post release.</p> <p>Current Contracts: Work Programme Prime contractor SW region and subcontractor Y&H EM WM Mandatory Work Activity in NW and WM OLASS 3 CIAS provider WM SFA Programmes for the Unemployed – all English regions NEET NW Y&H WM WorkChoice – Scotland and WM Community Task Force Scotland</p>	

Foundation Learning – NW Y&H
 Jobcentre Plus Support Contract – WM NW Scotland
 Nextsteps – WM
 National SFA QCF and Apprenticeship provider covering all 9 English regions

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Name of Organisation	Lifetime Training
Location of Delivery Unit of Procurement/s Cluster/s	All clusters in each of the following Units of procurement; East of England, London, North West, South Central, South West and West Midlands
Named Contact	Vanessa Farr
Phone	01173143038
Email	Vanessa.farr@lifetimetraining.co.uk
Area of Activity	Vocational skills training (and Apprenticeships)
Description of Activity (in 500 words)	
<p>Lifetime would like to support the delivery of Apprenticeships to the target group and is able to offer a number of flexible delivery models. Lifetime currently delivers pre-apprenticeship programmes – Lifetime Academies - that could be adapted for delivery of this contract's required outputs/outcomes, and that offer a direct connection to prisons as places of work.</p> <p>Lifetime's Academy content is directly aligned to a L2 Apprenticeship framework and is delivered on a group and 121 basis via classroom, practical working environments and employer based activity. Academies offer participants transferable skills and career pathways with support to help them secure and remain in employment – enabling them to complete a full Apprenticeship. Academies currently move 80 per cent of learners into an Apprenticeship or Job Outcome. We offer Academies in Fitness, Early Years Care and Hospitality and each contain;</p> <ul style="list-style-type: none"> • Vocational and Workplace behaviour training • Employability skills • Soft skills development including confidence and interpersonal skills • Mentoring • In-work mentoring • Level 1 Key Skills – communication and application of number <p>Academy content has been informed and developed in response to feedback from employers about the need for multi-skilled staff. Academies will support offenders and ex-offenders to become flexible employees able to fill employers' skills gaps by providing training in team work, problem solving and</p>	

customer service.

Lifetime Tutors deliver the Academies and use an individualised and person centred approach to work with participants from a variety of backgrounds and characteristics, including ex-offenders and offenders. Lifetime have a staff resource dedicated to supporting each stage of the programme from offering impartial IAG through to employment and support onto Level 3 Apprenticeships. Delivery is designed to be flexible, maximising engagement, retention and positive progressions. Lifetime Tutors are supported by;

Academy Relations Executives - develop partnerships with referral agencies. They offer impartial IAG to learners including CV clinics and interview role-play.

Community Engagement Managers - support learners into employment and Apprenticeships by developing networks of employers and opportunities. Group and 1:1 surgery sessions will be held with learners, employers and support agencies to reduce barriers to reoffending and to maximise outcomes.

Mentors - support the learner whilst on an Academy and into sustained employment by helping them to understand employer expectations. Mentors offer sector background and mentoring expertise; understanding and motivating learners. At employer sites where LFA participants have been placed or are working, Lifetime will train mentors to work directly with the participant and to provide in work support. These mentors will be existing employees.

Learning Support Team – will address participants additional support and learning needs and provide enhanced IAG

Lifetime is also offering Apprenticeship delivery as method of supporting sustained employment. Where participants have been placed in employment Lifetime's team of Regional Trainers can support them to complete a full Apprenticeship. Lifetime has a direct contract with the SFA of over £20m in FY11/12 for Apprenticeship delivery enabling access to significant Adult skills funding. We operate across 7 sectors with Leisure and Fitness, Hospitality and Customer Service accounting for over 80 per cent of total delivery – supporting the roles that offenders may undertake in prisons.

Lifetime is an Ofsted Grade 2 provider, is Matrix accredited, holds Investors in People and TQS parts A & B.

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Name of Organisation	SOVA
Location of Delivery Unit of Procurement/s Cluster/s	East Midlands East of England Greater London North East North West South East West Midlands Yorkshire and the Humber
Named Contact	Anna Mellish
Phone	0114 270 3720
Email	businessdevelopment@sova.org.uk
Area of Activity	Young people and adults, IAG including mentoring and support
Description of Activity (in 500 words)	

SOVA is a national voluntary organisation which champions social inclusion. Through over 240 staff, and more than 1,000 trained volunteers, we deliver 65 projects across England and Wales working with the most vulnerable and disadvantaged people in society. In the last financial year SOVA supported more than 8,500 people; providing everything from employability training and mentoring, to mediation and reparation services and care leavers' support.

A registered charity and company limited by guarantee with a turnover of £7.78m in 2010/11, SOVA has been working to transform lives and improve communities for more than 35 years. Established through partnership with the Inner London Probation Service, SOVA began expanding through its work with social services in 1982 to recruit, train and deploy volunteers to offer support and advice within local communities.

SOVA's aim is to inspire and support the people it works with to make positive changes to improve their lives and fulfil their potential. As a previous provider of OLASS services our model offers a solution that assists with improving offenders skills levels, along with the opportunity to move into sustainable employment. Our service offer is flexible, allowing prime providers to hand pick interventions as required.

Case Management

SOVA has considerable experience of case managing offenders in custody including projects such as PS Plus and NOMS CFO Phase 1. Our Case Management model includes initial needs assessment, followed by direct delivery of services, or referral to delivery partners for more specialist support and programmes. Our model extends beyond the gate to ensure offenders are supported in successful transition from custody to community.

Employability

SOVA has proven experience of helping long term unemployed people - especially offenders - into sustainable employment. We are an end-to-end sub-contractor for the Work Programme and are experiencing high degrees of success with engaging offenders and placing them into work. In addition our current NOMS CFO Yorkshire and Humberside programme is exceeding targets for helping offenders into sustained employment.

Mentoring

SOVA's network of community volunteers help individuals to lead purposeful and law-abiding lives with close support and supervision from paid project staff. We combine our tried and tested models to recruit and train offenders to deliver peer support in prison and we support the offender to successfully transition from custody to community. We focus on ensuring that offenders continue with community-based programmes of learning which will assist them to secure paid employment.

Employer Engagement

Building on existing links with local and national employers, SOVA can facilitate a relationship between employers and prisons; helping to quash stereotypical images of offenders and allowing offenders to showcase their talents and benefit from the experience and advice of the employer.

SOVA's strengths include:

- commitment to bring about positive changes for individuals and communities
- established local, regional and national partnerships
- participant-focused engagement and participation
- participant-orientated distance travelled tool to monitor and support real individual progress
- established reputation providing ETE services in the criminal justice field
- pool of c.1,000 active accredited volunteers

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