



REDACTED

Commercial Directorate
Sourcing Team
Department for Work & Pensions
Commercial Directorate
Sourcing Team
Silvan House
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9th September 2014

Dear **REDACTED**

Provision of Entrenched Worklessness – Cumbria & Lancashire Job Centre Plus District

I am writing to confirm that I would like to make some amendments to my offer to deliver the Entrenched Worklessness Provision in Cumbria and Lancashire Jobcentre Plus District as per my tender document of 18th August 2014. I agree that should my offer, as revised, be accepted by the Department for Work and Pensions, I will be bound by all details contained in the original pack with the exception of the specific amendments outlined below.

Part 2.4 Delivery Proposal

I can confirm the Caseworker (Life Coach) will hold weekly 1:1 meetings with each claimant for a period of 2 hours.

Motivational Course – Content & Structure

As stated in the tender proposal, the Motivational Course will be based on our Altered Images & Confidence/Motivational Building workshops. In addition, the course will include ICT skills, CV building, UJM registration, workplace behaviours, LMI and local provisions. The content of the course is outlined in more detail below:

Welcome/Introductions/Health & Safety/Evacuation/Facilities etc

Altered Images & Confidence/Motivational Building activities are NLP based throughout the course.

Exercises/Activities:

1. Sundial Activity: customers to complete based on their personal circumstances. See attached example.
2. Laws of Attraction & how behaviour is key to success.
3. Life Steps – to look at life and setbacks. How to deal with these events and the processes/techniques used to build back up the steps.
4. Barriers & Hurdles – identifying barriers and hurdles. How to overcome barriers etc.
5. Positive Thoughts Story - Trainer
6. Past, Present & Future – ‘Past’ - customers identify what has happened in the past that has brought them here today, ‘Present’ – what the customer is doing now to move towards achieving their goal or work and ‘Future’ – where the customer wants to be and how they expect to feel.
7. Brain Training Exercises – look at skills lost when not in work and carry out several exercises to enhance these skills, i.e. pattern recognition and problem solving etc.
8. Skills Bank & Transferable Skills– identifying life and work skills and match to job roles.
9. Long-Term Change & Life Expectations – what is needed and can be achieved to gain long-term change.
10. Self-Awareness and Awareness of others.
11. Confidence – Myths – true & false.
12. Body Language – how to read body language signs & gestures, body language signals – eyes, mouth, head, arms, hands, handshakes, legs & feet & personal space. Mirroring body language. Cultural differences.
13. Self Confidence – preparing for the journey, changing perspectives, positive thinking, building self-confidence.
14. Addressing Fears – overcoming obstacles
15. Breaking Traditions – changing patterns of behaviour, routine, stepping out of the comfort zone.
16. Goal Setting – short, medium and long term goals. SMART objectives.
17. Financial Planning & Budgets – address benefit dependency, planning to come off benefits, calculate how much money needed to live on, planning finances for interviews i.e. clothing, bus fares etc and how to manage finances in first month in work. Money Advice Service.
18. CV Building – Personal profile, different CV styles, CV template, covering letters.
19. UJM – registration.
20. ICT skills – introduction to computers, email set up and email etiquette, internet and job search, on-line job applications.
21. Workplace behaviours – communication, team working, attendance, timekeeping, self-presentation, attitude and time management.
22. LMI & Local provisions – providing LMI – employment or training opportunities, types of work available in different sectors, guest speakers - local employers

Some elements of the Motivational Course provide an overview of the topics listed as more detailed support will be provided to the customer during their 1:1 meeting with their Life Coach which will form part of their Action Plan. The content of the course is flexible and can be adapted to meet customer needs, i.e. some customers may already have a CV and/or UJM account. Customers can also be referred by the

Life Coach to any of our other internal workshops for more in depth skills development if required.

The Motivational Course will be delivered over a 2 day period, 5 hours each day. Throughout the course, the Trainer will insert re-cap sessions as appropriate and conclude with an overall summary. Feedback will also be obtained from the customers to ensure satisfaction levels are maintained and any areas for improvement are addressed.

Part 2.6 Human Resources

Vedas has over 15 years' experience of delivering employment support and skills programmes and life coaching to numerous JCP claimant groups. Providing such services has become the core purpose and strategy of our business and has enabled us to grow and develop experienced and qualified employees to support such programmes. Vedas prides itself in providing people with opportunities and this applies to employees, customers, partners, businesses and in the surrounding communities. Our mission is "To create an environment in which people, business and communities will flourish". Through developing open and honest relationships built on integrity, trust and understanding we: provide the source of opportunity, inspiration and encouragement; work with businesses to maximise their existing talent and open up access to new talent; deliver a solution focused service to every customer so they can achieve a positive outcome and operate in a profitable, innovative and sustainable way, that will inspire entrepreneurship, progression and have a long lasting impact on our employees, customers, businesses, partners and communities we support. Our Company Values support our mission and vision by ensuring we have respect for work relationships; honesty and transparency; confidentiality and privacy; laws; diversity and commitment to professional development. The Senior Management Team, Management Team and every employee is fully aware of the Company's strategy plans, mission, vision and Company Values which are embedded into all our programmes and services.

The Entrenched Worklessness provision is a perfect match to our previous and existing experience and the programmes currently being delivered. The objective of the provision is at the core and heart of our beliefs and strategy plans. We have experienced and qualified managers and Life Coaches within the business that will fit perfectly with the delivery requirements for the Entrenched Worklessness provision. It is therefore proposed we create a team from within the business to deliver the programme. The team will be selected from existing experienced internal employees to ensure the programme and customers are provided with the right level of support, knowledge and guidance required. Customers who will be registered on the Entrenched Worklessness programme are likely to be the farthest away from work and are likely to have significant barriers to obtaining and sustaining employment and will therefore require intense support from experienced and qualified Life Coaches. We feel it is therefore important to utilise our existing employees who have the relevant experience and proven track record of moving people into sustained employment on this programme. We have Life Coaches who are NLP qualified and believe this will be a key tool used in the delivery of the programme and for the achievement of the outcomes.

As previously stated we pride our self in providing people with opportunities and the implementation of the Entrenched Worklessness Provision will provide an opportunity for existing employees to develop their career and experience in the delivery of such programmes. Existing employees will also have the knowledge and experience of our Company Values, strategy plans and objectives. The Life Coaches and Trainer will have current knowledge, skill and experience in dealing with the types of customers to be registered with the programme. As the provision is due to commence in October 2014 and as customers referred will be required to have their first appointment within 5 days of referral, it is important to have an experienced team who can manage the workload and delivery requirements of the programme immediately. By selecting the team from our existing internal teams will result in vacancies in other areas of the business. We have an effective and robust recruitment process and are confident we will be able to quickly select and appoint the team for the Entrenched Worklessness provision and appoint new employees to the positions made vacant to ensure continuity of our other commitments.

As stated in the original tender, the team will consist of a part-time Team Manager, 2 full-time Life Coaches, 1 full-time Trainer and 1 part-time Administrator. The Team Manager would report in to an Operations Manager. I have attached a copy of our Organisation Chart showing how the team would fit in to the overall structure if our tender application was successful.

Financial

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I trust the above information is satisfactory however if you require any further details please do not hesitate to contact me.

Yours sincerely

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