



This project is part funded by the EU Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.

Working English North Project Tender

Mentoring Services in central Greater Manchester (Manchester & Salford) – February 2019

Introduction

Refugee Action has 37 years' experience providing specialist advice and support to refugees and people seeking asylum. Our beneficiaries are some of the most vulnerable people in the country having fled torture, persecution and war; since 2001 we have supported over 70,000 refugees and people seeking asylum. Embedded in the refugee sector, we collaborate with colleagues to deliver and scale innovative practice that addresses the causes of poverty and injustice experienced by our beneficiaries and empower them to rebuild their lives. Under our 2016-19 strategy we are helping people seeking asylum to live free from poverty, to access justice and rebuild their lives. We are also enabling organisations supporting vulnerable people from refugee and migrant backgrounds to strengthen their service capability and maximise our collective impact. We are also researching and identifying the systemic barriers that create obstacles to successful integration and developing policy initiatives to effect positive change.

Working English North

Working English North is funded by Asylum Migration and Integration Fund (AMIF) and the Rayne Foundation and was set up to tackle the barriers to employment experienced by refugees in two significant population centres in the north of England: Greater Manchester and Bradford. The project aims to increase the integration of people from refugee backgrounds by addressing their pre-employment barriers, by supporting them to improve their working English, navigate the job market, take positive action towards their employment goals, whilst also addressing systemic barriers to employment. In particular, the project aims to demonstrate the critical importance of 'pre-employment' support in helping refugees furthest from the job market to move towards job readiness and mainstream employment programmes. The project also intends to leave a legacy of evidence-based policy frameworks to address the critical gaps in ESOL provision and the impact of benefits issues on refugee employment.



More specifically, the aims of the project are to:

- Offer activities in the integration of refugees at a national, local and regional level that will enable people from refugee backgrounds to achieve:
- Increased readiness to engage with the job market.
- Improve their employability by taking positive action e.g. secure volunteer or job placement, access vocational training, or statutory ESOL courses.
- Secure income support to enable them to focus on their employability pathway.

It also aims to develop local, regional and national policy frameworks/measures/tools for the integration of refugees that will address systemic barriers to employment for people from refugee backgrounds by providing:

- Evidence-based policy frameworks that provide solutions to the gaps in ESOL and 'English for work' provision to improve refugee integration outcomes;
- Evidence-based policy frameworks that resolve the current challenges caused by the benefits system to improve refugees' integration journeys;
- Innovative tools for enabling people from refugee backgrounds to increase employability through group work and mentoring, including a toolkit for other providers to use.

People from refugee backgrounds experience many barriers to becoming 'job ready' after they settle in the UK either through resettlement programmes or having being granted refugee status after an asylum application. This sometimes leads to unrealistic expectations of job outcomes in relatively narrow timeframes. It is our experience that people need targeted support to successfully transition from the refugee resettlement or the receipt of leave to remain phase of their lives. They need support to be able to engage effectively with mainstream employment programmes and achieve some of the most fundamental job outcomes, such as attending an interview or securing work.

Our Working English North approach supports people from refugee backgrounds to understand the 'culture' of the UK job market, building their ability to progress in what may seem an intimidating area. We do this by increasing their confidence in using 'English language for the work place', increase awareness of skills and work experience and how they relate to the job market, and supports people for the first time to identify short and longer term employment goals and move towards them. 'Working English' also provides expert support to address other life crises that prevent refugees from focusing on their employment journey, such as problems with benefits and housing tenancy issues, etc.



Working English North does this through three interlinked activities:

1. The Working English group employability course;
2. The Working English employment mentoring service;
3. And a crisis casework service that addresses the life crises that prevent refugees from focussing on their journey to work.

In addition to direct support for refugees, the project also aims to:

1. Develop evidence-based frameworks around gaps in English language provision and in particular how this provision can enhance refugees' journeys towards employment, building on our current campaign 'Let Refugees' Learn'.
2. Develop an evidence base of how challenges with Universal Credit and other benefits impact on refugees' ability to engage with their journey towards employment;
3. Test and evidence good practice in employment group work and employment mentoring to support refugee integration. This will include creating resources, materials, guidance and a toolkit that can be used by other providers who are interested in delivering 'pre-employment' support to refugees.

Mentoring Services in central Greater Manchester (Manchester and Salford) - Purpose and Outcomes

Working English North addresses a critical unmet need for refugees in the early stages of their integration journey. We aim to increase the integration of people from refugee backgrounds in Greater Manchester by addressing their pre-employment barriers, by supporting them to improve their working English, navigate the job market, and take positive action towards their employment goals.

Participants will be offered an opportunity to be matched with a volunteer mentor who they will meet for a few hours a month over a period of around 3 – 9 months depending on need and the agreement reached by both parties.

- Possible areas of support may include:
- Support to complete a CV
- Support to navigate online job searches
- Support to compile application forms
- Support to navigate digital application systems
- Carrying out mock interviews
- Offering insight to the UK workplace culture
- Support on areas of English language proficiency



Key deliverables

The successful provider will provide the following deliverables through their mentoring service in Salford.

1. Mentoring matches. Across the life of the project 45 refugees will receive mentoring support. In year one, during quarters 3 and 4, 10 refugees in Salford will be matched with a mentor in each quarter, 20 in total. In year two 2, 25 refugees will be matched with mentors.
2. Mentor engagement. The provider will recruit, train and support mentors, and respond to emerging issues arising from their relationship with their client.

Reporting and monitoring

The provider will report to the Asylum Services Manager North West, Mary Keane. They will ensure that the provider has access to all necessary documents, beneficiaries and external partners as necessary. The provider will:

- Provide monthly reports to Refugee Action on the number of mentoring matches;
- Provide monthly reports on outcomes achieved through the mentoring matches;
- Use the Working English North Project Outcome Tool to measure progression towards employability impact achieved through the mentoring relationship. Refugee Action will provide training to ensure that this is completed correctly and consistently;
- Complete the AMIF baseline data for each client engaged, a template spreadsheet and guidance will be provided.
- Keep project records to provide evidence of work done on the project (copy of client identification document (e.g. BRP), individual learning plan or similar for each beneficiary, record of work done by mentors linked to a specific beneficiary, record of mentors including DBS tick and training attended).

Information Sharing and GDPR

The provider will agree to the terms set out in the AMIF Data Sharing Agreement and with the details in the Special Category Data GDPR document which will be provided.

The Provider will seek specific consent about personal client information for every client engaged in the project, using the consent form created by Refugee Action for the Working English North project or a similar form that complies to AMIF requirements.



Branding

The Provider will use the EU logo and refer to the AMIF funding in any information and publicity of this project.

Central Greater Manchester Mentoring Service Criteria

The successful candidate/s will have:

- A proven track record of delivering effective mentoring interventions for refugees for vulnerable people;
- A detailed understanding of the barriers to integration experienced by refugees in the UK, especially around employment;
- Excellent networks with relevant services and networks in Salford sufficient to recruit, match and sustainably support refugees and their mentors;
- Awareness of approaches to service user empowerment;
- Experience of working with beneficiaries, many of whom are vulnerable adults with limited English language capability;
- Able to meet all timeframe requirements listed above in the 'Key deliverables' section.

Budget

The budget for the Salford Mentoring Service is £7,660 in year one, and £15,319 in year two. This will be paid quarterly on receipt of an invoice from the Provider once evidence is provided to demonstrate that all the contract requirements have been met.

Please include a budget breakdown with your proposal linked to the deliverables and your mentoring delivery methodology.

Timeframes

Applicants should indicate their ability to have a contract in place by 1st April 2019 and for the service to be fully operational by 1st May 2019. The ability to begin the service earlier than 1st May 2019 will be an advantage and looked upon favourably in the assessment process.



Application process

Applications will be assessed by an internal commissioning panel. The key dates are below. Please submit a written proposal in a word or pdf format no longer than three sides of A4 to Mary Keane MaryK@refugee-action.org.uk detailing:

- Your experience
- Approach to the delivering the service
- Detailed delivery plan, including confirmation that key deliverable dates can be met;
- Key risks;
- Budget;
- Two referees.

The deadline for submission of proposals is 15th March 2019

The successful applicant will be notified by 22nd March 2019

If you have any questions or wish to seek clarification on any of the above, please contact Mary Keane MaryK@refugee-action.org.uk