



Department
for Work &
Pensions

Peer Mentoring for Individuals with a Substance Dependency

Call-Off Specification v1.0

1 November 2022

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Section 1: Overview

The definitions and rules of interpretation set out in the Annex to the Core Terms and in Annex E of this Call-Off Specification apply in this Call-Off Specification.

Introduction

- 1.1 Individuals with a Substance Dependency often have the most complex needs. Without specialist intervention, many are unable to overcome barriers to recovery and employment.
- 1.2 Dame Carol Black's independent review into the impact of employment outcomes on drug and alcohol addiction (2016) highlighted that, alongside treatment, meaningful activity such as employment makes an important contribution to sustaining recovery from a Substance Dependency.
- 1.3 However, it can be difficult for Jobcentre Plus to support individuals with an addiction. Individuals are often unwilling to disclose their dependency to Work Coaches due to denial, shame or fear that they may be sanctioned in some way.
- 1.4 Other individuals with a dependency may not be engaged with the Secretary of State for Work and Pensions (**Buyer**) at all. As a result, individuals are not able to receive the help and support they need to overcome their addiction and move towards or in to work.
- 1.5 **Peer Mentoring** – which means a Peer Mentor using lived experience to support and inspire a Mentee – can help address these issues. Peer Mentors will have a greater understanding of an individual's needs and are more likely to help them positively engage with treatment and employment opportunities and take other steps towards the labour market.
- 1.6 The success of this type of intervention is well evidenced and is already strongly utilised in drug and alcohol treatment services.
- 1.7 The Prime Minister's Crime and Justice Task Force requires Government departments to contribute to reducing harms from the misuse of drugs. The Task Force has formed a new Joint Combatting Drugs Unit responsible for developing a cross-cutting Drugs Strategy to achieve this ambition; the Strategy was published on 6 December 2021.
- 1.8 The Buyer wishes to procure expertise to deliver a voluntary Peer Mentoring Trial in specific locations within England, Scotland and Wales, targeting individuals with a drug or alcohol dependency. The success factors which the Buyer will use to determine the overall effectiveness of Peer Mentoring are attached at Annex A for Supplier information only. For the avoidance of doubt, these are not intended as factors against which the performance by the Supplier of its obligations will be measured.

The Call-Off Specification

- 1.9 This Call-Off Specification sets out the Buyer's requirements for the Services.
- 1.10 The Call-Off Specification comprises two (2) parts:

- Main requirements for delivery of the Services; and
- Annexes.

Customer Journey

- 1.11 Mentees will join the scheme following referrals from allocated Jobcentre Plus offices and third parties. The Peer Mentor will hold an initial meeting with the Individual to determine whether they are eligible for the scheme and encourage participation. Any Peer Mentoring attendance at a Jobcentre Plus office will be in Jobcentre Plus opening hours which are 09:00 to 17:00 Monday to Friday except national bank holidays.
- 1.12 Where the Individual is eligible and the Trial is appropriate to them, the Peer Mentor must deliver an initial Diagnostic Interview. This should ensure that all Mentees receive appropriate support and have a positive and meaningful experience on the Trial. The Diagnostic Interview should be followed by regular engagement through face-to-face or digital meetings, within the specified timescales.
- 1.13 A Diagnostic Interview will be held to identify Mentee aspirations, needs and barriers (see paragraphs 2.26 and 2.27). A Specific Measurable Achievable Realistic Timebound (**SMART**) Action Plan (see paragraphs 2.26 and 2.27) of how the Mentee will progress will be agreed with the Mentee and regularly updated.
- 1.14 Suppliers will be responsible for ensuring Peer Mentors' Diagnostic Interviews take place within appropriate timescales, are comprehensive and appropriate and that a SMART Action Plan is agreed with the Mentee and regularly updated. Suppliers are also responsible for overseeing Peer Mentors and ensuring they review, and document activities detailed in the SMART Action Plan.
- 1.15 Suppliers will be responsible for ensuring that the Peer Mentor will then deliver a regular programme of one-to-one support for the Mentee carried out face-to-face, with a minimum of eight (8) one (1) hour sessions. The first four (4) of these sessions should be carried out within six (6) weeks of the Mentee starting the provision.
- 1.16 At the end of the provision, Suppliers will be responsible for ensuring that the final meeting includes a review of the SMART Action Plan with the Mentee, and discussion of the Mentees next steps. If the Mentee is a Jobcentre Plus customer, the Peer Mentor must inform the allocated Jobcentre Plus Single Point of Contact (**SPOC**) for this Call-Off Contract that the provision has ended and encourage the Mentee to share their SMART Action Plan with their Work Coach.
- 1.17 Further details of the customer journey can be found at Annex B to this Call-Off Specification.

Contract Package Areas

- 1.18 This Peer Mentoring Trial will be delivered in nine (9) Contract Package Areas (**CPAs**) in England, Scotland and Wales. Details of the CPAs are included in Annex C.
- 1.19 The CPA(s) that are relevant to a given Call-Off Contract will be set out in the Order Form for that Call-Off Contract.

Expected Peer Mentor Numbers and Locations

- 1.20 Annex C to this Call-Off Specification details (a) the minimum Full Time Equivalent (**FTE**) Peer Mentors required for each CPA and (b) their designated Jobcentre Plus office(s) at the Call-Off Start Date.
- 1.21 Subject to take up of the Trial, the Buyer may seek to alter the allocated location of some or all of the FTE Peer Mentors within a specified District, as defined at Annex C (for example, moving one (1) FTE from Gosport Jobcentre Plus to Fareham Jobcentre Plus in the South East District) in accordance with clause 34 of the Core Terms. For the avoidance of doubt, the Buyer will not seek to alter the location of any Peer Mentors between the specified Districts.
- 1.22 Subject to funding, the Buyer may seek to increase the FTE of Peer Mentors within the specified Districts defined at Annex C during the Contract Period in accordance with clause 35 of the Core Terms. The maximum number of FTEs at any given time during the Contract Period, by CPA is specified at Annex C.

Evaluation

- 1.23 The Trial will be accompanied by an Evaluation which will be conducted by the Buyer or it's contracted representative on behalf of the Buyer.
- 1.24 The Buyer will conduct an Evaluation to determine the extent to which the success factors detailed in Annex A are achieved. The Evaluation will also seek to identify any delivery or implementation issues as well as track progress achieved by Mentees during their time on the Trial. The Evaluation will take a mixed-methods approach. The Buyer anticipates this will consist of three (3) strands; a Mentee Tracker, Pre-Post Participant Surveys and qualitative interviews and focus groups. This will involve work with:
- Peer Mentors;
 - Suppliers;
 - Jobcentre Plus staff; and
 - Mentees.
- 1.25 The Supplier will be responsible for ensuring Peer Mentors collect the information detailed in Section 3 which will enable data analysis for Evaluation and research purposes to be undertaken.
- 1.26 It is anticipated that Pre-Post Participant Surveys will be required on three (3) occasions, as follows:
- When a Mentee starts on the provision (Baseline Survey).
 - Six (6) months from the date of the Baseline Survey.
 - Twelve (12) months from the date of the Baseline Survey.
- 1.27 Suppliers will be responsible for ensuring that Peer Mentors complete a Baseline Survey with each Mentee during their initial meeting and updating the Buyer's

analysts of any change in contact details for third party referral Mentees not known to Jobcentre Plus. For the avoidance of doubt, the Buyer or their contracted analysts will be responsible for completing the remaining Pre-Post Participant Surveys..

- 1.28 Peer Mentors will also be required to take part in at least two (2), one (1) hour interviews alongside flexible focus groups every two (2) to three (3) months, which will be used as a live feedback loop and provide an opportunity for Peer Mentors to share learning with one another. Representatives of the Supplier, other than the Peer Mentors, will also be expected to complete at least one (1), one (1) hour interview. These interviews and focus groups will collect feedback on their experiences and challenges of partaking in the Trial. Interviews will be conducted online unless all participants in the interview agree otherwise.
- 1.29 The Buyer will also take a sample of anonymised SMART Action Plans to share with the Buyer's contracted analysts during the Trial.
- 1.30 The Buyer anticipates that there may be some challenges in obtaining all the data needed to support a robust Evaluation (for example, there may be challenges with tracking participants throughout the support as some Mentees may not be Department for Work and Pensions (**DWP**) customers and will therefore not be visible in the Buyer's MI). We therefore expect Suppliers to work closely with the Buyer and/or the Buyer's contracted analysts to identify viable data collection points and processes and so support the Evaluation.

Section 2: Service Requirement

Eligibility

- 2.1 Individuals will be eligible for the Peer Mentoring Trial if they:
 - Have a Substance Dependency that is a barrier to the individual obtaining sustained employment; and
 - Are eighteen (18) years of age or older and live in a CPA.
- 2.2 And are either:
 - Claiming benefits, including Universal Credit (all regimes), Jobseekers Allowance, Income-related Employment and Support Allowance, Working Tax Credit, Income Support; or
 - Are not in receipt of benefits but are unemployed.

Eligibility Check

- 2.3 The Supplier must reasonably satisfy themselves of an individual's eligibility for the Trial for all Jobcentre Plus and third-party organisation Referrals, in particular that the individual is unemployed. This process will involve the initial screening meeting between the Peer Mentor and the individual, which the Buyer expects to include speaking with the individual and asking appropriate questions about the

circumstances. The Buyer will not itself confirm eligibility, as the Buyer expects Mentees to include people who are not customers of the Buyer.

Mentee Identification and Referral Process

- 2.4 Referrals will come from Jobcentre Plus or from third parties. Suppliers should work with third parties, such as treatment centres, and Work Coaches to encourage referrals.
- 2.5 Individuals may have a Substance Dependency yet are unwilling to disclose this to Jobcentre Plus. Peer Mentors should support with identification and disclosure to Jobcentre Plus by holding an initial meeting with the Individual to explain the Peer Mentoring offer, assess their needs, and where eligible, encourage disclosure.
- 2.6 In the case of referrals from Jobcentre Plus, Work Coaches will identify potential Mentees and provide the Peer Mentor with an Individual's name and contact details. The Peer Mentor should then arrange an initial meeting with the Individual at the nominated Jobcentre Plus premises (as defined within Annex B – Jobcentre Plus Referral) prior to formally starting the Trial, using the agreed process that is accessible to Jobcentre Plus. This meeting should be used to establish rapport, encourage participation and obtain reasonable assurance regarding the Individual's Trial eligibility. The Peer Mentor should then update the Work Coach with the referral result and collect the Individual's National Insurance number (NINO) if they agree to start the programme – method to be agreed locally with the allocated Jobcentre Plus offices. Should a Mentee move to a different CPA area and wishes to continue on the Trial, Jobcentre Plus will facilitate that and the initial meeting should focus on the SMART Action Plan already in place.
- 2.7 If the Peer Mentor deems an individual eligible for the Trial, the individual can formally start the provision. The Peer Mentor should agree a time and date to meet with the Mentee off Jobcentre Plus premises. This should be confirmed via the most appropriate method, as agreed with the Mentee. As the provision proceeds the Peer Mentor should keep in contact with the allocated Jobcentre Plus SPOC to inform them when the Mentee completes the provision or leaves the provision early.
- 2.8 Third party organisations may identify and refer eligible individuals they deem suitable for the Trial. The Supplier should work to encourage appropriate referrals. The third party organisation should contact the Peer Mentor and provide the individual's name and contact details provided they are legally permitted to do so and have obtained the permission of the Individual where necessary. The Peer Mentor should then arrange an initial meeting from the Supplier's service delivery location, covering the same aspects as detailed in paragraph 2.5.
- 2.9 The Peer Mentor should also check that the Individual meets the eligibility criteria. The Peer Mentor should inform the third-party organisation of the referral result. If the Individual is a customer of the Buyer, the Peer Mentor should contact their local Jobcentre Plus SPOC for the Trial to inform them that the Individual is participating in the Trial. If the Individual is not a customer of the Buyer, the Peer Mentor should encourage the Individual to claim the right financial support and engage with their local Jobcentre Plus where appropriate.
- 2.10 Further detail of the customer journey is included in Annex B to the Call-Off Specification.

The Peer Mentor Delivery Model

- 2.11 Peer Mentors will be allocated to specific Jobcentre Plus offices across England, Scotland and Wales. Each Peer Mentor (one (1) FTE) is expected to have a regular presence in their dedicated Jobcentre Plus office(s) (outlined in Annex C), delivering support to a minimum of thirty (30) Mentees across any twelve (12) month period.
- 2.12 Peer Mentors will use their lived experience of addiction and recovery to inspire, motivate and support Mentees to manage their dependency, access appropriate support (including treatment, Universal Credit and housing services) and move towards employment.
- 2.13 Peer Mentors will help Mentees navigate relevant services to ensure they are engaged with organisations and can access the necessary support to establish stability, whether this is of an emotional, financial, or housing nature. This includes signposting, referring or assisting Mentees to book and attend sessions or appointments. Where appropriate, they will also support Mentees to take forward work-related activity, such as training, volunteering, education, Buyer employment programmes or employment itself.
- 2.14 Individuals may have a Substance Dependency but be unwilling to disclose this to the referring party. Where the Buyer or a third party suspect an Individual may be dependent on drugs or alcohol, and this is a barrier to employment, they may make a referral. Peer Mentors will then support with identification and disclosure by holding an initial meeting with the Individual to assess their needs, and where eligible, encourage disclosure to the Peer Mentor.
- 2.15 Peer Mentors must have knowledge of local organisations and experience in engaging with services that support Individuals with complex needs or substance misuse issues, including treatment providers. This will enable Peer Mentors to receive Referrals from third party organisations, and support Mentees to access their services where appropriate.
- 2.16 Peer Mentors must build strong relationships with their allocated Jobcentre Plus office(s) and use some of their time to upskill frontline Jobcentre Plus staff on identifying and working with Individuals with suspected or declared Substance Dependency. In turn, Jobcentre Plus staff will upskill Peer Mentors on Jobcentre Plus standard support offer for Individuals with complex needs.
- 2.17 Suppliers must provide Peer Mentors with training and ongoing support in delivering the provision. This should include providing Peer Mentors with the skills and knowledge required as to how to encourage disclosure and how to work with individuals who are revealing traumatic experiences.
- 2.18 At the last meeting between the Peer Mentor and the Mentee the Peer Mentor should review the SMART Action Plan with the Mentee, and work with the individual to think through what their next steps will be.
- 2.19 Where the Mentee is a customer of the Buyer at the end of the provision, the Peer Mentor should tell the Jobcentre Plus SPOC that provision has ended and report to the Buyer within the monthly Performance Management Information (PMI). The

Peer Mentor should encourage the Mentee to share the final Action Plan with their Work Coach.

Length of Support

- 2.20 Peer Mentors should exercise some discretion when determining how long to support an individual. However, the Buyer anticipates that a Mentor should hold a minimum of eight (8) one (1) hour face-to-face meetings. The first four (4) of these sessions should be held within thirty (30) Working Days of the Mentee starting the Trial. A maximum of twenty percent (20%) of engagement may take place digitally by agreement between the Peer Mentor and Mentee.

Initial Engagement

- 2.21 As outlined in paragraphs 2.5 and 2.7, when an Individual is referred to the Trial by Jobcentre Plus or a third-party organisation, a Peer Mentor should hold an initial meeting with that Individual to outline the parameters of the Trial, build rapport and confirm eligibility. If a Peer Mentor deems an Individual as eligible, they can then formally start the provision.
- 2.22 Peer Mentors must have a regular presence in their dedicated Jobcentre Plus offices to support with Mentee recruitment, hold initial meetings with Individuals referred from Jobcentre Plus and upskill Jobcentre Plus staff on working with Individuals with a Substance Dependency. As a minimum, Peer Mentors should visit their Jobcentre Plus offices once a week.
- 2.23 Suppliers must also establish a process to receive and accept Referrals from Jobcentre Plus and third party organisations, and book initial meetings between Individuals and Peer Mentors prior to formally starting the Trial. This should be developed in discussion with, and approved by, the Buyer. The process could be (but is not limited to):
- An online tool;
 - A clerical booking sheet;
 - Telephone Help Desk
- 2.24 Unless the Peer Mentor has good reason to think that a referral is not appropriate, they should arrange a time and date to meet with the Individual for the initial meeting and confirm this via the most appropriate method as agreed with the Individual. If a referral is from a Jobcentre Plus Work Coach, this initial meeting should take place on Jobcentre Plus premises where possible. If the referral is from a third party, this meeting should take place on the Supplier's chosen premises. The Peer Mentor should then inform the referring party of the referral result – method to be agreed locally. All processes for referrals, booking meetings and communicating with Jobcentre Plus and third parties must be in line with the Buyer's data protection standards.

Supplier Roles and Responsibilities

2.25 The Supplier must:

- Provide the Buyer, for its approval, with a full and detailed Implementation Plan for the establishment of the Trial in the relevant CPA(s), within ten (10) days of the Call-Off Start Date
- Promptly (and in any event within five (5) days of a request by the Buyer) amend the draft Implementation Plan to take into account the reasonable requests of the Buyer, until the Buyer has approved it as the Implementation Plan.
- Implement the Implementation Plan which has been approved by the Buyer and establish the Trial in the relevant CPA(s) within a maximum of twelve (12) weeks of the Call-Off Start Date.
- Demonstrate a track record of engaging with drug and alcohol dependents and treatment services.
- Recruit Peer Mentors with lived experience of drug or alcohol dependency.
- Suitably train Peer Mentors in supporting Mentees with complex needs. Suppliers must ensure that Peer Mentors are able to successfully distance themselves from Mentees issues whilst providing specialist advice and support.
- Implement appropriate structures and processes to manage, supervise and safeguard Peer Mentors and Mentees.
- Balance the need to support Mentees, irrespective of their gender, with ensuring Peer Mentors have the discretion not to work with an individual Mentee if that would make them feel uncomfortable or cause them harm.
- Ensure Peer Mentors have a strong working knowledge and relationships with a range of support organisations in their local community.
- Ensure any data relating to third party referral Mentees that withdraw consent is stored but not used in any way and is deleted if a right to erasure is requested by any of those Mentees.
- Deliver the Trial in locations that are accessible to Mentees and near their dedicated Jobcentre offices.
- Market the Trial to appropriate third-party organisations and support Jobcentre Plus to raise awareness of the Trial. Suppliers should produce basic marketing products (for example information leaflets and posters) for approval by the Buyer, that can be used by referring parties to encourage participation in the Trial.
- Update the Buyer's contracted analysts with any changes to contact details for third party referral Mentees not known to Jobcentre Plus whilst they are on provision;

- Deliver the Trial in a flexible manner under any face-to-face restrictions, for example any pandemic related restrictions.
- Share the draft SMART Action Plan template with the Buyer for approval before the end of the Implementation Period.
- Share a random sample of one (1) anonymised SMART Action Plans with the Buyer each quarter per one (1) FTE Peer Mentor.
- Ensure that the Trial is available in the Welsh language in CPA9 for those Mentees which request it.
- Reimburse any Mentee's travel costs incurred to attend the one (1) hour face-to-face meetings in line with the Buyer's policy. If the Mentee attends interviews arranged by the Supplier, for example to undertake work-related activities, job interviews or other related interviews, then the Supplier is also responsible for reimbursing those travel costs.
- Pay Peer Mentors for the work they will do under this Call-Off Contract. While the Buyer recognises that some Peer Mentors usually work as volunteers, as the Buyer is paying the Supplier for the provision of the Services, the Buyer expects the Supplier to pay Peer Mentors for their work.
- Work flexibly with the Buyer, providing expert input and advice as required; testing different approaches and adapting based on learning throughout the Trial.
- Report and provide to the Buyer timely, accurate and comprehensive Management Information (MI) as specified by the Buyer. This may include populating standardised data collection templates provided by the Buyer, administering surveys to Mentees at key milestones and, where necessary, making best endeavours to support the Buyer with other evaluation activities, including but not limited to participating in interviews.
- Report on spend against cost profile, recruitment numbers, mitigations if numbers of Mentees are lower-than-expected, results achieved, and any remedial plans needed.
- Produce and execute an Exit Plan in accordance with the Order Form.

Peer Mentor Roles and Responsibilities

2.26 Supplier must ensure that Peer Mentors:

- Work forty (40) hours a week with breaks, per one (1) FTE. Peer Mentors can work part-time if appropriate, but minimum FTE in each CPA must be met.
- Have lived experience of a Substance Dependency and are able to draw on that experience to support the Mentee.
- Are experienced in engaging and building relationships with local organisations that can support an individual recover from a Substance Dependency, including

charities, treatment services and are able to draw on support from the Supplier in doing this where appropriate.

- Attend their dedicated Jobcentre Plus office(s) a minimum of once a week to upskill and build relationships with Jobcentre Plus colleagues. Suppliers have the flexibility to determine how long the Peer Mentors spend at each Jobcentre Plus per week.
- Explain to the Mentee what data will be collected and shared with the Buyer during the Trial and for what purpose. If the Mentee is not a DWP customer, the Peer Mentor must obtain the Mentee's consent to process their personal information listed in paragraph 3.5 and arising from the Baseline Survey via an oral consent statement, which will be provided by the Buyer by the end of the Implementation Period. For the avoidance of doubt, any Mentee that withdraws consent shall continue on the Trial until all support detailed within the SMART Action Plan has been completed or they become a Dropout.
- Explain to the Mentee that the programme is voluntary and any decision not to participate in the Trial will not impact their benefits.
- Support with Mentee recruitment by engaging with third party organisations, having a regular presence in Jobcentre Plus offices and providing basic marketing materials to support with referrals.
- Conduct an initial meeting to build rapport with an Individual, outline the support available and confirm their eligibility. Where a referral is from a Work Coach this will be at a Jobcentre Plus office. If the referral is from a third party, this should be on the Supplier's chosen premises.
- Meet each allocated Mentee face to face in a Buyer approved off-site location for a minimum of eight (8) one-to-one sessions to discuss the SMART Action Plan. Peer Mentors can exercise some discretion where Mentees may benefit from a shorter period of support;
- Conduct a Diagnostic Interview and carry out a Baseline Survey with Mentees once they formally start the provision. This should take place during the first formal meeting with the Mentee following an initial discussion about the provision.
- Upskill Jobcentre Plus staff on identifying and working with Individuals with a Substance Dependency.
- Participate in the Peer Mentoring Evaluation as specified.
- Complete a review of the Mentee's SMART Action Plan and discuss the Mentee's next steps as specified at paragraph 1.16.

Peer Mentor Support

2.27 Supplier must ensure that Peer Mentor Support includes as a minimum:

- A full Diagnostic Interview with the Mentee to identify all barriers and needs, including those relating to drug and alcohol problems and the consequential impacts of lifestyle choices.
- The production and agreement of a tailored SMART Action Plan for each Mentee. This plan should be progressed throughout the duration of the support.
- A regular programme of one-to-one support for the Mentee carried out face-to-face, with a minimum of eight (8) one (1) hour sessions. The first four (4) sessions should be held within thirty (30) Working days of the Mentee starting the Trial.
- Acting as an advocate for recovery, including:
 - encouraging Mentees to disclose their dependency to Jobcentre Plus if they are yet to do so.
 - inspiring Mentees to manage their dependency and become substance free.
 - building the Mentees' confidence and motivation to engage with support services and employment opportunities.
- Providing tailored support, including but not limited to:
 - Making Mentees aware of treatment options and referring where appropriate.
 - Supporting Mentees to navigate various services, such as treatment, housing, NHS, Universal Credit, to ensure they are receiving the appropriate support.
 - Supporting Mentees to identify and take up work related activities, such as employment, training, education, volunteering or the Buyer's employment programmes.
 - Helping Mentees with completion of application forms and interviews where this support is not available through Jobcentre Plus.
- Manage the transition of a Mentee off the provision when support from this provision ceases.
- Issue the Baseline Survey to the Mentee and then return results for Evaluation.

2.28 Where a Mentee takes part in another of the Buyer's contracted employment programmes, the Peer Mentor should not duplicate employment support. Rather, they should focus on supporting access to wider services that are vital for recovery and mitigating any risks to relapses. If an individual wishes to participate in the Trial but is not a DWP customer, the Peer Mentor should obtain their verbal consent by reading an oral statement during the initial meeting. This oral statement will be provided by the Buyer by the end of the Implementation Period and will outline what personal information will be processed and shared with the Buyer to monitor the performance of contracts and evaluate the success of the programme. This information includes data listed in paragraph 3.5 below and the responses to the Mentee's Baseline Survey. The Peer Mentor should be clear that, if any individual becomes a DWP customer whilst on the programme, their data protection rights will

not be impacted but will be processed in line with DWP's official core function especially around employment and training, which will come under article 6(1)(e) of GDPR.

Key Deliverables and Milestones

2.29 The key deliverables and milestones for the Call-Off Contract are as follows:

| | Activity | Product | Delivery by |
|----|--|--|---|
| 1. | Virtual Start Up meeting with the Buyer to walk through the Draft Implementation Plan. | Meeting Output Note and Action Point Log | Five (5) Working Days after the Call-Off Start Date |
| 2. | Share final Implementation Plan with the Buyer. Suppliers may agree drafts before this for discussion with the Buyer. | Sign off Implementation Plan | Ten (10) Working Days after the Call-Off Start Date |
| 3. | <p>Implementation Period to establish the Trial in each location.</p> <p>In this Implementation Period the Supplier must ensure as a minimum:</p> <ul style="list-style-type: none"> • Completion of SMART Action Plan template for approval by the Buyer; • Completion of the specified marketing material for approval by the Buyer; • Recruitment of Peer Mentors where needed and delivery of training to all Peer Mentors; • Establishment of ways of working with Jobcentre Plus, including putting in place Referral process, arrangements for upskilling Work Coaches and days of attendance for each Peer Mentor; and • Awareness of the Trial is raised - both within Jobcentre Plus and with external organisations, including maintaining/forming strong links with services in the local area. | Evidenced in monthly meeting and process against the Implementation Plan | Maximum of twelve (12) weeks from the Call-Off Start Date |
| 4. | Peer Mentor support starts | Evidenced in monthly meeting and PMI provided to the Buyer | Maximum of twelve (12) weeks from the Call-Off Start Date |
| 5. | Completion of Baseline Survey (initial meeting) | Survey results provided to the Buyer | |
| 6. | Last Start Date | Evidenced in monthly meeting | 10 January 2025 |

| | Activity | Product | Delivery by |
|----|--------------------------|-------------------------------|--------------|
| | | and PMI provided to the Buyer | |
| 7. | Peer Mentor support ends | Exit Plan | 7 March 2025 |

- 2.30 The Supplier must deliver all the specified requirements in line with the specified milestone timescales and submit all invoices for payment by 31 March 2025.
- 2.31 The Buyer will provide an Intellectual Property Rights (**IPR**) Activity Log template to the Supplier within five (5) Working Days of the Call-Off Start Date. The Buyer will also provide a PMI template and a Mentee Tracker template before the end of the Implementation Period which must be used when updating the Buyer. Analysis of the Mentee Tracker data will be undertaken by the Buyer's analysts. For the avoidance of doubt any IPR created during the Contract Period of the Call-Off Contract shall be owned solely by the Buyer.

Section 3: Performance Management

Performance Delivery and Expectations

- 3.1 At the start of the Implementation Period, the Buyer will hold a start-up meeting with the Supplier. The Buyer will then hold weekly meetings during the Implementation Period. After this, the Buyer will hold monthly check points with the Supplier to ensure the Supplier is meeting the requirements set out in the Call-Off Contract and to monitor the Supplier's performance and compliance to contractual obligations. To inform these check points, the Supplier must send the Buyer monthly MI outlined below.
- 3.2 The Supplier must raise any risks and issues that could affect its performance of its obligations under the Call-Off Contract with the Buyer in a timely manner.

Service Levels

- 3.3 The Supplier will be required to meet the Service Levels which are outlined below, and which will be included in the Order Form for the Call-Off Contract. If these Service Levels are not met, the Supplier must submit a Performance Improvement Plan to the Buyer, detailing how performance will be improved. If the Supplier fails to take the actions required in the Performance Improvement Plan and poor performance continues such that there is a Critical Service Failure, the Buyer may have the right to terminate the Call-Off Contract. Table A below sets out the Service Failures and whether they are considered to be Critical Service Failures for the Call-Off Contract.

Table A

| Category | Respective Performance Requirement Description including remediation period | Is this a Critical Service Failure where the Supplier fails to achieve this? (Y/N) |
|----------------------|---|--|
| PMI | Supplier to provide one hundred (100%) of the specified MI (including nil returns), as specified in paragraphs 3.4, 3.8 – 3.9 of the Call-Off Specification, on the correct template by the fifth Working Day of each calendar month, in respect of the preceding calendar month. | Y |
| Mentee Tracker | Supplier to provide one hundred percent (100%) of the specified MI (including nil returns), as specified in paragraphs 3.4 to 3.7 of the Call-Off Specification, on the correct template by the fifth Working Day of each calendar month, in respect of the preceding calendar month. | N |
| Initial meeting | Peer Mentor to conduct initial meeting to decide on eligibility and encourage Mentee to take part within a maximum of ten (10) Working Days of referral. | N |
| Diagnostic Interview | Where initial meeting results in the Mentee taking part in the Trial, the Peer Mentor shall conduct a Diagnostic Interview within a maximum of ten (10) Working Days of initial meeting. | N |
| SMART Action Plan | Peer Mentor to create and agree with the Mentee an individualised SMART Action Plan within a maximum of ten (10) Working Days of the Diagnostic Interview taking place. This must be evidenced by electronic or wet confirmation from the Mentee, or other means by agreement with the Buyer. | N |
| Interventions | Hold a minimum of eight (8) Interventions between the Peer Mentor and the Mentee, with the first four (4) sessions taking place within 30 (thirty) Working Days of the Mentee starting the provision. | N |
| Baseline Survey | Peer Mentor to administer the Baseline Survey during the first session with the Mentee. | N |

| Category | Respective Performance Requirement Description including remediation period | Is this a Critical Service Failure where the Supplier fails to achieve this? (Y/N) |
|----------|--|--|
| FTE | Supplier to maintain the specified FTE of Peer Mentors throughout the Contract Period. | N |

Supplier Management Information

- 3.4 The Supplier will be required to provide monthly Performance Management Information (**PMI**) to the Buyer and monthly Mentee Trackers to the Buyer's contracted analysts throughout the Contract Period on the fifth Working Day of each calendar month, in respect of the preceding calendar month. All PMI submitted by the Supplier to the Buyer will be via the Buyer's Jaggaer eProcurement system. All Mentee Trackers submitted to the Buyer's external analysts must be via a secure electronic method such as an email with a password encrypted tracker.
- 3.5 The monthly Mentee Tracker must be completed for each Mentee by the Peer Mentor and submitted to the Buyer's analysts and/or the Buyer's contracted analysts, detailing the following information as a minimum for each of the Mentees:
- NINO (for existing DWP customers only)
 - Start date
 - Addiction type
 - Employment history
 - Benefit type
 - Treatment status
 - Referral route
 - Diagnostic interview completed
 - SMART Action Plan completed
 - Disclosure of dependency to Jobcentre Plus
 - Pre-disclosed
 - Post disclosure and date
 - Key barriers of Mentee:
 - Other health
 - Offending
 - Housing
 - Other
 - Engagement with the Trial
 - Number of appointments attended by individual Mentee
 - Number of appointments missed by individual Mentee
 - Early departure / drop out (and reason why)

- Engagement with support
 - Treatment
 - Referral to treatment
 - Entering treatment
 - Completing treatment / drop out (and reason why)
 - Employment
 - The Buyer employment support
 - Programme referred to
 - Starting
 - completing
 - Entering training (and type)
 - Entering volunteering (and type)
 - Entering education (and type)
 - Entering employment/starting work (and sector).

3.6 The Buyer requires the Supplier to ensure that each Peer Mentor only has sight of Mentee Tracker information regarding their allocated Mentees and not of Mentees allocated to other Peer Mentors.

3.7 The Buyer or the Buyer's contracted analysts will provide a Mentee Tracker template to the Supplier before the end of the Implementation Period. The Supplier must use this template to provide the specified monthly Mentee information which will be used by the Buyer's analysts or contracted analysts to evaluate the Trial.

3.8 Secondly, the Supplier will also be required to submit PMI on the fifth Working Day of each calendar month, in respect of the preceding calendar month to the Buyer, unless otherwise stated below. As a minimum this must include:

- Changes in Peer Mentoring personnel
- Total referrals to the programme, broken down by referral route
- Total new Referrals that month, broken down by referral route
- Total starts on the programme, broken down by referral route
- Total new starts that month, broken down by referral route
- Total completions of the programme
 - Length of time on provision
- Total number of initial meetings completed
- Number and % of initial meetings conducted within ten (10) working days of the referral
- Total number of diagnostic interviews completed
- Number and % of diagnostic interviews completed within ten (10) working days of the initial meeting
- Total number of SMART action plans completed

- Number and % of SMART action plans agreed within ten (10) working days of the diagnostic interview
 - Total number of mentees completing four (4) sessions
 - Number and % of Mentees completing the first four (4) sessions within thirty (30) Working Days of starting the programme
 - Number and % of Mentees completing a minimum of eight (8) sessions
 - Subcontractor spend figures on a quarterly basis throughout the Contract Period (using template to be provided by the Buyer)
 - Small and Medium Enterprise (**SME**) spend figures on a quarterly basis throughout the Contract Period (using template to be provided by the Buyer)
 - Updated Contract Cost Register detailing actual costs on a six (6) monthly basis throughout the Contract Period
 - Completed IPR Log on a six (6) monthly basis throughout the Contract Period.
- 3.9 The Buyer, in dialogue with the Supplier, will provide a PMI reporting template to the Supplier before the end of the Implementation Period. The Supplier must use this template to provide the specified monthly PMI which will be used by programme officers and the Buyer's analysts to inform the live performance management activity.
- 3.10 The Buyer reserves the right to sample activities advised as completed by the Supplier on a random basis to check that they are valid and appropriate, including contacting Mentees where necessary.
- 3.11 The Buyer will take a random sample of one (1) anonymised SMART Action Plan per one (1) FTE Peer Mentor each quarter, to inform the Buyers and the Buyer's contracted analysts understanding about how these are populated, and the types of goals Peer Mentors are setting.
- 3.12 Ad-hoc MI requirements will be determined by the Buyer and informed by dialogue with the Supplier.
- 3.13 The timing of delivery for the Pre-Post Participant Surveys will be advised by the Buyer and/or the Buyer's contracted analysts.
- 3.14 The Supplier must also provide the Buyer with any information the Buyer may require to fulfil its legal obligations under legislation including, but not limited to, the Freedom of Information Act 2000, the Data Protection Act 2018 and the GDPR.

Section 4: Payment Model

Summary

4.1 The Peer Mentoring payment model will have two elements:

- Implementation Costs; and
- Delivery Fee.

Implementation Costs

- 4.2 The Implementation Costs will be the sum payable by the Buyer to the Supplier in accordance with the Cost Register at the end of each month of the Implementation Period, paid in arrears. The total Implementation Costs will not exceed thirty percent (30%) of the overall total Call-Off Contract value. The Implementation Costs relate to the costs of the Supplier of establishing the Peer Mentoring Service in the relevant CPA by the end of the Implementation Period.
- 4.3 Up to fifty percent (50%) of the Implementation Costs due in any given month within the Implementation Period may be deferred at the Buyer's discretion, should the Supplier fail to complete all planned activity for that given month. The balance of those Implementation Costs will only be paid to the Supplier once all planned activity for that given month has been completed.
- 4.4 The Buyer will advise the Supplier of the percentage of the Implementation Costs due for that given month that will be withheld (if any, subject to Paragraph 4.3) and the payment value to be claimed within 3 Working Days of the end of that given month. The Supplier shall ensure that the invoice raised is in line with that claim in order to ensure payment is released.

Delivery Fee

- 4.4 The "Delivery Fee" will be the sum payable by the Buyer to the Supplier in respect of each month, from the day following the end of the Implementation Period to the last day of the Contract Period (both dates inclusive), paid in arrears. The payments will be equal in value and represent the balance of the overall total Call-off Contract value minus the Implementation Costs.
- 4.5 Twenty percent (20%) of the Delivery Fee due in any given month will be deferred by the Buyer, should the Supplier fail to deliver the specified PMI to the timescales pursuant to Paragraphs 3.4 to 3.8. The balance of those Delivery Fees will only be paid to the Supplier once all PMI for that given month has been received. In the event that the Call-Off Contract terminates or expires before the relevant PMI has been received by the Buyer then the withheld Implementation Costs will be retained by the Buyer and the Delivery Fees will be deemed to be reduced by such amount.

Payment to Suppliers

- 4.5 The Supplier will be paid subject to the conditions set out in Section 5 of this Call-Off Specification.

- 4.6 The Implementation Costs, twenty percent (20%) of Delivery Fee and eighty percent (80%) of Delivery Fee values will be set up as separate lines on the purchase order. It is the Supplier's responsibility to ensure that the correct line is used to claim payment, dependent on whether the PMI milestone has been achieved or not
- 4.7 Payment of any Implementation Costs will be dependent upon the Supplier successfully completing all activities within the Implementation Plan in accordance with the timescale specified by the Buyer.
- 4.8 All payments of Charges will be made following receipt of a valid invoice in accordance with the Order Form. The Buyer can only make direct payments to United Kingdom (UK) bank accounts.
- 4.9 Supplier Invoices should be sent direct to SSCL. Electronic Invoices (attached to E-Mails) should be sent to: APinvoices-DWP-U@gov.sscl.com.
- 4.10 Paper invoices should be sent to: SSCL, PO Box 406, Phoenix House, Celtic Springs, Newport NP10 8FZ.

Please note that with electronic invoices sent by email to SSCL, any covering message in the mail will be removed and NOT seen by the SSCL processing team.

- 4.11 Other points to note are:

All files/invoices need to be in PDF format;

- One (1) PDF per invoice – all supporting documentation should be included within the single PDF;
- Suppliers should not attach additional/separate supporting documentation as a separate file;
- Multiple invoices can be attached to one (1) email but each invoice must be in a separate PDF (with no additional supporting files as described above).
- to include the following information on invoices:
 - o the Cost Centre;
 - o Account Code;
 - o Purchase Order number; and
 - o Purchase Order line number.

Section 5: Supplier Assurance and Governance

Data Security

- 5.1 The Buyer has legal and regulatory obligations to verify the suppliers it works with have a reasonable standard of security in place to protect the Buyer's data and assets. The Supplier must provide the Buyer with reasonable assurance that security controls are in place. In addition, the Supplier shall comply with Schedule C2 to the T&L DPS.
- 5.2 The Supplier shall, and shall procure, that any Sub-Contractor (as applicable) shall, complete the information security questionnaire in the format stipulated by the Buyer (the 'Information Security Questionnaire') at the request of the Buyer. The Supplier shall provide the completed Information Security Questionnaire within one (1) calendar month from the date of request.

Data Protection

- 5.3 The Buyer treats its information as a valuable asset and considers that it is essential that information must be protected, together with the systems, equipment and processes which support its use.
- 5.4 The Buyer and Suppliers will be sharing sensitive personal data about Mentees and Individuals. To ensure that personal data is shared only when appropriate and necessary, and in accordance with the GDPR and the Data Protection Act 2018, all data sharing between the Buyer and the Supplier is tested in a privacy impact assessment. This is an internal document designed to provide assurance to the Buyer that the data sharing is lawful, and appropriate processes are in place to protect Buyer information.
- 5.5 To protect Buyer information appropriately, Suppliers and their supply chain (if appropriate) must put into effect and maintain the security and safeguards appropriate to the nature and use of the information. All Suppliers of services to the Buyer must comply with clause 18 of the Core Terms in relation to processing of Personal Data.

Marketing and Branding

- 5.6 The Supplier must only use Peer Mentoring branding which has been agreed with the Buyer and is compliant with the terms and conditions of the Call-Off Contract.

Buyer Supplier Code of Conduct

- 5.7 The Buyer's code of conduct spells out the key values and principles of behaviour which the Buyer expects of suppliers which are essential for creating healthy, high performing supply chains. The Supplier must operate in accordance with the Code of Conduct. The Code is in Annex 1 of the Buyer's Commissioning Strategy and can be found at:

<https://www.gov.uk/government/publications/dwp-commissioning-strategy-2020>

Peer Mentoring Success Factors

A1.1 The Success Factors which the Buyer will use to determine the overall effectiveness of Peer Mentoring are as follows:

The extent to which:

- **SF 1:** Supplier successfully recruits, trains and mobilises peer mentors at the specified number of FTEs in each contract lot.
- **SF 2:** Peer Mentors should work with a minimum of thirty (30) individuals each across a twelve (12) month period.
- **SF 3:** Peer Mentors undertake a diagnostic interview and agree a SMART Action Plan with each participant.
- **SF 4:** Mentees have sustained engagement with the provision.
- **SF 5:** Mentees are engaging with treatment, work-related activity or other appropriate support services detailed in their SMART Action Plan.
- **SF 6:** Mentees' readiness to take up work related activity has increased since starting the provision.
- **SF 7:** Mentee feels able to trust their Jobcentre Plus and Peer Mentor when discussing their Substance Dependency.
- **SF 8:** Mentees disclose their substance misuse to Work Coaches after working with Peer Mentors.
- **SF 9:** Jobcentre Plus staff are equipped to identify and work with individuals with a Substance Dependency.
- **SF 10:** Supplier engages fully with the requirements of the Evaluation, to ensure the Buyer learns from the Trial and is equipped to make decisions about future provision.

Customer Journey

B.1.1 This infographic outlines the support a Peer Mentor is expected to provide to Mentees.

Jobcentre Plus Referral

1 Work Coach identifies a potential suitable Mentee based on their judgement and contacts the Peer Mentor with the potential Mentee's name and contact details.

Peer Mentor then arranges a time to meet the potential Mentee for an initial discussion on the Buyer's Jobcentre Plus premises – method to be agreed locally (e.g., via an appointments sheet).

Work Coaches are responsible for identifying suitable referral cases. The Supplier is then responsible for a Peer Mentor meeting.

2 Peer Mentor holds an initial meeting with the potential Mentee on Jobcentre Plus premises (where possible). They build rapport, outline the parameters of the provision and encourage participation.

Peer Mentor uses the meeting to confirm eligibility, explain how the Mentees data will be used and establish potential their willingness to start the provision.

The Supplier is responsible for ensuring the Peer Mentor does this.

3 Potential Mentee agrees to start provision. Peer Mentor agrees time and date to meet with potential Mentee off-Jobcentre Plus premises and confirms via most appropriate method as agreed with Mentee. Peer Mentor updates Work Coach with referral result and collects Mentee's NINO if they agree to start the programme – method to be agreed locally.

The Supplier is responsible for ensuring this takes place.

4 Potential Mentee is not suitable or is unwilling to participate and does not start the provision. Peer Mentor updates Work Coach with referral result – method to be agreed locally.

The Supplier is responsible for ensuring this takes place.

5 Peer Mentor conducts diagnostic interview to identify barriers to recovery and employment. Peer mentor completes the baseline survey.

The Supplier is responsible for ensuring this takes place.

6 Peer Mentor creates a SMART Action Plan and holds a minimum of eight (8) one (1) hour sessions to take forward SMART Action Plan steps, including supporting Mentees to navigate services and take up treatment and employment-related opportunities.

The Supplier is responsible for ensuring this takes place.

7 Mentee moves towards recovery and the labour market by accessing treatment, support services or employment-related opportunities.

At their final meeting, the Peer Mentor reviews the SMART Action Plan with the Mentee and works with them to establish their next steps.

If the Mentee is the Jobcentre Plus customer, the Peer Mentor will let Jobcentre Plus SPOC know provision has ended and encourage the Mentee to share their final SMART Action Plan with their Work Coach.

The Supplier is responsible for ensuring this takes place.

Third Party Referral

A Peer Mentor builds strong links with third party organisations e.g., treatment services and charities.

Third party identifies potential suitable Individual for the Trial.

The Supplier is responsible for building these links with third parties – this may be through the Peer Mentor or otherwise. The Supplier should ensure this results in enough referrals to run the Trial, taken together with referrals from Jobcentre Plus.

B Third party contacts Peer Mentor and provides the name and contact details of the potential Mentee.

The Peer Mentor then arranges a time to meet the potential Mentee for an initial meeting.

The Supplier is responsible for ensuring this takes place.

C Peer Mentor meets with potential Mentee to outline the parameters of the provision, encourage participation, and establish rapport.

Peer Mentor uses the meeting to confirm eligibility (including whether they are a DWP customer), establish potential Mentee's willingness to participate in the Trial and obtain consent to process personal information.

If a potential Mentee is unwilling to start the provision, Peer Mentors update the MI tracker.

The Supplier is responsible for ensuring this takes place.

D If the Individual is a DWP customer, the Peer Mentor contacts the Jobcentre Plus SPOC at the Individuals local Jobcentre Plus to inform them they are participating in the Trial. Move to step 3 of the Jobcentre Plus Referral customer journey

The Supplier is responsible for ensuring this takes place.

E If the Individual is not a DWP customer, the Peer Mentor should encourage the individual to claim the right financial support and engage with their local Jobcentre Plus where appropriate. Move to step 3 of the Jobcentre Plus Referral customer journey

The Supplier is responsible for ensuring this encouragement is given.

Annex C

Contract Package Areas/Peer Mentoring Locations and Numbers of Peer Mentors in each Contract Package Area

C1.1 The table below shows the following:

- The minimum number of Peer Mentor FTEs which will be required for the duration of the Call-off Contract Period, following the end of the Implementation Period.
- The maximum number of Peer Mentor FTEs which may be required in during the Call-off Contract Period, following the end of the Implementation Period, pursuant to paragraph 1.22 of this Call-off Specification.

| Lot / CPA | District | Jobcentre Plus Office(s) | Minimum Peer Mentor FTE at Call-Off Start Date | Maximum Peer Mentor FTE at any given time during Call-Off Contract Period |
|-----------|--------------------|--|---|---|
| 1 | North East England | Hull: Hull Britannia House | 1 | 2 |
| 2 | North West England | Liverpool City: Everton, Toxteth and Duke Street Knowsley: Huyton, Kirkby Wirral: Birkenhead, Upton St Helens: St Helens Southport: Southport Sefton: Bootle and Crosby Halton: Widnes and Runcorn | 9 [Three (3) covering Liverpool City Jobcentre Plus offices and one (1) allocated to the remaining areas] | 11 |
| 3 | Central England | North East Lincolnshire: Grimsby and Immingham | 1 | 2 |
| 4 | Southern England | Portsmouth: Portsmouth and Portsmouth Edinburgh Road Cosham: Cosham Fareham: Fareham and Fareham REEP Havant: Havant Gosport: Gosport | 5 [Two (2) covering Portsmouth, one (1) covering Cosham and Fareham, and two (2) covering the remaining areas] | 7 |

| Lot / CPA | District | Jobcentre Plus Office(s) | Minimum Peer Mentor FTE at Call-Off Start Date | Maximum Peer Mentor FTE at any given time during Call-Off Contract Period |
|------------------|------------------------------|--|---|--|
| 5 | Southern England | Bristol Central: Bristol Temple Street Bristol South: Bishopsworth, Bedminster and Broadwalk Bristol North / East: Holford, Kingswood, Yate | 3 [One (1) covering each of the areas] | 5 |
| 6 | London and The Home Counties | Newham: Stratford and Canning Town Hackney: Mare Street, Hillman Street Jobcentre Plus, Hoxton Tower Hamlets: Settles Street, Leman Street, Cooks Road Islington: Finsbury Park, Barnsbury Westminster and Camden: Kentish Town and St Marylebone Lambeth - Kennington Park, Stockwell, Streatham, Clapham Place REEP, Tooting REEP Croydon: Croydon and Simpson House | 8 [Two (2) covering Lambeth, one (1) covering each of the other areas] | 10 |
| 7 | London and The Home Counties | Medway: Chatham | 1 | 2 |
| 8 | Scotland | Partick: Partick Drumchapel: Drumchapel Springburn: Springburn Laurieston: Laurieston Glasgow City: Glasgow City Central Shettleston: Shettleston | 4 [One (1) covering Partick and Drumchapel, one (1) covering Springburn, Laurieston, two (2) covering remaining areas] | 6 |

| Lot / CPA | District | Jobcentre Plus Office(s) | Minimum Peer Mentor FTE at Call-Off Start Date | Maximum Peer Mentor FTE at any given time during Call-Off Contract Period |
|--------------|-------------|---|--|---|
| 9 | North Wales | Wrexham: Wrexham Denbighshire: Rhyl Flintshire: Shotton | 3 [One (1) covering each of the areas] | 5 |
| Total | | | 35 | 50 |

- C1.2 Suppliers must maintain the minimum FTE within each of the specified Districts above throughout the Call-off Contract Period.
- C1.3 As detailed at paragraph 1.22, the Buyer may seek to increase the FTE of Peer Mentors within the specified Districts during the Call-off Contract Period in accordance with clause 35 of the Core Terms. Any increase in FTE would not exceed the maximum number of FTEs detailed in this Annex C.
- C1.4 As detailed at paragraph 1.21, the Buyer may seek to alter the allocated location of some or all of the FTE Peer Mentors within a specified District in, accordance with clause 35 of the Core Terms. The Buyer will not seek to alter the location of any Peer Mentors between the specified Districts.
- C1.5 To inform the Buyer's understanding of where Peer Mentoring is most effective, geographical areas have been identified with different characteristics (for example rural, urban, coastal). Each area has a high substance misuse prevalence or is part of the Government's Addiction, Diversion, Disruption, Enforcement and Recover (**ADDER**) programme.

Annex D

Additional Information

Suppliers Working with Government, DWP and Jobcentre Plus

- D1.1 During the Contract Period, there will be regular interactions between the Supplier and the Buyer to ensure the effective delivery of the Services. The Supplier should ensure it establishes robust links with local Jobcentre Plus representatives to facilitate effective partnership working.
- D1.2 The Supplier will be required to work collaboratively and flexibly with both the Buyer and Sub-Contractors (where applicable) throughout the Contract Period to resolve any delivery and/or supply chain issues and deliver continuous improvement.

Mentee Feedback and Complaints

- D2.1 Suppliers must have an appropriate complaints process (this should apply to the whole supply chain, if appropriate) to attempt to resolve Mentees' complaints. Where complaints cannot be resolved, a Mentee can complain to the independent case examiner, who will mediate between the Supplier and the Mentee to attempt to broker a resolution. Suppliers must explain the feedback and complaints processes to Mentees at the start of the Trial as part of their induction.
- D2.2 Peer Mentors must explain the feedback and complaints processes to Mentees during the Diagnostic Interview. Further details can be found in the DWP Suppliers complaint resolution core briefing pack which can be found at:

<https://www.gov.uk/government/publications/complaint-resolution-core-briefing-pack-dwp-provider-guidance/complaint-resolution-core-briefing-pack-dwp-provider-guidance>

DWP Customer Charter

- D3.1 The Buyer is committed to providing high quality and efficient services to our customers. The DWP Customer Charter sets out the standards that customers can expect and what their responsibilities are in return. The Buyer is dedicated to raising the standards of all its contracted provision and require all Suppliers and Sub-Contractors to embed the principles of the Customer Charter into the services they deliver on the Buyer's behalf. The Customer Charter can be found at:

<http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

Annex E

Definitions

| | Definition |
|----------------------------------|---|
| ADDER | Addiction, Diversion, Disruption, Enforcement and Recover is a Government funded programme which focuses on co-ordinated law enforcement activity, alongside expanded diversionary programmes, using the criminal justice system to divert people away from offending. |
| Baseline Survey | A questionnaire that measures the current status of the Individual when they start participation in the Trial before they participate in the Trial. |
| Bidders | Organisations which submit a tender response to the Peer Mentoring Invitation to Tender. |
| Buyer | Has the meaning given to it in paragraph 1.4. |
| Core Terms | the “Core Terms” of the T&L DPS. |
| CPA | Contract Package Area. |
| Delivery Period | The day following the end of the Implementation Period to the last day of the Contract Period (both dates inclusive). |
| Diagnostic Interview | Initial meeting held between the Peer Mentor and Mentee following Referral, to identify the Mentees aspirations, needs and barriers. |
| Draft Implementation Plan | Draft version of the Implementation Plan submitted with the Supplier tender response, detailing all activities to be undertaken during the Implementation Period including dates and resources for the establishment of the Trial. |
| Dropout | A Mentee that disengages with the Trial over a minimum period of five (5) weeks. |
| Dropout Date | Date the Mentee is classified as a Dropout |
| DWP | Department for Work and Pensions, the “Buyer” |
| DWP Customer | An Individual that is claiming benefits, including Universal Credit (all regimes), Jobseekers Allowance, Income-related Employment and Support Allowance, Working Tax Credit, or Income Support. |
| Evaluation | Buyer evaluation of the Trial against the Success Factors detailed at Annex A. |
| Exit Plan | The Plan produced, updated and executed by the Supplier during the Contract Period as defined in the Order Form. |
| FTE | Full Time Equivalent. |
| GDPR | Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (United Kingdom General Data Protection Regulation), as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, together with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019. |
| Individual | Potential Mentee. |
| Intervention | Specialist provision or support. |
| Implementation Period | Period of time from Call-Off Start Date to the last date on the Implementation Plan. |
| Implementation Plan | Final version of the Implementation Plan submitted with the Supplier tender response, detailing all activities to be undertaken during the |

| | Definition |
|-------------------------------------|---|
| | Implementation Period including dates and resources for the establishment of the Trial and which has been approved by the Buyer. |
| IP | Intellectual Property |
| IPR | Intellectual Property Rights |
| Last Referral Date | The final date that an Individual can be Referred to the Trial (as set out in the Key Deliverables and Milestones). |
| Mentee | Individual that has started the Trail. |
| Mentee Tracker | Submitted to the Buyer's analysts as defined at para 3.5 |
| MI | Management Information. |
| NINO | National Insurance number |
| Peer Mentor | Person with lived experience of drug and/or alcohol dependency using that to support and inspire the Mentee to access the right support and progress their SMART Action Plan. |
| Peer Mentoring | Has the meaning given to it in paragraph 1.5 |
| PMI | Performance Management Information as defined at para 3.8 |
| Pre-Post Participant Surveys | A collection of surveys delivered to participants over a twelve (12) month period that tracks changes/progress in selected variables. This includes the Baseline Survey as well as two (2) more repeated surveys. |
| REEP | Rapid Estate Expansion Plan. |
| Referral | The referral of a Mentee on to the Trial by JCP or a third party organisation. |
| SMART | Specific, Measurable, Achievable, Realistic and Timebound. |
| SMART Action Plan | Action plan created by the Peer Mentor and agreed with the Mentee detailing the actions to be taken to address the aspirations, needs and barriers identified during the Diagnostic Interview. |
| SME | Small and Medium Enterprise. |
| SPOC | Single Point of Contact. |
| Start | When the Mentee starts on the Trial i.e. date of the first session between the Peer Mentor and Mentee in which the Diagnostic Interview must take place. |
| Substance Dependency | Abuse of drugs (over the counter, prescription or illegal) or alcohol that continues even when significant problems related to their use have developed. |
| Trial | Peer Mentoring provision to test the approach and inform the Evaluation. |
| Work Coaches | Jobcentre Plus work coaches. |