

Dear Providers,

GMCA has produced an information pack to support Providers interested in bidding for the Restart programme in the Greater Manchester CPA. GMCA are extremely keen to work alongside potential bidders to ensure we get the best service for all residents who will be eligible for the Restart programme and ensure there is meaningful engagement throughout the development and delivery of the programme.

The Restart Programme was announced on [25 November in the SR20](#) as part of a package of £3.7 billion additional funding allocated to support frontline services and to enable DWP to deliver on July's Plan for Jobs to support people back into work.

The Restart programme will provide intensive and tailored support to over 1 million unemployed people and help them find work in England and Wales, with approximately £400million investment in 2021-22. The first step in a £2.9 billion three-year programme.

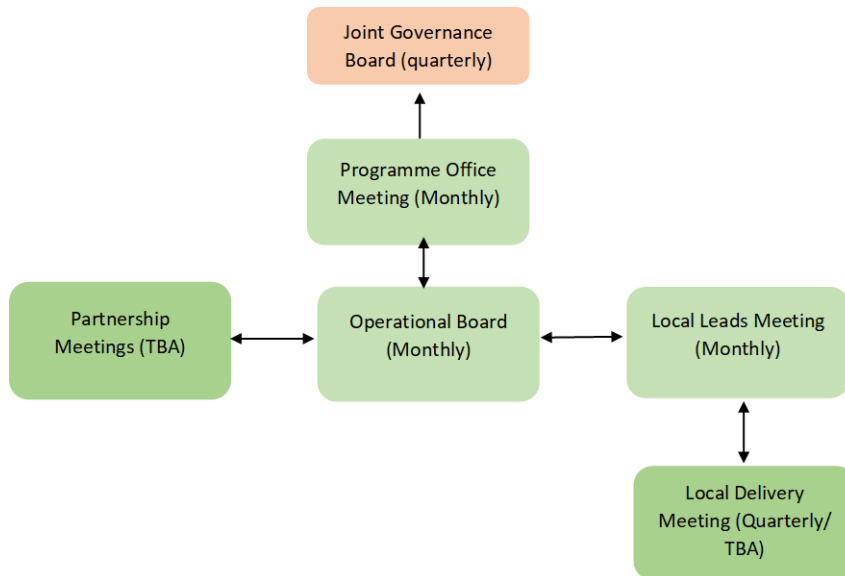
There are six Restart Lots in the Contract, which are made up of 12 CPAs. North West is Lot #3 which is made up of 2 CPAs: Greater Manchester and North West. Greater Manchester's Estimated Contract Value is £172.4m.

This pack contains the following additional information which we hope will help when preparing your Initial Bid:

- Working Well Governance Map
- GMCA Social Value Framework
- GMCA and Local Authority Key Contacts
- Working Well Annual Reports
- Labour Market and Skills Review 2019/20
- Ask and Offer Documents from the 10 Greater Manchester Local Authorities (see separate document)

Working Well Governance

To ensure appropriate governance of the Working Well Work and Health Programme, the following Governance structure has been set out below. Each meeting is underpinned by the terms of reference.



The diagram above demonstrates the structure and interrelationships between meetings. Data generated by the provider, once validated, will be shared with the evaluation partner to produce a quarterly Performance report. This will be accompanied by a more in-depth learnings based evaluation report also on a quarterly basis to support continued improvement.

These reports will inform the Operational Board, the meetings will be held monthly between the GMCA Programme Office, the Prime provider’s Operational and Performance Manager/s and Director, JCP and the external evaluation partner. The meetings will inform the monthly Programme Office Project Team Meetings alongside the GM Local Leads meeting. The Local Delivery Meeting will act as a working/action group for the Local Leads meeting having a more refined focus on delivery.

The Programme Office will feed performance into the Operational Board whereby both GMCA Programme Office and JCP will work collaboratively with the provider to understand performance and encourage improvement where necessary. Should barriers and issues arise and not be resolved by the Operational Board they will be escalated to the Joint Governance Board as appropriate.

Joint Governance Board

Aims:

- provide a forum to share successes, good news stories, lessons learned, developments, evaluation of the programmes and key messages;
- identify strategic opportunities to add or align further resources to the programmes; and
- be a point for issue resolution (and escalation if required).

Operational Board

The Working Well Operational Board will consist of senior representation from Greater Manchester Combined Authority (GMCA), the Prime provider (and supply chain representatives as required) and the Greater Manchester District Job Centre Plus Partnership representatives. It will:

- be accountable for the effective collaboration and partnership and oversight of the programme;
- provide a forum to share successes, good news stories, lessons learned, developments, evaluation and key messages between Providers, Evaluation Partner, JCP and GMCA;
- be a forum within which preparatory work in co-ordinating and collating performance information in time for the JGB can take place.
- Support and ensure high quality service provision
- be a point for issue resolution (and escalation to the Joint Governance Board (JGB) if required);

Programme Office Team Meetings

Aim: To provide the Assistant Director of Employment and members of the Programme Office with an oversight of the programme. This will include:

- Review and Sign-off of Ops Board agendas and papers
- Sign off of JGB Agendas and Papers

Local Leads Meeting

Aim: The Local Leads meeting provides a forum whereby the ten Local Authority employment and skills leads can engage with the Programme Office and Job Centre Plus to discuss both local and national employment and skills policy and strategy, emerging opportunities and discuss the delivery of existing and forthcoming local programmes. The Local Leads meeting is intended to enable the consistent distribution of communications across GM Authorities and to provide a supportive and engaging environment whereby key stakeholders can shape, contribute to and take ownership for the Greater Manchester employment agenda. Integration is a core focus of this meeting.

Local Delivery Meeting

Aim: The aim of the meeting is to provide a forum within which the WW (as a round) programmes delivery, operations, performance and evaluations can be openly discussed amongst the providers, Local Authorities and the Programme Office. It aims to support shared learnings in relation to operations, delivery and integration in each area, supporting continuous improvement through shared learning.

Partnership Meetings

Aim: To provide a collaborative partnership environment for managing referrals across all WW programmes and Job Centres. The forum shall provide a birds eye view of referrals, starts and DNS's supporting an efficient and effective referral routeway between referral partners and providers.

Social Value Framework

Addressing inequality can be everyone's business. Now is the time to take action.

As we rebuild our economy and society in Greater Manchester following the crisis caused by Covid-19, we will look to use social value to tackle the inequalities around us and make the things that we do, good, fair and sustainable. We will encourage every organisation in Greater Manchester to carry out its primary activity, managing the resources that it controls and drawing in investment, in such a way that it encourages them to create lasting benefits for the people of GM, improve the local economy, whilst positively contributing (or at least minimising damage) to the environment.

Achieving positive change through social value should be part of all 'business', so we have broadened the scope of our ground-breaking 2014 GM Social Value Policy, to create a Framework that can be used across all sectors to guide actions and maximise impact for Greater Manchester and its citizens.

More information can be found on the GMCA website:

<https://www.greatermanchester-ca.gov.uk/what-we-do/economy/social-value-can-make-greater-manchester-a-better-place/>

GMCA Key Contacts

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Working Well Annual Reports

Copies of Working Well annual reports can be accessed via the [Working Well page](#) of the GMCA website.

Labour Market and Skills Review 2019/20

The Labour Market and Skills Review (LMSR) is a comprehensive collection of data on Greater Manchester's labour market and skills system. The dashboards cover the labour market, pay, skills demand, skills supply and recruitment.

Access the [LMSR](#) here.