

Working in partnership with Ingeus



An Ingeus Contract Manager visits a Groundwork Employment Advisor and their client

**The Ingeus Partner Network:
Delivering Performance
with Integrity**



About Ingeus

Ingeus has over 20 years' experience delivering employment programmes in the UK, Australia, France, Germany, Sweden, Switzerland and Korea.

We have helped over 85,000 disadvantaged people find sustainable employment through a combination of high-quality, personalised support and professional job-matching services.

As one of the largest welfare-to-work providers in the UK we deliver a wide range of programmes including Flexible New Deal, Pathways to Work, Jobcentre Plus Support Contracts and ESF-funded provision.

Across Europe, we deliver employment services alongside public employment bodies, unemployment insurance administrations, healthcare trusts and regional authorities.

Working in partnership with Ingeus

Successful partnerships form the foundation of all Ingeus employability programmes. We choose partners whose services add value to our own and who share our high standards.

Across the UK, we work with a diverse range of partners to deliver services to over 45,000 disadvantaged people every year. This includes a national Partner Network of over 60 organisations from the third, public and private sectors who support our delivery by providing end-to-end services, training and specialist services for particular client groups.

We regularly seek new partners to help us deliver in a particular area, engage hard-to-reach groups, support people to overcome specific barriers, deliver vocational training, provide expert advice and advocacy services and assist our clients to stay and progress in work.

In every area where we deliver services we work closely with Jobcentre Plus, local authorities, city strategies, primary care trusts, further education colleges and other providers to ensure our programmes are fully integrated with the local delivery landscape.

What our partners say...

Angela Tresise, Operations Manager, The Papworth Trust



"Papworth has built up a strong working relationship with Ingeus by acting as an end-to-end subcontractor on two large programmes in Northamptonshire. We work closely together, sharing ideas, working practices and job vacancies. Our staff regularly spend time in each other's offices, ensuring we provide a seamless service to clients on FND and JCPSC and give them the best possible training and support to help them get back into employment."

What our partners say...

Stephen Hamill, General Manager, CEiS Ayrshire

"Having worked in partnership with Ingeus for some time on FND, we have found them a valuable and supportive partner. From the outset an effective and successful relationship was established, with excellent communication from Ingeus management and staff who have proved to be professional and proficient in all our dealings with them."

Why partner with Ingeus?

Ingeus' reputation for integrity, dynamism and quality is built on our core principles:

- Recruiting the highest quality staff and partners
- Delivering from professional offices that create an expectation of achievement
- Having rigorous auditing and monitoring procedures
- Adopting an ethical approach to programme delivery
- Setting high standards of performance for ourselves and for our clients.

Our delivery partners are supported by our Contract Management and Partnership Development teams. Partners work closely with a dedicated Contract Manager who provides them with tailored levels of support and capacity-building opportunities. The support we provide includes:

- A range of bespoke training for any needs identified by the Contract Manager and delivery partner
- A joined-up approach to employer engagement
- Innovative IT solutions to enable partners to deliver for us within the DWP's security requirements
- Regular delivery partner forums to provide partners with opportunities to feed back on Ingeus' performance and share best practice
- Opportunities to share knowledge and best practice through buddying and work shadowing arrangements.

Our commitment to effective partnership working is underpinned by Ingeus' Partner Pledge, which outlines the minimum service standards we adhere to when working with partners.

Ingeus' Partner Pledge

We will always:

- Act with integrity at every stage of our relationship with you
- Offer fair and reasonable terms, with an appropriate balance of risk and reward
- Provide tailored support to enable you to maximise your performance
- Welcome feedback on our performance and the support we provide
- Provide regular opportunities to share best practice with Ingeus and other members of the Partner Network
- Deliver capacity-building support to help you improve and grow.

What we look for in partners

We look for partners who can make a significant difference in supporting our clients to achieve their goals. We work with a variety of organisations, including: **end-to-end delivery partners** who deliver an entire service across a particular geographical area; **specialist providers** who deliver a service for a particular client group; and **skills providers** who offer vocational training and accredited courses.

The types of services we seek to purchase from our partners include:

- End-to-end delivery across a particular geographical area
- Employability support for specific groups such as BAMEs, those with disabilities, lone parents, over-50s and 18-24 year-olds
- Learning and skills development, including vocational training
- Self-employment support
- Work experience and voluntary placements
- Specialist support for personal and behavioural issues
- Advice and support on issues such as housing, debt and addiction
- Employer routeways
- New and innovative methods of working with disadvantaged groups
- In-work support

Are you interested in partnering with Ingeus?

Our partnership opportunities are featured on the 'Current partnership opportunities' page of our website at www.ingeus.co.uk/partners

We have a structured process to ensure we source diverse, high-performing and a locally responsive Partner Network for each region in which we work.

Expressions of Interest

We have designed our Expression of Interest process in line with Code of Conduct principles and to reflect the requirements of the DWP's Framework Agreements. There are regular opportunities to join our Partner Network, as preferred suppliers; please check our website for the latest dates. We assess all initial Expressions of Interest using a set of fixed criteria, which includes:

- Track record of performance with disadvantaged groups
- Commitment to providing high-quality services
- Geographical coverage and existing infrastructure
- Ability to add value and innovation

Potential delivery partners interested in supporting our delivery are asked to complete an Expression of Interest Form (available through our website) and return it by the required deadline.

Follow-up competitions

If you are selected to join the Partner Network, you will be informed of all the upcoming opportunities we are tendering for. We will run 'mini-competitions' asking for details of your delivery proposal for a particular contract. If we are not able to source suitable partners from our preferred supplier list, we may open up the competition to other potential partners.

Face-to-face meetings

If successful at the previous stage, we will arrange a meeting and, if appropriate, a visit to one of your delivery sites to discuss how we would work in partnership to deliver a particular contract. We will discuss the information outlined in your Expression of Interest Form and delivery proposal in more detail and clarify how your services could align with our delivery model.

Partnership Agreement Template

We will then discuss delivery and funding arrangements with you and seek to confirm a partnership agreement. We may ask partners at this stage for further information on your policies and procedures, skills and experience. All confirmed partners will be issued with a formal agreement outlining the terms and conditions of the partnership, agreed performance expectations, prices and indicative client volumes.

Feedback

We are committed to offering detailed feedback to partners who are not successful, within agreed timeframes.

What our partners say...

Colin Zetie, Head of Employment and Training, Groundwork London



"We have a strong partnership with Ingeus that is based on trust, integrity and the delivery of quality services. Their designated Contract Manager provides our staff with regular support on the day-to-day running of our New Deal, ESF and LDA contracts."

Ingeus' employment programmes

	London	Birmingham and Solihull	Nottinghamshire	Leicestershire	Northamptonshire	Edinburgh, Lothian and Borders	Lanarkshire, East Dunbartonshire, Ayrshire, Dumfries and Galloway	Dorset
Flexible New Deal			●	●	●	●	●	
Pathways to Work	●	●	●			●		
Employment Zone	●							
New Deal	●							
Jobcentre Plus Support Contracts		●	●	●	●			
ESF 1 Hardest to Help	●							
ESF 2	●							
London Development Agency Employability and Outreach	●							
Community Task Force		●						
Tower Hamlets PCT Community Employment Programme	●							
New Deal for Disabled People								●
Fit for Work		●	●					
Be Well (Working Neighbourhood Fund)		●						
Working for Wellness	●							

Contact details

Email us: newbusiness@ingeus.co.uk

Go online: www.ingeus.co.uk/partners

