

**Business2Business UK Limited NCS Supply Chain Partner Application Form**

[Business2Business](http://www.business2businesslimited.com/index.html) has a strong track record of successfully leading publicly funded IAG and employability programmes. To prepare for the DfE’s procurement of the community-based National Careers Service (NCS) in September 2021, Business 2 Business is inviting applications from providers of career guidance services to become supply chain partners within our bid to deliver the NCS in the East Midlands

The National Careers Service provides high quality careers information, advice, and guidance to anyone aged over 13 living in England. As the Government sets out to re-build the economy after COVID-19, the service will play a key role driving economic recovery; by raising awareness of the pathways into employment and further learning and supporting customers to independently manage their careers.

The community-based service is available to people aged 19 or older or aged 18 and not in education, employment or training and living or working in England. It is delivered by careers guidance professionals qualified at, or working towards, level 4 to 6 and is accessed through the telephone, face to face, webchat or email. For young people aged 13 to 18, the NCS is available through telephone and webchat as a complementary service to their school and college-based careers education support.

Although there are likely to be some changes within the 2022-24 NCS specification is published in September, the NCS service requirements of providers are likely to be reasonably similar to the current NCS service requirements as described in annex 1.

​If you wish to work as a supply chain partner of Business2Business to deliver the NCS in the East Midlands, please complete the application form below and return to Rob Gray, Strategic Development Officer, at [rob@business2businesslimited.com](mailto:rob@business2businesslimited.com). If you have already completed a Business 2 Business Provider Framework Application then you do not need to re-apply to be considered for this opportunity.

We are particularly keen to receive applications from organisations that have strong engagement with participants and employers, the capacity and expertise to meet participant needs and a successful track record of delivering IAG services in their LEP area(s).

Please note that your completion of this application will enable Business2Business to assess your organisation’s suitability and availability to work with us and does not imply any contractual agreement between Business2Businessand your organisation.

We will identify appropriate organisations through a fair and open process based on the information supplied in response to the questions, ensuring full geographical coverage by relevant, skilled providers. Please note that before including appropriate organisations in our bid, we will need to agree contract value and volumes and may require additional information from you to support our tender writing process and as part of our due diligence procedures.

Please try to stay within word limits where stated. Bullet point responses are fine.

1. **About your organisation**

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| --- | --- | --- |
| **1.1 Organisation details** | | |
| Name of organisation |  | |
| Head Office address |  | |
| Name of main contact |  | |
| Job title |  | |
| Contact e-mail |  | |
| Contact telephone number |  | |
| Contact mobile number |  | |
| Please confirm whether you wish to receive further communications by email or telephone contact about future partnership opportunities, which may include the following but not limited to opportunity notices, news and events. Upon request, we can provide our privacy notice. | Yes  No | |
| Website |  | |
| Number of staff |  | |
| Matrix Accredited? | Yes  No | |
| Company / Charity Number |  | |
| VAT number |  | |
| Latest Ofsted Grade (only if in scope for inspection) |  | |
| Date of last Ofsted inspection (only if in scope for inspection) |  | |
| html link to latest Ofsted report |  | |
| UKPRN (if applicable) |  | |
| Register of Training Organisations number (if applicable) |  | |
| Registered on the Register of Apprenticeship Training Providers | Yes  No | |
| Legal status | Private Limited Company |  |
| Public Limited Company |  |
| Registered Charity |  |
| Public Sector |  |
| Other (please describe): |  |
|  | |
| If your organisation is a subsidiary of a parent company, please supply its:   * Full name * Registered office address (if applicable) * Registration number (if applicable) * Head office DUNS number (if applicable) * Head office VAT number (if applicable)   (Please enter N/A if not applicable) |  | |

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| **1.2 Provider description:** Please provide a brief description of your organisation’s mission and main activities (max 250 words) |
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1. **Services**

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| **2.1 Engagement**: Please provide a brief description of your approach to engagement. Please mention any stakeholders, service providers and community organisations that you work with to engage participants. (max 300 words). |
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| **2.2 Experience of supporting of priority groups**: Please describe your experience of providing careers action planning and support into jobs and/or learning for the following groups (max 250 words per response) |
| 1. 18-24 year olds not in education, employment or training (NEETs); |
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| 1. Low-skilled adults without a level 3 qualification. |
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| 1. Adults who have been unemployed for more than 12 months. |
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| 1. Lone parents |
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| 1. Adults with special educational needs and/or disabilities |
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| 1. Adults aged 50 years |
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| **2.3 Your progression support**: Please provide a brief description of your approach to supporting participants into job and learning opportunities. (300 words max) |
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| **2.4 Performance**: Please detail up to three contracts which you have delivered over the last five years that demonstrate your IAG service delivery and performance. | | | | |
| Funding or Lead Contractor | Contract name, delivery dates and total value | Delivery Details | Outcome or success rates Targets (e.g. 45% into employment, 85% qualification achievement) | Performance against outcome or success rate targets (e.g. 48% into employment, 90% qualification achievement) |
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| **2.5 Human Resources**: Please tell us about the number, qualifications and experience of your careers guidance staff (max 300 words) |
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| **2.6 Programme Capacity**: What is the maximum number of participants you could support in a year (max 50 words) |
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| **2.7 Quality**: Please provide a description of your approach to quality assurance, including the outcome from any recent self-assessments and any Ofsted reports/outcomes. |
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1. **Your locality**

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| **3.1 Delivery location: Please tell us in which localities you can deliver** | | |
| Location | Please check box if able to deliver in this location | Through your own premises |
| Lincoln |  | Yes  No |
| All of Lincolnshire |  | Yes  No |
| North East Lincolnshire |  | Yes  No |
| North Lincolnshire |  | Yes  No |
| Boston |  | Yes  No |
| East Lindsey |  | Yes  No |
| North Kesteven |  | Yes  No |
| South Holland |  | Yes  No |
| South Kesteven |  | Yes  No |
| West Lindsey |  | Yes  No |
| Nottingham |  | Yes  No |
| All of Nottinghamshire |  | Yes  No |
| Ashfield |  | Yes  No |
| Bassetlaw |  | Yes  No |
| Broxtowe |  | Yes  No |
| Mansfield |  | Yes  No |
| Newark and Sherwood |  | Yes  No |
| Rushcliffe |  | Yes  No |
| Rutland |  | Yes  No |
| Derby |  | Yes  No |
| All of Derbyshire |  | Yes  No |
| Chesterfield |  | Yes  No |
| Derbyshire Dales, |  | Yes  No |
| Erewash |  | Yes  No |
| Gedling |  | Yes  No |
| High Peak, |  | Yes  No |
| North East Derbyshire |  | Yes  No |
| Amber Valley |  | Yes  No |
| Bolsover |  | Yes  No |
| South Derbyshire |  | Yes  No |
| Northampton |  | Yes  No |
| All of Northamptonshire |  | Yes  No |
| Daventry and South Northamptonshire, |  | Yes  No |
| Wellingborough |  | Yes  No |
| Kettering |  | Yes  No |
| Corby and East Northamptonshire |  | Yes  No |
| Leicester |  | Yes  No |
| All of Leicestershire |  | Yes  No |
| Loughborough |  | Yes  No |
| Hinckley and Bosworth |  | Yes  No |
| Harborough |  | Yes  No |
| Melton |  | Yes  No |
| North West Leicestershire |  | Yes  No |

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| **3.2 Please describe your own fixed delivery premises within which you will deliver the NCS** | | | | |
| Full address and postcode of each delivery/outreach centre | Fixed or outreach premises | Public Transport Links e.g. distance from trains and buses | Facilities available e.g. training and interview rooms | Confirmation that  premises (if applicable) comply with the Equality Act 2010  Yes/No |
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| **3.3 Your partnerships**: Please list the key stakeholders and service providers with whom you work in partnership e.g. LEPs, business networks, growth hubs, health care providers and specialist support providers. | |
| Partner organisation: | The support they provide: |
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## **Policies**

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| **4.1 Please indicate which policies your organisation has developed** | **Policy held** |
| Fraud Protection | *Yes* |
| Data Protection and Storage | Yes |
| Information Security Policy | Yes |
| IT security | Yes |
| Retention of Records and Storage Policy | Yes |
| Equality and Diversity | Yes |
| DDA Policy | Yes |
| Health and Safety | Yes |
| Quality | Yes |
| Safeguarding *(of vulnerable and at risk adults and children)* | Yes |
| Complaints and Harassment | Yes |
| Environmental Sustainability | Yes |
| Anti-Bribery Policy | Yes |
| Business Continuity | Yes |
| Business Code of Ethics | Yes |
| Disciplinary & Grievance Policy | Yes |
| Whistle-blowing Policy | Yes |
| Recruitment & Personnel Policy | Yes |
| Other (please state): | Yes |

1. **GDPR - General Data Protection Regulations**

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| 1. **Ple5.1 Please let us know** | | |
| Have you ever had to report a breach of confidentiality? | *Yes* | *No* |
| Does your organisation comply with the GDPR Guidelines? | *Yes* | *No* |
| Have your staff been trained to work within the guidelines? | *Yes* | *No* |
| Do you have an organisational Privacy Notice? | *Yes* | *No* |

1. **DBS check**

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| 1. **Ple6.1 Please let us know if your staff have been DBS checked** | | |
| Are all your delivery managers and staff DBS checked | *Yes* | *No* |

1. **Standards and accreditation**

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| **7.1** Please detail any standards and accreditations your organisation currently holds or is working towards | | |
|  | Achieved | *Working towards* |
| Investors in people | *Yes* | *Yes* |
| Merlin standard | *Yes* | *Yes* |
| MATRIX | *Yes* | *Yes* |
| CCQI | *Yes* | *Yes* |
| APPTS | *Yes* | *Yes* |
| PQASSO | *Yes* | *Yes* |
| Customer First | *Yes* | *Yes* |
| Momenta Accredited | *Yes* | *Yes* |
| ISO27001 | *Yes* | *Yes* |
| ISO9001 | *Yes* | *Yes* |
| ISO14001 | *Yes* | *Yes* |
| Cyber Essentials Plus | *Yes* | *Yes* |
| EQFM Excellence | *Yes* | *Yes* |
| IPPF | *Yes* | *Yes* |
| Training Quality Standard | *Yes* | *Yes* |
| Total Quality Management | *Yes* | *Yes* |
| Disability Confident | *Yes* | *Yes* |
| Mindful Employer | *Yes* | *Yes* |
| Fair Train (Work Experience) Standard | *Yes* | *Yes* |
| Other (please specify) | *Yes* | *Yes* |

1. **Initial Due Diligence** – full due diligence will be undertaken at Stage 2

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| **8.1 Due Diligence**: Please provide some brief financial details | | |
| 8.1.1 Last financial year turnover |  | |
| 8.1.2 Last financial year profit / loss |  | |
| 8.1.3 Value of employer’s liability insurance |  | |
| 8.1.4 Value of public liability insurance |  | |
| 8.1.5 Value of professional indemnity insurance |  | |
| 8.1.6 If requested can you provide three years’ audited accounts or prepared financial statements? | *Yes* | *No* |
| Are there any mortgages and/or charges against the assets of the organisation and any guarantees in favour of and/or issued by the organisation, or any other contingent liabilities If there are any mortgages, charges or guarantees or any other contingent liabilities please provide details including the circumstances under which they may crystallise. | *Yes* | *No* |
| If your organisation is part of a group, please provide a statement of the support that will be offered by other group companies for the delivery of the contract. Where cross group guarantees are in place, please provide the appropriate financial statements to confirm the financial stability of the organisation providing the guarantee, together with consolidated group accounts, where appropriate | *Statement attached* | *N/A* |
| 8.1.7 Has your organisation, as a result of any significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, had any contracts terminated or had to pay damages or endure other comparable sanctions? | *Yes* | *No* |
| 8.1.8 Has a receiving /administrative or winding up order been made against the organisation or an individual or has a winding up order been passed or a receiver, manager, administrator equivalent been appointed? | *Yes* | *No* |
| 8.1.9 Have any of the Directors, senior managers or trustees of the organisation been found guilty of fraud, been involved in any company which has had a winding up order or had an administrator appointed or been disqualified from being a director? | *Yes* | *No* |
| 8.1.10 Are there legal proceedings, including bankruptcy or winding up petitions in progress that may affect the performance of contract obligations or has the organisation been prosecuted under EU/National law in the last three years? | *Yes* | *No* |
| 8.1.11 Has the organisation ever failed to fulfil any obligations regarding the payment of social security/UK taxes or possession of a licence/membership of an organisation where the law required it? | *Yes* | *No* |
| 8.1.12 If you have answered yes to question 8.1.11, please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. |  | |
| 8.1.13 Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences:   * Participation in a criminal organisation. * Corruption. * Terrorist offences or offences linked to terrorist activities * Money laundering or terrorist financing * Child labour and other forms of trafficking in human beings | *Yes* | *No* |
| * + 1. If you have answered yes to question   8.1.13, please provide further details including the date of conviction, the nature of the conviction, the reasons for conviction and identity of who has been convicted.  If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents |  | |
| 8.1.15 If you have answered Yes to question 8.1.13 have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) |  |  |
| 8.1.16 Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.   * Breach of environmental obligations? * Breach of social obligations? * Breach of labour law obligations? * Guilty of grave professional misconduct? * Entered into agreements with other economic operators aimed at distorting competition? | *Yes* | *No* |
| 8.1.17 If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) |  | |

1. **Additional Information**

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| **9.1** Please include any additional information here that you would like to submit |
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1. **Declaration**

|  |  |
| --- | --- |
| I declare that to the best of my knowledge the information given in this application is reliable, accurate and true (Please note, electronic signatures are acceptable) | |
| Name: |  |
| Signature: |  |
| Position: |  |
| Authorised to sign on behalf of: |  |
| Date: |  |

**Annex 1 Description of the key National Careers Service requirements**

The National Careers Service aims to support customers to achieve positive outcomes through the delivery of a high quality service using the most appropriate mix of delivery methods and channels to meet their needs.

A completed Careers and Skills Action Plan is provided to the Customer within 5 working days of the service commencing. Contractors can earn, within 12 months, the following outcomes for each customer with a Careers and Skills Action Plan:

* one Customer Satisfaction Outcome defined as: “the confirmation of delivery of high-quality, impartial careers information, advice and guidance that provides the customer with relevant information and clear steps to advance personal career planning and development”. The Customer Satisfaction Outcome is achieved when a) the customer indicates their satisfaction that a high-quality service has provided them with advice that is relevant to their individual circumstances; and b) the customer accepts a careers and skills action plan that contains clearly identified next steps.
* one Career Management Outcome defined as: “careers information, advice and guidance that support customers to understand the value and importance of career management as a lifelong activity and encourages the customer to develop the skills, confidence, resilience and resourcefulness to manage their careers independently throughout their lives.” The Career Management Outcome is achieved when evidence is available of at least two defined career management activities (see annex 2 for the list of defined career management activities) undertaken by the customer, at least one of which must be a digital activity.
* one Job Outcome defined as a job or apprenticeship that is at least 16 hours per week for a minimum of four consecutive weeks or demonstrable career progression such as increased earnings, promotion, additional responsibilities or career change
* one Learning Outcome through attendance in learning or training that:
  + is clearly appropriate to the customers personal situation and the activity agreed in the Careers and Skills Action Plan; and
  + delivers a qualification or certification that is listed on the OFQUAL register and is accredited by an education institution that is officially recognised in the UK; or
  + is an academic course or learning opportunity that is provided, endorsed, or accredited by a recognised academic organisation within the UK; or
  + is a professional course or learning opportunity provided by a recognised established professional organisation within the UK,

The National Targets for 2021-22 are:

|  |  |  |  |
| --- | --- | --- | --- |
| Outcomes | Customer Satisfaction Outcome | Career Management Outcome | Jobs or Learning Outcome |
| Target (as a percentage of total Customers) | 98% (99.5% payment cap) | 95% (Payment capped at the actual CSO percentage) | 45% (No payment cap) |

The Priority Groups for the National Careers Service are:

* 18-24 year olds not in education, employment or training (NEETs);
* Low-skilled adults without a level 3 qualification.
* Adults who have been unemployed for more than 12 months.
* Single parents with at least one dependent child living in the same household.
* Adults with special educational needs and/or disabilities; and
* Adults aged 50 years and over who are unemployed or at demonstrable risk of unemployment.

Providers earn higher rates for Customers in Priority Groups. For information, the rates payable for NCS provision since 2018 have been (these rates are just given as a guide and are likely to be different in the specification due to be published in September):

|  |  |  |
| --- | --- | --- |
| Outcome | Priority group customer | Non-priority group customer |
| Customer Satisfaction Outcome | £45 | £10 |
| Career Management Outcome | £50 | £10 |
| Job Outcome | £60 | £20 |
| Learning Outcome | £70 | £30 |

We intend to fund our supply chain partners on basis described in the DfE tender specification when released in September 2021, minus our management fee of 15%. We will agree volumes with partners prior to their inclusion in our bid.

As well as supporting participants to achieve positive outcomes, the NCS service has to be available in locally accessible venues, be underpinned by the latest National and local labour market information and be responsive to local economic or labour market changes such as inward investment, employment shocks and sectoral change. Providers are also be required to:

* Work in partnership with other service providers to support economic growth and social mobility;
* Develop relationships with diverse individuals and organisations to effectively meet the needs of the communities they serve; and
* Work together with local stakeholders to shape align and focus the delivery of the service on individuals who will benefit from it most.

​​The DfE’s current intention is for new NCS contracts to go live in April 2022 and to run for two years with the possibility of two, twelve month extensions.

**Annex 2 Activities that count towards the achievement of the Career management outcome**

Digital activities

* Use of the tools available on the National Careers Service digital service such as Skills Assessments or Find a Course
* Use of the resources available on the National Careers Service digital service such as Role Profiles or Help to get a job.
* Applying for or enrolling on a course online which is either accredited or has a vocational focus that is relevant to the Customer’s needs, including a traineeship.
* Creating, updating or tailoring their CV.
* Applying for an apprenticeship using Find an Apprenticeship or uploading a CV to Find a Job or any other relevant job sites.
* Use of other digital programmes or tools, that are relevant to the Customer’s career management needs; or
* The use of social media or professional online networks to evidence career management or to build and expand their own professional identity.

Non-digital activities

* Attending a careers workshop or event that is relevant to specific individual needs.
* Applying for a course offline which is either accredited or has a vocational focus that is relevant to the Customer’s needs.
* Undertaking regular voluntary work or work experience that is relevant to individual needs and career aspirations; or
* Creating, updating or tailoring their CV.