

To The Chair and Members of the Regeneration and Environment Overview and Scrutiny Panel

REGENERATION & ENVIRONMENT OVERVIEW AND SCRUTINY PANEL WORK UPDATE AND PROGRESS WITH THE 2011/12 WORK PLAN.

Relevant Cabinet Member(s)	Wards Affected	Key Decision
The Mayor Councillor M Thompson Councillor R Mullis Councillor C Ransome	All	None

EXECUTIVE SUMMARY

1. This report gives an update to the Regeneration and Environment Overview and Scrutiny Panel on progress with the work plan for 2011/12. It allows the Panel to monitor what developments have been made, work that has been undertaken in relation to the work plan, information, updates and correspondence since the meeting held on 21st June 2011. As a live document the work plan allows the Panel to review it in order to develop and reprioritise items where necessary.

EXEMPT REPORT

2. Not exempt

RECOMMENDATIONS

3. It is recommended that the Panel: -
 - a. Receive and comment on the progress made against the work programme (Appendix A);
 - b. Receive and note the notes from the informal meeting which looked at Implications of the Decentralisation and Localism Bill for Regeneration & Environmental on the 26th July 2011 (Appendix B);
 - c. Receive and note the Terms of Reference regarding the Panels mini-review into Opportunity Centres and the itinerary for the 8th August 2011. (Appendix C and D);
 - d. Receive the notes, evidence and agree the recommendations made following the Opportunity Centres review that took place on the 8th August 2011. These will be made available prior and at the formal panel meeting on the 22nd August 2011.

- e. Note future dates for the Regeneration and Environmental Overview and Scrutiny Panel.
- f. Receive and note the briefing that was circulated to Members on the current national work programme (Appendix E);

BACKGROUND

4. At its meeting on the 22nd June 2011, the Regeneration and Environment Overview and Scrutiny Panel agreed its work plan for the 2011/12 municipal year. It was accepted that the work plan would need to be regularly reviewed and updated to ensure it remained relevant and reflected the work to be undertaken by the Panel and should take account of planning particularly looking at capacity and prioritisation.
5. Members agreed that the workplan should be focused and only include three or four items that they would look at in more detail. It was also noted that there maybe Forward Plan items that would need to be included onto the work plan during the year.

PROGRESS MADE AGAINST THE WORKPLAN

Informal Meeting – 26th July 2011

There was informal meeting which looked at Implications of the Decentralisation and Localism Bill for Regeneration & Environmental on the 26th July 2011; the notes have been included in Appendix B.

It was agreed by Members that the allocations policy and Community Infrastructure Levy (CIL) may be issues that the Regeneration and Environment Overview and Scrutiny Panel could look at further.

Opportunity Centres

On the 8th August 2011, a full day mini-review will have taken place by Members of the Panel, the Terms of Reference and Itinerary has been included in Appendices C and D.

The main purpose of the work as agreed by the Chair is therefore to: -

- Identify why people do not use Opportunity Centres and what can be done to change this and encourage more usage – mini review to be carried out on the 8th August 2011 (full day consisting of site visits in morning and a meeting in afternoon) which will feed into the Council's own review into Opportunity Centres.
- To explore how Opportunity Centres fit into the new work programmes run by A4E and Serco- as part of an informal meeting to take place on the 22nd September 2011 to meet with SERCO , A4E and Job Centre Plus
- To scrutinise the process of the Council's internal Opportunity Centre Review and its own findings and recommendations – 15th November 2011 (formal panel meeting)

Notes and other evidence from the review will be circulated prior to the formal panel meeting to take place on the 22nd August 2011. Feedback will be provided at the meeting itself including recommendations made based on the evidence gathered which will need to be agreed.

A future report will also be requested for the formal panel meeting on the 5th March 2012 for them to review the progress and impact of all recommendations that have been made.

Future Dates to Note

An informal panel meeting has been arranged on the 22nd September 2011 from 2:00 to 4:00pm at the Mansion House to meet with representatives from Serco, A4E and Job Centre Plus. The purpose of this meeting will be to have an informal discussion to ask questions about the different delivery models (including their role with opportunity centres) and consider performance information.

The panel will also have the opportunity to consider wide performance information prior to its formal panel meeting on the 4th October 2011.

OPTIONS CONSIDERED

17. There are no specific options to consider within this report as it provides an opportunity for the Panel to develop a work plan for 2011/12.

REASONS FOR RECOMMENDED OPTION

18. This report provides the Panel with an opportunity to develop its work plan for 2011/12 and reflect on progress made.

IMPACT ON THE COUNCIL'S KEY OBJECTIVES

Priority Theme	Mayor's top 10 Priorities	Implications of this initiative
1. Creating a strong, connected and inclusive economy	<ul style="list-style-type: none"> • Improve Doncaster's economy • Regenerate Doncaster's Town Centres • Give people choice in transport 	<i>The work of Regeneration and Environment Overview and Scrutiny has the potential to impact on all of the Council's key priorities.</i>
2. Developing stronger communities		
3. Increasing and improving housing	<ul style="list-style-type: none"> • Increase affordable housing and build Council houses 	
4. Protecting and improving all our children's lives	<ul style="list-style-type: none"> • Improve services for children and young people • Improve education and skills across the Borough 	
5. Improving health and support for independent lives	<ul style="list-style-type: none"> • Ensure people in need of adult social care receive a timely and appropriate service 	

6. Tackling crime and anti-social behaviour	<ul style="list-style-type: none"> • Reduce crime and end all forms of ASB 	
7. Creating a cleaner and better environment	<ul style="list-style-type: none"> • Protect the environment from inappropriate development, decay and architectural vandalism 	
8. Internal Transformation (Including the Council's Recovery Programme)	<ul style="list-style-type: none"> • Ensure local people get value for money from Council services 	

RISKS & ASSUMPTIONS

19. To maximise the effectiveness of the Overview and Scrutiny function it is important that the work plan devised is manageable and that it accurately reflects the broad range of issues within its remit. Failure to achieve this can reduce the overall impact of the function. Ensuring the work plan is developed with a key set of principles in mind e.g. holding to account, undertaking policy review and development and is focused strategically will help support the development of a robust work programme. The work plan will be reviewed at each ordinary meeting and officers will advise on the capacity available to undertake any additional work. This will provide an opportunity to ensure work plans can be regularly monitored and reviewed.

LEGAL IMPLICATIONS

20. The Council's Constitution states that subject to matters being referred to it by the Full Council, or the Executive and any timetables laid down by those references the Regeneration and Environment Overview and Scrutiny Panel will determine its own Work Programme (Overview and Scrutiny Procedure Rule 6a).
21. Specific legal implications and advice will be given with any reports when Overview and Scrutiny have received them as items for consideration.

FINANCIAL IMPLICATIONS

22. The budget for the support of the Overview and Scrutiny function 2011/12 is not affected by this report, however, the delivery of the work plan will need to take place within agreed budgets.

For the review of the Opportunity Centres, a small fee has been incurred as part of the cost of the day which will be covered as part of the scrutiny budget

CONSULTATION

23. As part of the work into Opportunity Centres, a number of site visits took place as well as meetings which were attended by Officers, Partners and members of the public who have used the centres.

REPORT AUTHOR & CONTRIBUTORS

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Appendix A

	21st June 2011	26th July 2011 (Informal Meeting)	8th August 2011 (Informal Meeting)	22nd Aug 2011	22nd Sept 2011 (Informal Meeting)	4th Oct 2011	15th Nov 2011	19th Dec 2011	31st Jan 2012	5th Mar 2012
Policy Review/ Development		Delivery of Regeneration & Environment through Localism Bill	Opportunity Centres Site Visits and Meeting (meeting to take place out in the community)		Serco, A4E and Job Centre Plus	Gypsy & Travel Policy Review (Forward Plan Item)	Private Sector Housing Delivery	Delivery of Regeneration & Environment through Localism Bill	Environmental Strategy	Opportunity Centres – Look at progress/ impact made against all recommendations
							Opportunity Centres – DMBC Review			
Performance	Performance 2010/11 (Qtr 4)				Performance 2011/12 (Qtr 1)	Performance 2011/12 (Qtr 1)		Performance 2011/12 (Qtr 2)		Performance 2011/12 (Qtr 3)
Information Updates	Presentation on the R&E Directorate			LEP/ Enterprise Zones (Briefing Note)		Tourism (Briefing Note)				
Scrutiny (Holding to Account)	Cabinet Members Portfolio Updates - Cllr Mullis Cllr Ransome			Cabinet Members Portfolio Updates – Mayor Peter Davies				Cabinet Members Portfolio Updates - Cllr Ransome		
Other	R&E Terms of Reference 2011/12									
	R&E Workplan 2011/12			R&E Workplan 2011/12		R&E Workplan 2011/12	R&E Workplan 2011/12	R&E Workplan 2011/12	R&E Workplan 2011/12	R&E Workplan 2011/12

Regeneration and Environment Overview and Scrutiny

Notes of the Informal Panel Meeting
Tuesday, 26th July 2011-07-29

Implications of the Decentralisation and Localism Bill for
Regeneration & Environmental

Welcome and Introductions

Councillor Jane Kidd, welcomed everyone to the informal meeting and introductions were made.

Introduction to Localism

Iain Thomson, Service Improvement Manager introduced a report which provided an introduction to the Decentralisation & Localism Bill and what it means for services within the Regeneration & Environment Directorate.

The key areas that were highlighted include: -

- New freedoms and flexibilities for local government;
- New rights and powers for communities and individuals;
- Reform to make the planning system more democratic and effective; and
- Reform to ensure that decisions about Housing are taken locally

Members were informed that OSMC would be looking further at Localism and the broader picture and would be looking into how they can have better engagement with the community.

Members discussed the implications of the bill including its timeline and expressed a number of concerns including the sustainability of the model and what would be the implications to the Council if links with community groups broke down. Some Members of the Panel believed that it was essential that there was proper dialogue between Members, the Mayor, and the Executive and community groups. It was also expressed that as a Council we needed to ensure that we have the right mechanisms in place to be able to respond and deliver what is required.

There was a brief discussion on Community Forums that previously existed (and some which still do). It was felt that although they worked quite well there needs to be more done to engage with members of the community especially young people. It was suggested that this should be achieved by embedding it into the schools agenda. There was also talk about Area Forums that operated well within Barnsley and Rotherham and whether we should do something similar.

Members commented on their future roles and what mechanism will exist for them to drive forward what happens in the local community. It was felt that there needs to be more thought about the role of Elected Members and how it can be developed to meet the requirements of the bill.

There was a comment made by an invitee of the Panel that the potential opportunities for redeployment for those that would be losing their jobs as a result of cutbacks and whether there would be a model in place in time to respond accordingly.

Planning Implications and Response

Changes to planning were introduced and the proposals to make the planning system more 'clearer, democratic, and more effective which is proposed to be done in the eight separate ways including: -

1. Abolition of Regional Spatial Strategies (RSS)
2. Neighbourhood Planning
3. Community Right to Build
4. Requirement to Consult Communities Before Submitting Very Large Planning Applications
5. Strengthening Enforcement Rules
6. Reforming the Community Infrastructure Levy
7. Reforming The Way Local Plans Are Made (E.G. Local Development Framework)

The majority of the discussion centred on Section 106 and Community Infrastructure Levy (CIL) and Members were particularly concerned about CIL in terms of administrating it and diversity between communities. Peter informed Members that there would be seminars on CIL and Section 106.

Members raised there concerns about the cost and administrative burden to the Council of referendums especially when there could be more than one. Members were informed that at this time there is no guidance or solutions regarding this issue. There were also comments made around viability and how development could be held up and whether there will be any money left to do what we want. Regarding Neighbourhood Plans, Members were informed that anyone could put in them and is something which has already been done by Parish Councils.

There was a discussion regarding the potential consequences of developers who do not want to develop in the more deprived areas and the group was informed that this was already going on. It was accepted that solutions are needed to address this issue and that there would be a need to be innovative particularly on mixed use schemes.

An issue was raised about development control (now management process) and the need to get together to work out what is required as in terms of neighbourhood priorities as they are all different. A Member emphasised the importance of local Ward Members/Neighbourhood Managers being involved in negotiations for the

Neighbourhood Fund as they have the knowledge of how money is spent in the wards.

Housing Implications and Response

Changes to housing are another key section of the bill to 'ensure that housing decisions are taken locally'. Six major reforms are proposed that will affect what we provide as an authority (as well as St Leger Homes):

- Social housing tenure reform
- Social housing allocations reform
- Reform of homeless legislation
- Reform of council housing finance
- National home swap scheme

The group was advised that there needs to be a balance of meeting the needs of vulnerable groups including those from outside of the Borough and those with housing needs that are based locally. It was commented by a Member of the group that it is difficult task when there is limited housing available. Regarding Social Housing Tenure reform, some Members were concerned about the length of time a tenant would have. Members were informed that it would be a minimum of 2 year lease which would have 'flexibility' of it built in but it was unlikely that they would be offered on a 'forever' basis. It was also noted that this would only apply to new tenants. Concern was always raised about the effect on requirement for social and affordable housing.

Peter informed the Members that the Council has the opportunity to make its own policy and will make an interesting debate.

Implications for the Voluntary Sector

Cllr Kidd gave short feedback from a workshop that took place on the Localism Bill within the voluntary sector which was attended by over 60 people. It was reported that feelings of those from the voluntary sector were mixed but the consensus was that the voluntary sector would need to support in the future. Some of the issues that came out the workshop included: -

- Need for improvement around procurement at the council to open services to the voluntary sector.
- That there was still a place for grants.
- Roles of the elected Member would be very important.
- Biggest concern is finance and the fact that there are no guarantees for the future.
- That there is a will there to help but will cost.

Next Steps

Cllr Kidd summarised that issues that came out of the informal meeting which included that there:

- Is a need to look at Community/Area Forums, the mechanisms that would need to be put in place and whether to devolve power.
- Is a need to support the role of the Elected Member.
- Needs to be clear mechanisms in place to support Localism.
- Needs to make the Social Housing allocations and CIL work for Doncaster.

It was noted that the allocations policy and CIL may be issues that the Regeneration and Environment Overview and Scrutiny Panel could look at further.

There was a brief discussion about allocations policy and Members agreed that the Council's Housing Department should lead on the development of the Allocation Policy and work with SLH and Members.

TERMS OF REFERENCE
REGENERATION & ENVIRONMENT OVERVIEW AND SCRUTINY PANEL
OPPORTUNITY CENTRES REVIEW

Purpose

1. To support and contribute to the review work into Opportunity Centres being undertaken from within Doncaster MBC, provide advice and guidance where appropriate and monitor the outcome and impact of any recommendations made.

Terms of Reference

2. Membership of the group will open to the whole of the Regeneration and Environment Overview and Scrutiny Panel.
3. The quorum will be three members.
4. The Panel will hold an initial meeting to discuss and agree the timeline and scope the detail of the Review.
5. The group will be chaired by either the Chair or Vice Chair of the Regeneration and Environment Overview and Scrutiny Panel.
6. The frequency and arrangements of the meetings will be determined by the Panel but should be broadly aligned to the work plan agreed by the Regeneration and Environment Overview and Scrutiny Panel at their meeting on the 21st June 2011.
7. The group will receive information from, for example, Elected Members, Council officers, partners, service providers, clients and members of the public, as agreed by the group at its scoping meeting. Partners and stakeholders will be invited to contribute to debate where appropriate.
8. Minutes/notes of the informal meetings will be circulated with the Regeneration and Environment Overview and Scrutiny Panel's workplan report
9. Any recommendations made by the group will be reported to the Regeneration and Environment Overview and Scrutiny Panel either by way of individual report, and/or updates and briefing notes which will be presented through the work plan report for consideration and ratification.

Support

11. The activities of the working groups will be supported by the Scrutiny Consultant or his/her nominee who will provide relevant advice, notes and follow up action from meetings, as required.
12. The relevant Director and nominated Assistant Directors and Officers will be requested to attend where necessary.

Agreed at an informal meeting of Regeneration & Environment Overview and Scrutiny Panel on the 26th July 2011

Itinerary
Regeneration & Environment Review into Opportunity Centres

8th August 2011- All Day

Morning		
Time	Locations	Who
8:20 am	Meet at Council House Car Park	<p><u>DMBC Officers</u> Caroline Martin – Scrutiny Consultant Jim Uttley – Opportunity Centre Manager (Car) Bobbi Howsley – Customer Service Advisor</p> <p>In-Depth Review Group Members: -</p> <p><u>All Day</u> Councillor J Kidd (Chair) Councillor R Cooper-Holmes (Vice Chair) (Car) Councillor Y Woodcock</p> <p><u>For Morning Only</u> Paul Smille – Unite (Invitee) Paul O'Brien – GMB (Invitee) (Car)</p> <p><u>Joining in the Afternoon</u> Councillor D Nevett Councillor D Hutchinson</p>
8:30am	Depart for first Opportunity Centre	
9:00 am	<p>Balby Opportunity Centre</p> <p>Opportunity to ask questions to frontline staff</p>	Steve Ibberson - Customer Service Advisor
9:40 am	<p>Edlington Opportunity Centre</p> <p>Opportunity to ask questions to frontline staff</p>	Gini Bhadhuri - Customer Service Advisor
10:20 am	<p>Intake Opportunity Centre</p> <p>Opportunity to ask questions to frontline staff</p>	Sheila Mills - Customer Service Advisor
11:15 am	<p>Rossington Opportunity Centre (Holmes Carr Centre)</p> <p>Opportunity to ask questions to frontline staff</p>	Barry Chadwick - Customer Service Advisor
11:45 am	Lunch	

Afternoon – Venue (Rossington Holmescarr Centre)		
Time	Locations	Who
12:30 pm	DMBC Officers <ul style="list-style-type: none"> • Presentation • Questions 	<ul style="list-style-type: none"> • Julie Grant - Assistant Director Customer Services & ICT • Julie Wilson - LEGI Manager • Jim Uttley - Opportunity Centre Manager
14:00 pm	Neighbourhood Managers	<ul style="list-style-type: none"> • Claire Gannon – Neighbourhood Manager (Conisborough/Denaby) • Rachael Blake – Neighbourhood Manager (Intake/Wheatley) • Dave Ridge – Neighbourhood Manager (Thorne/Moorends) • Ashley Evans - Local Partnership Development Officer (Standing in for Steve Thomas – Neighbourhood Manager (Rossington))
14:45 pm	Break	
15:00 pm	Partners <ul style="list-style-type: none"> • Group Discussion and Questions 	<p><u>Doncaster West Development Trust</u></p> <ul style="list-style-type: none"> • Mick Bailey, Project Manager • Andrea Powell, Job Mate • Nikki Higgins, Job Mate <p><u>North Doncaster Development Trust</u></p> <ul style="list-style-type: none"> • Chris Days, Jobmates Project Manager <p><u>Prospects</u></p> <ul style="list-style-type: none"> • John Paley, Careers Advisor <p><u>South Yorkshire Credit Union</u></p> <ul style="list-style-type: none"> • Ian Guest, Chief Executive <p><u>Job Centre Plus</u></p> <ul style="list-style-type: none"> • Carol Smith, Community Outreach Adviser
15:45 pm	Public (Who Have Used Opportunity Centres) <ul style="list-style-type: none"> • Group Discussion and Questions 	<p><u>Balby</u> Mr Stewart Smith</p> <p><u>Edlington</u> Mr R Amjad</p> <p><u>Rossington</u> Joanne Smith Mr Stephen Tracey Mr Neil Henderson</p> <p><i>It will be likely that there will be other members of the public at this session.</i></p>
16:30pm	End	

Overview and Scrutiny Briefing

July 2011

The Work Programme**Background**

- The introduction of the Work Programme was announced by the Coalition Government shortly after the 2010 General Election as a new single national programme to support long-term unemployed people back into work. The Work Programme replaces all previous programmes of 'welfare to work' activity, and will work with clients who currently claim Jobseeker's Allowance (JSA) or Employment and Support Allowance (ESA).
- Many benefit claimants will be mandated to the Work Programme at a certain point in their benefit claim period (e.g. 9 months for JSA claimants aged 18-24 and 12 months for JSA claimants aged 25+). Mandated clients who do not engage with the Work Programme could face benefit sanctions.
- The Work Programme has been externally contracted to a number of delivery organisations, through the Department for Work and Pensions' Employment Related Support Services Framework, which is a pool of organisations which had pre-qualified to be eligible to bid for contracts with DWP. The delivery organisations are known as Prime Contractors. Work Programme contracts will run for 5 years from June 2011.
- The Work Programme is designed to support individuals on their journey back to employment, whatever their needs, issues and barriers to work. For this reason, DWP undertook a 'black box' contracting exercise, with the tenderers free to propose their approach to delivering the required outcomes.
- Payments to Prime Contractors are based on outcomes rather than specific activity, and are heavily reliant on the Prime Contractors achieving sustained employment outcomes. For a JSA claimant, for example, Prime Contractors will receive a £400 attachment fee at the point at which the claimant is referred to them, and will not be paid again until that claimant has been in employment for a period of 26 weeks (6 months). Attachment fees will not be paid from Year 4 of the Work Programme (from April 2014), with payments becoming entirely outcome based at this time. Detail of the mandation and payment for different client groups within the Work Programme is attached in the tables at Appendix 1.

South Yorkshire Contract Package Area

- Work Programme contracts cover large geographic Contract Package Areas (CPAs). In order to increase performance through healthy competition, DWP has awarded at least two contracts within each CPA.
- South Yorkshire constitutes a single Contract Package Area which has two Prime Contractors. Indicative numbers for 2011/12 show that the Programme will be expected to support 17,000 jobseekers across the South Yorkshire CPA during the first year, giving an indicative figure for Doncaster of 3,400 (assuming 20% in Doncaster, Rotherham and Barnsley and 40% in Sheffield).

- The two Prime Contractors in the South Yorkshire Contract Package Area, **Serco** and **A4E**, will each take a 50% market share of the Work Programme customers. This is subject to alteration by DWP during contract reviews based on the respective under / over performance of the two Primes – i.e. Primes which perform well will take market share (and hence payment) from their competitors.

Delivery – A4E and Serco

- A number of different delivery models exist for the Work Programme. Serco will subcontract the totality of their delivery, taking a managing agent role, whereas A4E will directly deliver 70% of its allocated outputs and will subcontract 30% to local partners (see below for detail).
- As part of the tendering process, all Prime Contractors were required to set out their minimum service delivery standards. The minimum service delivery standards of A4E and Serco are detailed below.

A4E

A4e and our supply chain are committed to improving the lives of our customers, their families and communities. In addition to our commitment to DWP's Customer Charter, our Minimum Service Levels (MSLs) will ensure a step change in performance, a high-quality service and the best chance of success for each customer.

1. A fully accessible service: that is accessible to all on public transport within 30 – 45 minutes travelling time, DDA compliant and in a safe and respectful environment.
2. Individual assessment and plan: every customer will receive a tailored assessment and action plan that will be reviewed at least monthly.
3. Health support: we will assess health as a barrier to working. Those identified as needing additional assessment/support will be referred to a specialised health assessment and support to develop a health-focused back to work plan.
4. A fully personalised service: including (minimum) monthly 1:1 contact with a named advisor and a tailored journey that address their broader needs.
5. Customer empowerment & Work Ethic: customers will be given a choice about how they first engage with their service provider and a choice of work focused activity early in the journey to promote 'Job First', the development of essential work habits and exposure to the benefits of working.
6. Improved relevant skills: all customers will receive a Skills Audit and have access to soft and locally-tailored vocational skills development opportunities.
7. Recharge activities: all customers will access Recharge activities if they are not making progress in their journey.
8. Incentive to engage: all customers will have access to A4e's Incentive Scheme that recognises and rewards achieving journey milestones.
9. Total Person: we will work with all other agencies that support customers to ensure that we meet all of their wider needs – A4e's Total Person service.
10. Family service: we will support our customers within the context of their family.
11. Feedback: customers can provide feedback at any point and will be requested at specific points in the journey. We will respond where requested within 7 days.

In-work progression and sustainability: tailored support Mon-Fri, 8am-8pm and life access to A4e's on-line job search facilities. We will contact in-work customers according to their Risk Profile.

Serco

We will give you advance information about your Engage provider either by telephone or in writing within 10 days of your referral from Jobcentre Plus. This will tell you: where they are based; how to get there; what kind of support they offer; a contact name (where possible); and a time to attend your first meeting, which will be within 14 days of this initial contact.

When you're on the Work Programme, your provider will...

- Give you a Personal Adviser who will support you to find work. They will listen, help and encourage you to achieve your potential.
- Discuss and agree your short and long-term job goals, plus the steps you can take to achieve them. This will form an action plan called a Personal Profile and Employment Plan (PPEP), which is jointly written by you and your Personal Adviser. It will be updated regularly as you progress through the programme.
- Meet with you in person at least twice a month. If your personal circumstances mean you are unable to attend a face-to-face appointment, then they should contact you via telephone or email.
- Refer you to one of our specialist providers if you have particular needs, such as a health condition or physical disability, or want specific employment advice, such as how to start your own business. This should happen by your third face-to-face meeting.
- Review your PPEP every three months, and at other key points during your time on the programme, to help you progress towards your job goals. Help you with techniques to support you to look and apply for jobs. This may include: filling in application forms; creating a CV; researching possible employers; practice interviews; interview techniques; and cold-calling.
- Make you aware of the full range of support that is available to you. This may include: work experience placements; personal development, such as confidence building; and training opportunities.
- Offer advice and help in accessing wider support in your area should you need it. Our Integrated Support Services offer expert advice on a variety of issues such as managing your money, drug and alcohol misuse, housing and childcare.
- Accurately explain the benefits you'll receive when you start work. These calculations will give you a guide as to how much better off you'll be in work.
- Give you access to computers, the internet, photocopiers, stationery, telephones and local newspapers to help you search and apply for jobs.
- Support you with reasonable travel costs to and from provider meetings.
- Protect any personal information that we hold about you in line with government and Serco data protection policies.
- Complete a review with you at the end of the Engage and Enable phases if you have not yet found work. This will help us to select the best provider for you at the next phase of the programme. We will give you information about your new

provider, either by telephone or in writing, seven days before you are due to transfer.

- Complete a review with you at the end of the Empower phase if you have not yet found work. This will help us to support you to return to Jobcentre Plus for further assistance with your ongoing job search.

Once you've found work, we will...

- Continue to offer you support, for example if you need to talk to someone about your new job or any issues you may be facing, for example, with transport or childcare.
- Provide ongoing access to your Personal Adviser so they can offer any advice or support you may need.
- Give you the number of a free, 24-hour independent helpline for impartial advice about any personal or practical challenges you may be experiencing either at work or at home.

Engagement of the Prime Contractors

- Officers from Doncaster Council began engaging with all 17 framework providers (i.e. the potential Prime Contractors) for the South Yorkshire CPA well before the formal contracting process had started, through a series of meetings and workshops organised and coordinated by the Economic Policy Team.
- In addition to this engagement, the team produced a prospectus setting out the key local issues related to unemployment, how the Council and partners can support the Work Programme to deliver its targets and how the Prime Contractors could engage locally. A similar document was produced by each of the four South Yorkshire Councils. Doncaster's prospectus was particularly well-received and was uploaded to the Local Government Communities of Practice as an example of best practice.
- Doncaster's Work Programme prospectus highlights a series of ways in which the Borough will work with the Prime Contractors (summarised in this note at Appendix 2), which include sharing of labour market information, co-location of services (e.g. in Opportunity Centres), and links to local employers. This offer should be reiterated to ensure strong operational relationships are built.

Engagement of local delivery organisations

- Doncaster Council also facilitated meetings and workshops for local suppliers to inform them of the potential opportunities in subcontracting for the Work Programme. As a direct result of this, a number of local suppliers, for example North Doncaster Development Trust (NDDT), Urbanbiz, and Doncaster Chamber have secured contracts within the subcontracting networks for both Serco and A4E. Both Prime Contractors are subcontracting to partners based in Doncaster with whom the Council has already established strong working relationships (primarily through the delivery of the Success Doncaster programme) and which have a strong working knowledge of Doncaster.

Latest position and ongoing engagement

- Since the Work Programme contracts were awarded, Doncaster Council has continued to proactively engage with the two successful Primes to further build relationships. The Prime Contractors have received copies of Doncaster's Economic Strategy and Work and Skills Plan to provide them with an insight into how the delivery of the Work Programme aligns to local strategic aims. Both Prime Contractors have committed to engaging with the South Yorkshire Chief Executives' Group to ensure that local authorities have an overview of the Work Programme across South Yorkshire.
- The Prime Contractors will hold regular meetings with Doncaster's Director of Regeneration and Environment and Assistant Director of Development, and will be in frequent contact with officers from Development to ensure ongoing positive programme management.
- Both Prime Contractors have joined Doncaster's Work and Skills Steering Group, which includes a range of local partners. The Group reports directly into the Enterprising Doncaster Board, and the Board itself receives regular updates regarding the Work Programme and local engagement. Both Prime Contractors and their subcontractors will have access to local delivery networks to maximise the impact of all activity.

Appendix 1 – Work Programme customer groups and payments

Customer Groups

Customer Group	Time of Referral	Basis for referral	Payment Group
Jobseekers Allowance customers aged 18 to 24	From 9 months	Mandatory	1
Jobseekers Allowance customers aged 25 and over	From 12 months	Mandatory	2
Jobseeker Allowance - Early Access customers facing significant disadvantage (e.g. young people with significant barriers, NEETs, ex offenders)	From 3 months	Mandatory or voluntary depending on circumstance	3
Jobseekers Allowance customers who have recently moved from Incapacity Benefit	From 3 months	Mandatory	4
All Employment Support Allowance customers including contribution based, work related activity unlikely to be fit for work in the short term and support group customers	At any time	Voluntary	5
Employment Support Allowance flow (income related) customers who are placed in the Work Related Activity Group and Support Group	At any time When customers are expected to be fit for work in 3 months	Mandatory or voluntary depending on circumstance	6
Ex-IB Employment Support Allowance (income related) customers who are placed in the Work Related Activity Group and Support Group (who have recently moved from Incapacity Benefit)	At any time When customers are expected to be fit for work in 3 months	Mandatory or voluntary depending on circumstance	7

Payments

Benefit Type	Customer groups	Payment Group	Year 1 Attachment fee	Job outcome fee Maximum	Job Outcome paid week:	Sustainment payment per 4 weeks	Sustainment payment (4-weekly) from week:	Sustainment: maximum amount of 4 weekly payments	Incentive payment
JSA	Aged 18 to 24	1	£400	£1,200	26	£170	30	13	£1,000
	Aged 25 and over	2	£400	£1,200	26	£215	30	13	£1,000
	Early Access	3	£400	£1,200	13	£250	17	20	n/a
	Ex-IB	4	£400	£1,200	13	£250	17	20	n/a
ESA	Contribution based - volunteers	5	£400	£1,000	13	£115	17	20	n/a
	Work related activity group – unlikely to be fit for work in short term (income related) - volunteers								
	ESA flow: Work related activity group – likely to be fit for work within 3 months (income related)	6	£600	£1,200	13	£235	17	20	£1,000
	Support Group	7	£600	£3,500	13	£370	17	26	n/a
	Ex-IB: Work related activity group – likely to be fit for work within 3 months (income related)								
Ex-IB Support Group									

Please note: The attachment fee will reduce over the first three years of the contract and will be nil from 1st April 2014 (the start of year four). The profile for this payment is: Year 1 = 100%, Year 2 = 75% of the original amount, Year 3 = 50% of the original amount, Year 4/5 = 0%.

**Appendix B - Doncaster's Offer to Work Programme Prime Contractors
(Excerpt from the Doncaster Work Programme Prospectus)**

1. We are committed to working closely with Primes to deliver a successful Work Programme for individual clients and employers.
2. We can provide well developed sources of information and research on the scale, nature and distribution of unemployment and the character of current and emerging demand which can inform Prime Contractors' bids and implementation.
3. We have put in place coherent and effective supply chains in the context of the current Success Doncaster Work, Skills and Enterprise Programme and can support Primes to access the delivery they need.
4. We have a strong track record in performance management and will work with Primes to deal with performance issues. We are currently establishing a local Framework of providers in the economic development agenda, from which Prime Contractors will be able to call activity as required to ensure flexible and responsive services.
5. We can provide accommodation for service provision across Doncaster which will ensure maximum coverage for the Work Programme Prime Contractors in the neighbourhoods where it will have most impact.
6. We will ensure that our own investments and activity are complementary to those delivered by Prime Contractors.
7. We are further strengthening our business engagement approaches to ensure that the range of vacancies is maximised and is accessible to unemployed local residents.
8. We can support Prime Contractors to forge linkages with significant employment opportunities within Doncaster.
9. As major local employers, Doncaster partners will commit to playing a role in ensuring that any appropriate vacancies are open to unemployed local residents. As organisations with significant supply chains and a strategic overview of local development, we will develop approaches that we will apply to ensure that major local investments lead to new opportunities for unemployed local people.
10. We will continue to work with partners across South Yorkshire to align our offer with those of other areas to ensure a coherent and simple offer to Prime Contractors.

**Doncaster's expectations of Prime Contractors
(Excerpt from the Doncaster Work Programme Prospectus)**

To respond to the needs and issues present within the local economy and labour market.

To involve local partners in the performance and risk management of local Work Programme delivery to ensure achievement of maximum outcomes.

To explore and implement areas for collaborative working with local partners to ensure barriers to employment, self-employment and skills can be effectively addressed.

To communicate clearly with local partners so that they are able to tailor and align local activity as appropriate.

To build on existing infrastructure and provision as appropriate.

To act swiftly to address poor performance and to provide early notice of issues that local partners are able to address.

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