

**Refugee Employability Programme Expression of Interest**

[Business2Business](http://www.business2businesslimited.com/index.html) is a high performing, mainstream and BAME specialist employability and skills provider. With over 35 years’ experience, we have helped many thousands of employers recruit the staff they need and tens of thousands of job seekers find the job they want. With a strong track record of leading publicly funded employability programmes including programmes focused on people newly arrived in the UK, we would like to bid for the Refugee Employability Programme in the East and West Midlands, North West and Yorkshire and Humberside.

We are looking to build a supply chain including providers of end-to-end employment support and providers of specialist interventions to support refugees into sustainable employment, or self-employment, more quickly. We are particularly keen to receive expressions of interest from organisations that have existing strong engagement with refugees, the capacity and expertise to meet their employability, integration, English/ ESOL skills needs and prior experience of delivering publicly funded programmes.

If you would like to apply to become a supply chain partner, please complete the EOI below and return with your full accounts for the last three years (including profit loss and balance sheet) to [enquiries@business2businesslimited.com](mailto:enquiries@business2businesslimited.com) by 5pm on Friday 13th January 2022.

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 additional information may be requested 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 |  | |
| 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 | |
| Head office address |  | |
| Website |  | |
| Type of organisation (public, private, VCS) |  | |
| Number of staff |  | |
| Matrix Accredited? |  | |
| Company / Charity Number |  | |
| VAT number |  | |
| Latest Ofsted Grade (for skills providers only) |  | |
| Date of last Ofsted inspection (for skills providers only) |  | |
| Legal status | Private Limited Company |  |
| Public Limited Company |  |
| Registered Charity |  |
| Public Sector |  |
| Other (please describe): |  |
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| **1.2 Provider type:** Please indicate what type of provider you are | |
| **Case worker supported generic employability service provider**  Able to deliver the caseworker supported customer journey (please see details of the customer journey within the annex) |  |
| **Refugee/migrant-specific case worker supported employability service provider**  Able to deliver provision to a specific customer group |  |
| **Skills provider**  Able to deliver long and short skills interventions e.g. Apprenticeships, Functional Skills qualifications, sector-specific work academies etc. |  |
| **Specialist intervention provider**  Delivering specific elements of the service possibly to particular customer groups e.g. condition management support for customers with health conditions, business start-up support for people wanting to become self-employed etc. |  |
| **Strategic Partner**  Delivery of complementary services such as LMI gathering or could be non-delivery strategic partner e.g. City Strategy, Local Authority etc. |  |

1. **Services**

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| **2.1 Services offered:** Please indicate which services you can offer | |
| Case worker/ Keyworker/personal adviser/mentor support for the duration of an individuals’ programme |  |
| Interpretation and translation to support participation |  |
| Needs assessment |  |
| Person-centred action planning |  |
| Motivational activities |  |
| Employability skills provision including interview skills |  |
| Job matching |  |
| One to one job search and job application support |  |
| CV creation |  |
| Support with seeking recognition of existing professional qualifications where the qualification is relevant to the employment sought |  |
| Advice on transport solutions |  |
| Support in preparing for self-employment, including but not limited to, signposting to local entrepreneurship services, and training to understand business, the UK tax system and how to access financial support and start-up capital. |  |
| UK labour market orientation provision |  |
| English skills provision |  |
| English for speakers of other languages (ESOL) provision |  |
| Providing and/or signposting to available technical qualification courses or other skill and/or education-based courses |  |
| Sector-based work academy programmes (SWAPs)or pre-employment skills provision |  |
| Life skills and / or personal and social development skills provision |  |
| ICT skills provision |  |
| Apprenticeships provision |  |
| Industry Certified Training such as CSCS etc.… |  |
| Support for people with mental health conditions |  |
| Support for people with physical health conditions |  |
| Support for disabled people or people with sensory impairments |  |
| Support for people with learning disabilities |  |
| Support for young people aged 16 to 19 |  |
| Support for single parents and families |  |
| Support for people with caring responsibilities |  |
| Support for people with drug or alcohol dependency |  |
| Mentoring support |  |
| Employer engagement |  |
| Organising volunteering opportunities for participants in other organisations |  |
| Organising work experience/job shadowing opportunities for participants in other organisations |  |
| Networking opportunities for Service Users to meet their peer group or prospective employers |  |
| In-work support |  |
| Debt, Money Management and financial advice |  |
| Housing advice and/or support for homeless people |  |
| Providing support in accessing and registering with mainstream support services (e.g. DWP JCP Network) |  |
| Supporting access to health care services such as registering with a local GP, and other healthcare providers in line with identified medical needs |  |
| Signposting services available to provide advice on mental health and specialist services for victims of torture as appropriate |  |
| Signposting to local community groups to strengthen inclusion and wider well-being |  |
| Providing advice and signposting to other publicly available advice and information services: Please state which: |  |

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| **2.2 Staff capacity**: What resources and staff capacity do you have which would enable you to start implementing the service in May/June 2023 and delivering the service to participants from Day 1 Go live in July 2023? Within your description, in relation to the description in annex 1 of the Refugee Employability Programme, please let us know the maximum number of participants you could support in a year (max 300 words) |
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| **2.2 Participant capacity**: Taking into account, the description in annex 1 of the Refugee Employability Programme, please let us know the maximum number of participants you could support in two years (max 300 words) |
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| **2.3 Service details**: Please provide a brief description of the content of your provision for unemployed/ economically inactive people and in particular, your expertise in providing integration, employability and English/ESOL skills support for refugees. (max 400 words) |
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**2.4 Prior experience of delivering publicly funded programmes – take from recent EOI**

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| **2.4 Prior experience**: For two publicly funded programmes, please state the:   * Contract name/funder * Delivery Geography * Contract start & end date * Brief programme overview * Performance against target * Annual volumes * Annual contract value (max 300 words for each contract) |
| Contract one |
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| Contract two |
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1. **Your locality**

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| **3.1 Your locality/ participant group**: Please provide a brief description of your approach to engagement. Please mention any refugee programme providers and community organisations that you work with to engage participants. (max 200 words) |
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| **3.2 Your partnerships**: Please list your key partner organisations and the support they offer to the individuals you signpost to them. (200 words) e.g. skills, welfare and specialist support providers. | |
| Partner organisation: | The support they provide: |
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| **3.3 Your employer engagement**: Please provide a brief description of your employer engagement activity and any major future labour market opportunities in your locality. (200 words) |
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1. **Premises**

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| **4.1 Delivery location: Please tell us in which locality(s) in which you have fixed delivery premises** | |
| Location | Please check box if able to deliver in the location listed |
| Derby |  |
| Leicester |  |
| Lincoln |  |
| Northampton |  |
| Nottingham |  |
| Birmingham |  |
| Coventry |  |
| Hereford |  |
| Stoke on Trent |  |
| Wolverhampton |  |
| Worcester |  |
| Shrewsbury |  |
| Leeds |  |
| Sheffield |  |
| Bradford |  |
| Hull |  |
| York |  |
| Harrogate |  |
| Scarborough |  |
| Redcar |  |
| Doncaster |  |
| Rotherham |  |
| Barnsley |  |
| Wath-Upon-Dearne |  |
| Bentley |  |
| Huddersfield |  |
| Wakefield |  |
| Halifax |  |
| Batley |  |
| Dewsbury |  |
| Keighley |  |
| Castleford |  |
| Brighouse |  |
| Pudsey |  |
| Moreley |  |
| Cheshire |  |
| Cumbria |  |
| Manchester |  |
| Bolton |  |
| Rochdale |  |
| Bury |  |
| Blackburn |  |
| Blackpool |  |
| Preston |  |
| Liverpool |  |
| Crosby |  |
| Burnley |  |
| Lancaster |  |

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| **4.2 Please state the location of your delivery premises within the East and West Midlands, the North West and Yorkshire and Humberside.** | |
| Address | Would you be able to accommodate other partnership providers at this venue |
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## **Policies**

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| **5.1 Please indicate which policies your organisation has developed** | **Yes** |
| Fraud Protection |  |
| Data Protection and Security |  |
| Equality and Diversity |  |
| Health and Safety |  |
| Quality |  |
| Safeguarding policies and procedures |  |
| Prevent Strategy or System in place that has 'due regard' to the risk of participants being drawn into terrorism, including preventing extremists from seeking to radicalise and supporting those learners perceived to be at risk of extremist influences? |  |
| If you are a relevant commercial organisation as defined by section 54 of the Modern Slavery Act 2015, are you compliant with the annual reporting requirements? |  |
| Complaints and Harassment |  |
| Environmental Sustainability |  |
| Anti-Bribery Policy |  |
| Business Continuity |  |
| Business Code of Ethics |  |
| Disciplinary & Grievance Policy |  |
| Whistle-blowing Policy |  |
| Recruitment & Personnel Policy |  |
| Other (please state): |  |

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* |
| Cyber Essentials | *Yes* | *Yes* |
| Cyber Essentials Plus | *Yes* | *Yes* |
| Investors in people | *Yes* | *Yes* |
| Merlin standard | *Yes* | *Yes* |
| MATRIX | *Yes* | *Yes* |
| PQASSO | *Yes* | *Yes* |
| Customer First | *Yes* | *Yes* |
| Momenta Accredited | *Yes* | *Yes* |
| ISO27001 | *Yes* | *Yes* |
| ISO9001 | *Yes* | *Yes* |
| ISO14001 | *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* |
| Race at Work Charter | *Yes* | *Yes* |
| Youth Friendly Employer |  |  |
| 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** | | |
| Last financial year turnover |  | |
| Last financial year profit / loss |  | |
| Value of employer’s liability insurance |  | |
| Value of public liability insurance |  | |
| Value of professional indemnity insurance |  | |
| Can you provide three years’ audited accounts or prepared financial statements? | *Yes* | *No* |
| In our bid, we have to include financial data for each of our key sub-contractors. Please confirm that you will send your full accounts for the last three years (including profit loss and balance sheet) with your EOI return | *Yes* | |
| Has your organisation had any contracts terminated over the last three years | *Yes* | *No* |
| 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* |
| 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* |
| 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* |
| 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* |

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**

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| 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 Refugee Employability Programme**

The following extracts from the specification for the Refugee Employability Programme (REP) is provided to help potential supply chain partners take a view about their capacity to deliver the programme. Please note that this is not a full description of the requirement.

The REP is designed to align with and complement existing integration support delivered across mainstream services and the voluntary sector. The REP will complement existing provision by offering a further service for refugees who would benefit from additional support to progress along the journey to self-sufficiency.

Refugees should access mainstream services such as the DWP Job Centre Plus (JCP) Network and the DfE Adult Education Budget (AEB) as the primary offer of support. The service should be accessed only by those who require extra support beyond that provided by the DWP Job Centre Plus (JCP) Network and the DfE Adult Education Budget (AEB). Service Users are likely to require support over and above the mainstream offer if they have high barriers to employment, which may be, but are not limited to:

* Basic Skills need (below NVQ Level 1 or equivalent) and/or low or no qualifications;
* Limited or no work experience;
* Language barriers (English is not their first language);
* Physical disabilities or health conditions, including mental health barriers;
* Lack of confidence or motivation;
* Low understanding of UK culture or labour market and/or difficulty adjusting to a new country;
* Other external barriers, usually linked to arriving in a new country; and
* Low digital skills

Eligible cohorts are people:

* within the UK Resettlement Scheme (UKRS);
* within the Afghan Citizens Resettlement Scheme (ACRS);
* within the Afghan Relocations and Assistance Policy (ARAP);
* with Refugee Permission to Stay;
* within the Community Sponsorship Scheme;
* within the Mandate Resettlement Scheme; and
* who are part of the Refugee Family Reunion arrangements.

In addition, people are only eligible if they have gained a positive decision on or after 28 June 2022 or have arrived in the UK to be resettled or relocated on or after 28 June 2022

In addition, as the Service is to support refugees to improve their employability and find work, Service Users must be Economically Active which is defined as:

* Being of working age (18 or over, and under the State Pension age);
* Not in full-time education;
* Actively seeking work and/or ready to take steps towards actively securing work; and
* Not having an illness or disability which stops them from working.

The Home Office estimates 734 people in the East Midlands and 1,751 people in the West Midlands will participate in the programme, 1,655 in Yorkshire and Humberside and 2,307 in the North West.

The REP service will be delivered through a case working model. Each refugee will be allocated a case manager to assess their needs and develop a personal development plan which will record objectives and track all activity to develop a refugee’s employability, such as, but not limited to, employability support, work experience, learning about cultural differences, workplace English classes and signposting to mainstream and specialist services.

The service must be made available to the service user for no more than eighteen (18) months. The expectations for length of support shall be based on an assessment of the service user’s need and achievement of their employment goals as outlined in the service user’s needs-based assessment and personal development plan which will be reviewed regularly.

The service should support refugees into sustainable employment, or self-employment, more quickly. To guarantee timely and long-lasting impact, the main objective should be to quickly support refugees into sustainable work that is tailored to the individual refugee’s needs and skills. The service should support a holistic approach through partnership working. The Service should align with existing local services to ensure a joined-up package of support for each refugee.

The contract will initially run for two (2) years with an optional extension period for two (2) years on a one (1) year + one (1) year basis.

**Supply chain partner on boarding**

Following receipt of your completed EOI, we will score it against pre-determined criteria and contact you to let you know the outcome. Contract volumes will be agreed with successful supply chain applicants prior to bid submission.

In line with our supply chain policy, Business 2 Business will devolve the funding it receives from the home office to our supply chain partners on a participant volume pro-rata basis minus our 15% management fee.

The contract award decision will be published by the Home Office during April 2023. If our tender is successful, Business 2 Business will inform its supply chain partners shortly thereafter and proceed to undertake due diligence and contracting. Implementation will take place during May - July 2023 with full service go-live during July 2023.