

# South West

## Potential subcontractors

- Bournemouth Churches Housing Association
- Clean Break
- Duchy College
- Lifetime Training
- n-ergy consortium
- Opportunity Plus UK Limited
- Twin Training International Ltd
- Working Links (Employment) Limited

<b>Name of Organisation</b>	<b>Bournemouth Churches Housing Association</b>
<b>Location of Delivery Unit of Procurement/s Cluster/s</b>	South Central South West
<b>Named Contact</b>	Carly Guy
<b>Phone</b>	01202 802046
<b>Email</b>	<a href="mailto:carlyguy@bcha.org.uk">carlyguy@bcha.org.uk</a>
<b>Area of Activity</b>	Personal Development – Informal Learning
<b>Description of Activity (in 500 words)</b>	
<p>It is the intention that our activity could complement the vocational and basic skills training to assist those whose requirements are more focused on personal development. This provision would also be suitable for offenders serving longer sentences. BCHA currently holds IIP, Matrix and is working towards ISO 9001 and EFQM standards.</p> <p>BCHA have for the last two years been running a personal development programme called Ignite. It has been over-subscribed at all times and serves a variety of client groups including ex-offenders. This programme focuses on informal learning and re-engagement into learning and work. Soft outcomes are measured using an outcomes star which allows the distance travelled to be displayed graphically and as a percentage. The programme runs in both an accredited and unaccredited format depending on the need and skill level of the individual attending (and the funding available).</p> <p>Ignite workshops include Anger Management, Pattern Changing, Positive Thinking, Confidence Building, Relaxation Techniques, Employability Skills/Career Preparation, Independent Living Skills, Mentoring, Volunteering, IT Skills and many more subjects that can be tailored to the individual. These can be accredited by NOCN at levels E3 to Level 2 if required. They can also be run unaccredited with participants receiving an AQA Unit Award, which has no QCF learning level attached.</p> <p>Ignite also offers a dialogue session, similar to Prison Dialogue which offers the opportunity for targeted, facilitated discussion around “hot topics” such as opinions of the police, does prison work, housing opportunities etc. This gives clients the opportunity to develop conversation skills and tolerance around the opinions of others. These sessions often involve representatives from agencies such as the police, drug and alcohol intervention teams, learning providers, housing</p>	

associations etc.

Ignite positively develops meaningful use of time, personal relationships and networks, mental health, motivation and 6 other areas, measuring progress in a tangible form which can be reported on over a date range and compared from prison to prison.

The cost of this service depends on the preferred timetable and whether the funding stream requires accredited or non accredited format. It is recommended that each prison has at least one full time Development Coach (trainer) with shared administration support of one full time administrator for each cluster. In an accredited format, a one full time Internal Quality Assurer (IQA) would be required for each contract area (based on 2 clusters) to verify the quality of assessment against the NOCN standards.

This programme offers OLASS prime providers the opportunity to deliver quality, measureable personal development training with the ability to provide tangible statistics regarding the success of the programme overall. BCHA has extensive experience after developing and delivering this training course and has the benefit of continuous evaluation to improve the content.

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<b>Name of Organisation</b>	<b>Clean Break</b>
<b>Location of Delivery Unit of Procurement/s Cluster/s</b>	Women's Estate, London post-release: North East 1 (Low Newton) North West 2 (Styal) Yorks & Humberside 4 (New Hall and Askham Grange) South West 1 (Eastwood Park) West Mids 4 (Drake Hall and Foston Hall) London 1 (Downview, Holloway, Send) Kent & Sussex 2 (East Sutton Park)
<b>Named Contact</b>	Imogen Ashby / Elly Shepherd
<b>Phone</b>	020 7482 8600
<b>Email</b>	lucy.perman@cleanbreak.org.uk <a href="mailto:elly.shepherd@cleanbreak.org.uk">elly.shepherd@cleanbreak.org.uk</a>
<b>Area of Activity</b>	Theatre based education interventions with women offenders
<b>Description of Activity (in 500 words)</b>	
<p>For this contract, Clean Break can provide arts based education (theatre and writing) to women in prison through residencies and workshops, and to women leaving prison through our London based theatre, education and training programme.</p> <p>Our driving belief is that theatre and drama makes a meaningful difference to the lives of women offenders and women ex offenders. Through our 32 years of experience, we have shown that the theatre provides an excellent route into women's untapped potential, and are particularly relevant and accessible to marginalised and excluded learners who have failed in, and been failed by, formal education settings. Recent research conducted with New Philanthropy Capital demonstrated savings of £6.90 for every £1 invested in Clean Break through reduced re offending and increased economic activity.</p>	
<b>Prison Residencies and Workshops</b>	
We have run numerous award winning residencies (Koestler Bronze Award 2011, Koestler Gold Award 2010) in prisons, using theatre and writing to work with and educate women in prisons across the UK. We reach	

approximately 400 women a year in prisons through our residencies and workshops.

The aims of residencies are to:

- generate material that is relevant and exciting and that the prisoners can relate to.
- develop relevant artistic skills (writing, performing etc)
- enable every member of the group to have a role and to contribute
- increase the soft skills (including group work skills and self confidence) of participants
- improve life chances for women by offering internally and externally accredited qualifications and progression opportunities.

We inspire the prisoners through theatre and writing using Clean Break's extensive track record of engaging this "hard to reach" client group. Prison staff at HMP Askham Grange, where we conducted a recent residency, observed that our work 'enabled each individual to have a sense of achievement' (staff member, HMP Askham Grange July 2011).

The prisoners also talked about the value of the work in their feedback:

'I could see the difference in other group members'

'I can read off script and have confidence in my work.'

'Thank you for helping me believe in myself.'

### **Resettlement Work**

We work intensively with around 100 women offenders / those at risk at our London based studios, including those recently released from prisons into the London area and women on ROTL from London prisons. We have a wide programme of courses ranging from Self Development courses to accredited performance based courses (OCN Level 3). All women on our courses receive holistic one on one support from experienced staff and travel and childcare expenses to facilitate their learning. In addition we support approximately 20 women a year to move into supported long term volunteering with arts organisations. We have enormous success moving our women onto meaningful activities - of our last cohort of graduating students, 71% were in further education, long term volunteering placements or work six months after leaving Clean Break. Additionally, of the New Philanthropy Capital sample group, 66% were confirmed to have not re-offended nine months after leaving (the remaining 33% were not in contact with us).

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<b>Name of Organisation</b>	<b>Duchy College (part of the Cornwall College Group)</b>
<b>Location of Delivery Unit of Procurement/s Cluster/s</b>	South West – Cluster 2  With particular interest in Channings Wood, Dartmoor and Exeter.
<b>Named Contact</b>	Rebecca Isaacs or Andrew Counsell
<b>Phone</b>	01209 616207 or 01579 372241
<b>Email</b>	<a href="mailto:rebecca.isaacs@cornwall.ac.uk">rebecca.isaacs@cornwall.ac.uk</a> or <a href="mailto:andrew.counsell@duchy.ac.uk">andrew.counsell@duchy.ac.uk</a>
<b>Area of Activity</b>	Vocational skills training, including Apprenticeships
<b>Description of Activity (in 500 words)</b>	
Duchy College is a Specialist Land Based provider and is Outstanding in its provision through Ofsted in 2010.  We have worked with both Dartmoor and Channing's Wood Prisons over a period of time,	

providing education around Land Based subjects; horticulture and countryside specifically, with a very good record of success.

We were a part of a pilot sponsored programme with Dartmoor to deliver Lantra Sector Skill Council based programmes specifically around Specialist Plant, Pesticide, Forklift and other Employment Skills to the prisoners on licence.

We have worked both in and outside the Prison with offenders to good effect. We have a strong team of Land Based Instructors, Tutors and Assessors a number of which have experience in delivery to offenders.

We are very keen to work with offenders and ex-offenders utilising our Work Based Learning Agency to create the ability to study both in Prison and on release to continue and maintain education to help prevent re-offending as the offender moves to the “world of work” to:

- a) Gain employment – which we would be able to help with and
- b) To assist with the continuation and development of the educational qualifications they were studying whilst in Prison.

We have done a significant amount of work embedding Functional and Employability Skills into our qualifications. This, in itself will add value to partnerships involving other educational providers working in the same sector, as well as enhancing the education for the offenders during their educational programmes.

Strong links with Industry and Employers give us the opportunity to help place offenders on completion of their sentence. We have over 4,000 active accounts with employers throughout Devon and Cornwall. We are one of only five colleges nationally to achieve Ofsted grade 1s for all four areas of Employer Responsiveness.

Alongside Land Based we are able to provide a further range of educational programmes looking at Vocational Skills in building, plumbing, woodwork, and engineering with a specialism around specialist plant to gain the CPCS tickets and therefore become employable within the industries.

We work extensively with partners locally, regionally and nationally and are very positive about working together with other educational providers to provide an overall educational experience for the offenders.

We are currently undertaking work within Prisons and have good relationships with the Prisons we have worked with (Channings Wood and Dartmoor).

Our Adult FE success rates have risen to 75.4% which is just above the national average of 74.8%. Success rates on apprenticeships (81.5% against a national average of 73.8%) and Train to Gain provision (87.5% against 86.5% nationally) have been outstanding overall; particularly on apprenticeships. The rate of improvement in the proportion of learners who complete their qualification in the time allocated to them has been outstanding, with timely completion now reaching 74.8%.

We are very keen to act as a Sub-Contractor with our specialism as well as the other subjects, specifically Functional Skills attached to the specialism.

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<b>Name of Organisation</b>	<b>Lifetime Training</b>
<b>Location of Delivery Unit of Procurement/s Cluster/s</b>	All clusters in each of the following Units of procurement; East of England, London, North West, South Central, South West and West Midlands
<b>Named Contact</b>	Vanessa Farr
<b>Phone</b>	01173143038
<b>Email</b>	Vanessa.farr@lifetimetraining.co.uk
<b>Area of Activity</b>	Vocational skills training (and Apprenticeships)
<b>Description of Activity (in 500 words)</b>	
<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"> <li>• Vocational and Workplace behaviour training</li> <li>• Employability skills</li> <li>• Soft skills development including confidence and interpersonal skills</li> <li>• Mentoring</li> <li>• In-work mentoring</li> <li>• Level 1 Key Skills – communication and application of number</li> </ul> <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 customer service.</p> <p>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;</p> <p>Academy Relations Executives - develop partnerships with referral agencies. They offer impartial IAG to learners including CV clinics and interview role-play.</p> <p>Community Engagment 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</p>	

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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<b>Name of organisation</b>	<b>n-ergy consortium</b>
<b>Location of delivery</b> <b>Unit of procurement/s cluster/s</b>	Kent and Sussex clusters 1,2,3 and 4 South Central clusters 1 and 2 South West clusters 1 and 2 West Midlands clusters 1,2,3 and 4 East Midlands clusters 1,2 and 3 Yorkshire and Humber clusters 3 and 4 North West cluster 3
<b>Named contact</b>	John Bevan
<b>Phone</b>	08456 525201
<b>Email</b>	jbevan@n-ergygroup.com
<b>Area of activity</b>	Adults and young people (offenders and ex-offenders)
<b>Description of activity (in 500 words)</b>	
<p><b><u>n-ergy consortium</u></b></p> <p>The n-ergy consortium consists of three business units, n-ergy group, n-ergy source and n-ergy works. The three business units are involved with the education, training, IAG and the employability of offenders and ex-offenders.</p> <p>The key strategic aims for n-ergy consortium ltd in engaging with this group are therefore:-</p> <ol style="list-style-type: none"><li>1. To strive to ensure that ex-offenders are not isolated economically and divorced from the mainstream socially</li></ol>	

2. To provide appropriate education, training and developmental programmes for ex-offenders to give them new skills and increased confidence which will make them more employable
3. To provide support and guidance to offenders and ex-offenders when attempting to secure suitable employment
4. To develop ex-offenders as individuals and provide them with skills to compete in an ever changing employment market
5. To help reduce reoffending by giving ex offenders skills for employment and helping them to contribute positively to their communities.

Below is a summary of the principal functions of the three parts of n-ergy consortium.

**n-ergy group ltd** delivers annually 2,000 vocational and 330 employability programmes to both offenders and ex-offenders, which helps develop the individual, giving them new skills and confidence to return to employment. n-ergy group ltd endeavours to provide a seamless service for this client group from custody into the community and then to employment.

**n-ergy source** is the recruitment division and has secured an employability contract to deliver employment programmes (The Way4ward Project) for offenders and ex-offenders in the South West. Further tenders have been submitted to deliver this and other services in other areas of Wales.

To enhance our seamless service from training the individual while in prison to the advice and guidance offered before they leave, and the securing of employment after they have left, n-ergy group has set up a separate but associated business unit which is a social enterprise to employ ex-offenders and offer them worthwhile employment. The work of n-ergy works is described below.

**n-ergy works** is a recently formed social enterprise and is driven by a social purpose which is to offer employment to one of the hardest to reach groups – ex-offenders. The organisation is currently in the process of bidding for contracts from both the public and private sectors in the areas of grounds maintenance, cleaning and general maintenance. Once secured, n-ergy works will employ ex-offenders returning or relocating to the community areas in which we have secured contacts. We will provide them with employment, a vehicle to further develop their skills, increasing their confidence and self-esteem which will facilitate progression to other employment and training opportunities either with n-ergy works or elsewhere.

To summarise:

- **n-ergy group** deliver vocational programmes to offenders in custody in Wales and England including

all G4S and Serco managed prisons

- **n-ergy source** deliver employment support programmes in the South West prisons and in Wales (4 recruitment offices have been established in four prisons including HMP Parc, Bridgend)
- **n-ergy works** will employ ex-offenders on permanent contracts to deliver community based projects delivering cleaning and ground maintenance services

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<b>Name of organisation</b>	Opportunity Plus UK Limited
<b>Location of delivery</b> <b>Unit of procurement/s cluster/s</b>	South West South Central West Midlands
<b>Named contact</b>	Susan Hughes
<b>Phone</b>	01803 540707
<b>Email</b>	susanhughes@opsw.co.uk
<b>Area of activity</b>	Self-Employment / Enterprise Training and Support Programmes

**Description of activity**

Opportunity Plus UK Limited is an innovative enterprise training provider which supports individuals who are most disadvantaged in the labour market to explore alternative routes to employment. We are realistic about the multiple barriers which some individuals can face when trying to find and sustain employment and so we promote a 'create your own opportunities' ethos.

We use self-employment as a realistic and achievable route to paid work which can allow individuals to create flexible employment to accommodate their social and health needs. Our programmes can help learners to identify a suitable business type, research their idea, learn the skills/techniques required, develop a business plan and prepare to launch their business.

All of our programmes can lead to a Level 1-3 Award in a range of vocational qualifications, so if an individual determines that self-employment is not a suitable route for them, the skills they have learnt can be transferrable to employment opportunities.

We deliver a number of workshops to inspire learners, improve confidence and motivation and generate business and marketing ideas. We also have a range of over 15 courses which lead to skills achievement and accredited qualifications in:

- Business Start-Up
- Advice, Information & Guidance
- Cleaning & Support Services
- Progression
- Hair & Beauty
- Employability Skills
- IT User Skills

Our trained tutors will ensure that the appropriate support services are in place for when a learner is ready to start their own business upon release, or alternatively, provide them with employment support services if this route is more appropriate.

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<b>Name of Organisation</b>	<b>Twin Training International Ltd</b>
<b>Location of Delivery Unit of Procurement/s Cluster/s</b>	South West
<b>Named Contact</b>	Graham Impey
<b>Phone</b>	02082973282
<b>Email</b>	gimpey@twinuk.com
<b>Area of Activity</b>	<b>End-to-End</b>
<p><b>Description of Activity (<i>in 500 words</i>)</b> Twin has recently been awarded the ESF Families with Multiple Problems in the South West region. Twin is currently delivering against the NOMS contract in London and can offer the following in-custody services for an OLASS prime: Screening; Skills Assessments; Diagnostic Assessments; Advice and Guidance; Action Planning; Career Advice; Mentoring; Benefits and Debt Advice; Drug and Alcohol Advice; Home and Housing Advice; Female Support and Advice; ID and Bank Account support; Embedded Basic Skills Training; Stand-alone Numeracy Training; Stand-alone Literacy Training; ESOL Training; ICT Training; Food Safety Training; Health and Safety Training; Financial Planning Training; Parenting and Life Skills Training for Women Workshops; Attitudinal Skills Training; Kitchen and Catering Training; Cleaning and Laundry Training; Arts Curriculum; Short Vocational Training; Long Vocational Training; Employability Training; Job Search Training; Guided Job Search; Pre-employment Training; and is also providing these further services through NOMS: Enhanced 'At the Gate' Support; 'Hand-holding' Support ; Work Experience Placements; Referral to Specialist Agencies; Employment; Apprenticeships; Post Employment Support;</p>	

**Post Employment Training;  
Career Path Development; Signposting.  
Twin has locations and delivery across the South West.**

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<b>Name of Organisation</b>	<b>Working Links (Employment) Limited</b>
<b>Location of Delivery Unit of Procurement/s Cluster/s</b>	London – all clusters South West – all clusters East Midlands – all clusters West Midlands – all clusters North East – all clusters
<b>Named Contact</b>	Kamini Sanghani
<b>Phone</b>	07812 740 554
<b>Email</b>	<a href="mailto:Kamini.sanghani@workinglinks.co.uk">Kamini.sanghani@workinglinks.co.uk</a>
<b>Area of Activity</b>	Employability programmes; Pre apprenticeships; Employer engagement.
<p><b>Description of Activity (in 500 words)</b> Working Links has been supporting people who face multiple barriers to employment since 2000. We offer sector specific training and specialise in providing practical support for people to apply for jobs. We have helped over 220,000 people to move into employment including 40,000 ex-offenders. In our careers advice and guidance (CIAS), and NOMs ESF through-the-gate ETE support contracts (Wales New Day and London Moving On) we work in almost half of the prisons in England and Wales.</p> <p>For OLASS 4 Working Links can support prime contractors with:</p> <ul style="list-style-type: none"> <li>• Employer engagement activity;</li> <li>• The delivery of employability programmes; and</li> <li>• The delivery of pre-apprenticeships, apprenticeships, or sector specific training for offenders nearing the end of their sentences.</li> </ul> <p><b>Employer Engagement</b> On current contracts we employ Employment Services Teams who conduct labour market analyses and support local employers to bridge skills gaps and fulfil their recruitment needs. We have an existing database local and national employers who we have worked with; many of whom we have developed partnerships with in order to develop sector specific training. For example on our Work Programme contract in Scotland we recently joined forces with internet retailer Amazon to provide staff for their new 1,000,000 sq ft warehouse and distribution centre in Dunfermline. We adopted a partnership approach to our recruitment service, working with five local recruitment agencies, and so far 40 of our customers have secured jobs as a result of them completing our sector specific training ‘routeway’, which included embedded maths and literacy workshops.</p> <p>Further, in the South West we have developed a bespoke three day room attendant training programme in partnership with the Premier Inn in Torquay. The success of our programme resulted in 12 of our customers securing employment.</p> <p><b>Employability</b></p>	

We employ trained tutors who deliver 1-1 and group employability training. This includes support with CV writing, interview skills, and information about securing jobs in specific sectors.

### **Apprenticeships and Sector Specific Routeways**

As part of our employer engagement activity we offer advice on access to apprenticeships and can deliver apprenticeships in Customer Services, Hospitality, Warehousing, Retail, Business Administration and Care.

Working Links understands that the learning and skills provision in prisons needs to be responsive to population changes, regime demands, and the skills gaps in the labour market. We welcome the opportunity to discuss how we can work with Lead Contractors and their other partners to meet these needs throughout the contract duration.

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#### **Skills Funding Agency**

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T 0845 377 5000 [www.skillsfundingagency.bis.gov.uk](http://www.skillsfundingagency.bis.gov.uk)  
A partner organisation of the Department for Business, Innovation & Skills

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