

SUPPLIER NAME:

Start Smiling Again

It is recommended to structure your proposals using the bullet points detailed in the questions.

2.4.1 Provision Content and Delivery Proposal

Please provide a detailed and structured account of your proposed content and method for delivering the Stress Management Programme provision from implementation through to completion, with supporting rationale. Your response should include:

- Details of how you will identify the appropriate levels of support required for individual Participants and tailor the provision to their individual needs;
- Details of how you will address the requirement by means of innovative activity which is designed to stimulate self-development, participation, motivation, commitment and investment of Participants both on and outside of the course;
- Details of how your proposal for the actual content, structure and delivery methodology for the provision will meet the requirements of Part 3 of the Specification and ensure maximum efficiency;
- Details of how you propose to motivate Participants to ensure they understand that employment can improve their wellbeing and therefore ensure that the provision deliver greater readiness of Participants for work focused activities and bridges the gap between Participants and the workplace;
- Details of your plans to manage the performance of the provision, including how you will monitor/measure effectiveness to achieve the required performance outcomes as detailed within Part 8 of the Specification.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 4 sides of A4.

**** PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.**

The '**Press Pause To Play Programme**' [referred here as programme/course] is both highly personalised and bespoke. It is designed for clients/participants who are struggling with stress, anxiety and depression. As a result, the ability of the clients' to seek or maintain a position in the work place is hindered. The programme's aim is to facilitate the mental and emotional change process required to break down the barriers which currently limit the clients' ability to enter/sustain a position within the labour market.

Details of how you will identify the appropriate levels of support required for individual Participants and tailor the provision to their individual needs:

Prior to the course commencement [2 weeks], the mentor will perform an **Initial Assessment Interview [IAI]**, which will procure relevant information regarding the clients'

- Daily emotional state
- Open mindedness to new thought processes
- Motivation about the future
- Commitment to a making a difference to others
- Aspirations for the future.

This will provide a **BASELINE** to be compared against the **END POINT** at completion. The clients will also be advised to inform and consult with their G.P.

It is expected that during the IAI, a good rapport will be established bringing firm commitment to the course from the client, and reducing/or removing any pre-course anxieties.

- As a result of the IAI, a detailed **Individual Action Plan [IAP]** will be formulated for each client. This will identify and illustrate the key psychological barriers which are potentially impeding the clients' progress towards the labour market. The IAP will contain a **Goal Map Indicator [GMI]** which will highlight the specific goals and action map which the client will undertake and move towards throughout the 8 week process.
- The idea is that by agreeing personal milestones with the client, it will result in building the clients' motivation, wellbeing and focus on to the 8 weeks programme. It will also provide a record of personal achievement and change for the client throughout the duration of the course. This will immediately increase the clients' self-esteem and personal value.

Details of how you will address the requirement by means of innovative activity which is designed to stimulate self-development, participation, motivation, commitment and investment of Participants both on and outside of the course

The **8 group sessions** will follow the stress and anxiety model of Blueprint Therapy and Coaching. Each principle modular session is bespoke, instructive and interactive.

Modules format: Elements of psychology, wisdom, practical tools, creative tools and general personal development presented in 'easy lay-mans' terms.

Clients will be given a notebook. A flip chart is used for presentation purposes.

Throughout, the group is continually praised and encouraged on their good work. During the course, the clients are gently encouraged to visit startsmilingagain.com to read articles, blogs and watch motivational videos. All links will be provided on the course. **A**

connection between work focused activities and well-being is introduced.

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Modules 1-8

- **Module 1 Convincer session.** The session is designed to motivate the client to engaging fully with course, and that it can help them move forward.
- The **Blueprint Model** is described, and how change can benefit the clients' future.
- Science of **neuro-plasticity**.
- **Power statements** will be provided for the clients. Post-it note packs are provided.
- A **homework** essay title is provided. Clients will be made aware that this is not assessed. Clients will be provided with the mentor's **contact details** for any queries.
- **Module 2** will initially recap previous session
- The power of the subconscious mind versus conscious mind is described in detail.
- **Timeline** is created between past and the present. Clients encouraged forward thinking
- Definition of '**thinking**' is provided.
- How we are RESPONSIBLE for our decisions, and how to increase response 'ability'.
- A connection between work focused activities and well-being is re-introduced
- The power of questions and values. Detailed values elicitation group exercise.
- Group exercise involving a demonstration of beliefs and physiology
- Homework: Values elicitation, Book recommendation, online activity, Power Statements
- **Module 3** begins with a recap
- A Core Values group exercise is carried out. Individual values recorded.
- Average of 5 HAPPINESS and impact on future.
- The 3 Core Elements of Happiness with scientific study results
- FEAR and its impact on the Blueprint is discussed and relevancy understood
- A group fears busting visualisation is carried out by the mentor.
- Re-Act to external stimuli tool
- Clarity and choice tool, and relation to Blueprint
- Homework: Essay, Power Statements, 'The blame, complain, judge and criticise diet'
- **Module 4** begins with recap of previous session
- The 3 R's are presented and discussed. [Real Ruthless Relentless]
- The Attitude of Gratitude is presented and discussed in detail / group exercise
- The Blinker exercise is demonstrated for the clients, who then repeat the exercise.
- Group Duffel coat exercise performed.
- Homework (a)'Blame diet', (b)practice attitude of gratitude daily exercise, (c)3R's
- **Module 5** begins with recap of previous session
- A powerful viso-meditation [visio-med] is performed with the group.
- The power of GOAL setting and achievement. Direction towards ideal vocation.
- The Power of Purpose.
- The 5 Keys of Life including MAKING A DIFFERENCE.
- Eye movements are discussed for the power of visualisation.
- The power of visualisation and its effects on personal growth, with group visualisation
- Group visualisation exercise using Start Smiling Again website viso-med.
- Homework (a) Goal setting (b)Visualise best self (c)Visio-Med on Start Smiling Again
- **Module 6** begins with recap of previous session
- GOALS work continued with group exercise
- GOALS and PURPOSE are connected psychologically. Movement towards vocation.
- 3 x Motivational stories introduced
- Control room viso-med. Switch off fear
- Group exercise: ideal vocation?-
- Visualisation exercise for GOAL setting and Anchoring for GOAL setting

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- Homework (a)Goals essay (b)Visualisation NO THING (c)Join online self-help group.
 - **Module 7** begins with revisiting homework
 - Recap Power Statements, The 3R's, Average of 5, The 5 Keys, Future Time-Line
 - GOAL creation and Time-Line
 - GOAL on screen visio-med and Group goal exercise and movement towards vocation
 - Client pair rapport exercise
 - The 6 Human Needs and their impact
 - Homework (a) dream book (b) Values Top 10 (c) Goals Top 5 (d)Start Smiling Again website
 - Motivational story No more try. Just Do philosophy FEAR breaker
 - **Module 8** begins with recap to polarise all principles experienced and learnt thus far.
 - The power of observation.
 - Energy and attraction.
 - Goals and movement towards vocation
 - Purpose motivational story.
 - Morning HOUR OF POWER
 - e-book to be sent to clients containing information from the course.
 - Congratulations & Presentation of Certificates Of Achievement.
- The module length per week will typically be 4 hours, taking place between 10am-2pm.

Details of how your proposal for the actual content, structure and delivery methodology for the provision will meet the requirements and ensure maximum efficiency.

- The course is designed to break down the psychological BARRIERS which prevent a client moving towards work based activities. The bespoke delivery ensures maximum efficiency. The client learns to think differently by continually reviewing and reintroducing the tools/strategies learnt.
- Each module 'builds' on the previous weeks module helping shape a forward thinking model for the client. The clients' become excited about the future. This as a result stimulates new thinking and feelings, therefore building momentum towards work based activities. Peer support will be encouraged throughout the clients 'journey'.
- The process of continued repetition of tools and strategies will aid even the slowest learners, building confidence amongst clients. [Assuming clients develop differently.]
- Each session introduces a recap element to monitor distance travelled by the client. This produces confidence with the individual client, and within the group. Clients will have full 'out of course' access to the mentor via email or telephone, and will be gently encouraged to use digital support in the form of short videos and webinars. These are continuously updated and are only available to clients. By improving the clients mental wellbeing, the course ensures the client confidently moves towards the labour market.

Details of how you propose to motivate Participants to ensure they understand that employment can improve their wellbeing and therefore ensure that the provision deliver greater readiness of Participants for work focused activities and bridges the gap between Participants and the workplace.

- The course highlights how living your purpose impacts on the clients 'happiness', together with a 'making a difference' attitude.
- The cascade of "think differently, feel differently then act differently" is repeated throughout the change process. Highly motivational and evocative true stories are presented including past client case studies. These demonstrate change is possible.

[Names are excluded for confidentiality]

- The GOAL setting exercise and continued inertia towards achieving these goals.
- Psychological Human need no. 6 [The need to contribute] **As a result the client not only looks at life differently, but views employment as a chance to contribute to society and “feel good about themselves” simultaneously. The bespoke delivery ensures clients differing needs will always be met.**
- Because of the personalised delivery during the sessions, each client feels valued at the deepest level, and it is here that their emotional state changes. Clients are positively encouraged at each session to engage in work focused activities as a specific strategy and methodology to increase long term well-being.

Details of your plans to manage the performance of the provision, including how you will monitor/measure effectiveness to achieve the required performance outcomes.

Upon referral, 100% of clients will be invited within 5 days for the 1-2-1 individual assessment review (described earlier). This will take place within 14 days of first contact. After the IAI, the clients will have an IAP within 48 hours of the IAI. Updates in the IAP are performed from Day 1. To maintain the support framework throughout the programme there will be 2 other interviews performed by the mentor during the course of the programme.

- The **Interim Interview** featuring the IAP will address client concerns and questions. All data is recorded in the IAP. The mentor encourages the client to ‘keep moving forward’ via the course; A working journal will record all formal activity. This will then be utilised within the 1-2-1 sessions.
- A **Summary Interim Report** will then be produced containing factual evidence obtained from the IAP and the working journal.
- The **JCP DA, ESA and Work Coaches** will be provided with complete evidence of the progress experienced by the clients. This enables the Coaches to further support the client towards the labour market.
- After the 1-2-1 Interim Review, at the course **mid-point**, the client will record discussions in the IAP within 48 hours.
- The IAP is both **bespoke and personalised**, and illustrates **tangible** measurement of the clients’ progress during the course. The mentor will provide monthly performance reviews detailing the complete client experience throughout the entire course.
- The **Exit Interview** session occurs after final group session. This creates an **Exit Report** to accompany the IAP for the clients’ journey from course beginning to end. The Exit Report will contain the **updated psychological profile** of the client, the changes and emotional barriers which have been **overcome**, and their **relevancy to the future work focused activities**.
- The report will also demonstrate any work focused activities which may have taken place during the actual course itself by the client.
- The working journal will be utilised to help create this report, which will also highlight the clients personal strengths, skills sets and post programme pathway [PPP].
- These details will be discussed with the Work Coach by the client with the intention of moving towards entering the labour market with greatly increased determination, focus and confidence.

We confirm that we are able to deliver the first course w/c 13th April 2015 and will work with the DWP to ensure the three courses are completed by 19th December 2015.

2.4.2 Human Resources

Please provide a detailed account of your staffing resource, with supporting rationale including details of any sub-contractors you propose to employ, in order to deliver the Stress Management Programme provision.

Your response should include:

- Full Time Equivalent (FTE) staff numbers, their skill sets and qualifications for your proposal, including those of any subcontractors you propose to employ. You should detail why you consider this staffing and qualification levels appropriate and also outline contingency arrangements for personnel absences;
- Details of the roles and responsibilities for all staff involved in the delivery and management of the provision;
- An indication of how your proposals fit within your organisation's overall management structure and confirmation that there will be no conflict with other contracts, with regards to time and resource;
- Details of your training arrangements for introducing existing and new staff to this requirement and delivery of the provision;
- Where recruitment is necessary, provide details of number of staff required and timescale for recruitment.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 2 sides of A4.

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- **Full Time Equivalent (FTE) staff numbers, their skill sets and qualifications for your proposal, including those of any subcontractors you propose to employ. You should detail why you consider this staffing and qualification levels appropriate and also outline contingency arrangements for personnel absences;**

Start Smiling Again is delivered by **REDACTED**. We will not be using Sub Contractors to deliver these workshops.

REDACTED

Web presence: www.startsmilingagain.com www.startsmilinglondon.com

REDACTED

REDACTED uses online resources for continued expansion of **REDACTED** clients' wellbeing. Clients have gone on to invest time in learning the skills needed for continued personal development.

Upon illness, or personal absences, either an approved and qualified colleague will be appointed for that module/interview, or it will be rescheduled, and the client informed immediately. Any expenses incurred by the client will be reimbursed.

- **Details of the roles and responsibilities for all staff involved in the delivery and management of the provision;**

Overall Course Facilitator

REDACTED will oversee responsibility for delivering the 8 modules and conducting the 3 interview sessions. **REDACTED** will also ensure that clients will be motivated to attend each session.

REDACTED will ensure that the client embraces digital resources. This **REDACTED** will feature in every session. **REDACTED** will also be available for client 'outside of course' help by email and telephone (9am-7pm)

REDACTED will liaise with the JCP DA, ESA and Work Coaches to ensure that the course and it's objectives are met at maximum efficiency.

Assistant

REDACTED will have an assistant to help with the running of the Press Pause To Play programme.

The assistant's duties include:

- Administration and attendance at each of the course modules.
- Telephoning clients prior to the modules or Initial, Mid or Exit interview set dates as a courtesy reminder
- Remunerating clients travelling expenses on day of course
- Providing clients with course stationary and pens/pencils
- Assisting **REDACTED** with directing clients to online self-help resources
- Assisting in smooth running of each module
- Ensuring the premises is set up for the delivery of the course by liaising with the venue staff

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- Ensuring that clients' details are confidentially secure on behalf of Start Smiling Again
- Additional point of contact for clients 'outside of course'.
- **An indication of how your proposals fit within your organisations overall management structure and confirmation that there will be no conflict with other contracts, with regards to time and resource;**

There will be no conflict in time, delivery or resource for the management of this provision with any other existing or new contracts. Start Smiling Again adheres to excellent time management protocols.

All resources are tightly managed. These are planned weekly and checked daily to avoid conflict with other client work.

- **Details of your training arrangements for introducing existing and new staff to this requirement and delivery of the provision;**

All new Staff where required will complete two week training at the Start Smiling Again offices in Swansea on the Press Pause To Play programme, and the operating procedure required to ensure maximum results in the smooth running of the course. Any new staff member will also attend **REDACTED** current workshops and seminars to gain a more comprehensive understanding of the role required.

- **Where recruitment is necessary, provide details of number of staff required and timescale for recruitment.**

We have already identified a suitable candidate to support us in the delivery of these courses and this person is available to start immediately. We have an appropriate training structure in place that will ensure this candidate receives the relevant training to ensure the first course is delivered on time.

2.4.3 Premises

Please provide details of your proposed premises and explain how you and your supply chain (sub contractor/partners/consortium) will achieve full geographical coverage of provision for delivery of the Stress Management Programme.

Your response should include:

- Full address details, including post code together with the reasons why you consider these premises to be suitable for the requirements stated in Part 3 of the Specification;
- Details of how the chosen delivery locations will provide full coverage across the provision area;
- Details of facilities available at each of your proposed delivery locations to meet the requirements of the provision and satisfy any legal requirements and any possible Welfare or Accessibility issues (e.g. number and type of rooms, welfare facilities, equipment etc...);
- If you intend to use existing premises, please confirm that there is sufficient

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capacity and explain how this would fit with current use. Please also outline whether your current premises would require any reasonable adjustments to allow access for disabled people and if so, indicate the timescale for readiness;

- If you intend to secure new premises, please provide an indication of timescales required to secure these premises ahead of the Go Live date as well as any contingency arrangements you would put in place to ensure timely delivery of the provision;
- Describe contingency plans for dealing with fluctuating customer numbers, indicating maximum and minimum volumes that can be handled without an adverse effect on your premises proposal.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 2 sides of A4.

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We propose to deliver the three 8 week courses and undertake all the 1:2:1 session at the following premises subject of course to the agreement of the DWP.

The benefit of using these premises is their central location. All the potential Participants will be based within the geographical area, with the premises easily accessible using public transport.

The details of each proposed venue are as follows:

City And County Of Swansea

REDACTED

Bridgend County Borough Council

REDACTED

Neath Port Talbot County Borough Council

REDACTED

•The chosen/preferred venues have rooms which will comfortably accommodate up

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to 20-25 participants who are expected to attend the modules outlined, together with the necessary equipment required to deliver each presentation/module such as a flip chart and laptop/projector.

- All venues are centrally located, and are in close proximity of the JCP.
- Because of the central location to the JCP, the venues will enable full coverage over the chosen area. Participants will be able to use public transport links to attend the courses.
- All the rooms have been risk assessed and have wheel chair access.
- There will be minimum adjustment required to allow wheelchair users adequate and comfortable positioning during a module.
- The rooms have good ventilation, lighting and space for refreshments: tea, coffee, water, biscuits and chocolates.
- Restrooms/washrooms at the venues are very close to the room being used.
- All of the venues have specified availability ahead of the 'Go Live' date and are primed for occupation for the 8 week course delivery.
- The secondary venues have confirmed availability for the same time frame specified for the delivery of the courses. These venues have similar accommodation including size of room and ease of use for all participants.
- All the venues will accommodate up to 25 people. Fluctuations below this figure could therefore be easily handled without disruption.

2.4.4 Previous Experience

Please provide a detailed example which demonstrates your experience of:

- Successfully delivering similar type of provision; and
- Working with the Participant groups as described in the specification;

Your response should draw a clear link between the Provision and readiness of Participants to engaging in work focused activities.

If your organisation has no previous experience of delivering this type of provision to this customer group you should provide details of any steps/research you have undertaken in order to gain sufficient understanding and working knowledge.

Insert your response in the pre-set, shaded space of the following pages. Your response MUST be limited to 1 side of A4.

Please provide a detailed example which demonstrates your experience of:

- successfully delivering similar type of provision; and
 - Working with the Participant groups as described in the specification;
- Your response should draw a clear link between the Provision and readiness of Participants to engaging in work focused activities.

Start Smiling Again featuring **REDACTED** has successfully facilitated the 'Press Pause To Play' program continuously since August 2014 to date for the Department for Work & Pensions in South West Wales on a voluntary basis. We are currently delivering a 4th course with 20 participants attending and they have the same primary health conditions of anxiety and depression.

The initial interview of Participants for the courses was conducted by **REDACTED** JCP ESA advisor. **REDACTED** contact details are available upon request. **REDACTED** gathered 16 participants for the course. Each participant in the group was of the type described in the specification.

The course was delivered for the Gorseinon JCP, Swansea Bay area at the Gorseinon Institute, Lime St, Gorseinon, SA4 4AD.

8 group modules were delivered over a ten week period. These included sessions on the Blueprint Model, Sub conscious mind, the connection between work and wellness, and goal setting and purpose. Additionally 1-2-1 sessions were conducted by **REDACTED** post-course. **REDACTED** conducted an exit interview with participants following David's 1-2-1 session.

REDACTED was present at all sessions to assist in smooth running of the course, refund client expenses and to observe course content. **REDACTED** also recorded and monitored client change throughout the course. **REDACTED** fully observed the delivery method and interaction with the clients throughout the course.

Feedback from the Participants indicate that positive results have been achieved following the delivery of the first of these courses:

53.3% of Participants have found Full Time employment.

46.7% of Participants are now engaged in Work related activities.

All participants completed a questionnaire at the start of the programme featuring 10 relevant questions about anxiety, work and the future. The participants were asked the same questions at the end of the programme. The results indicated a marked improvement in the wellbeing of all clients completing the course. The pre and post-questionnaire results can be made available upon request.

In addition, all participants voluntarily provided testimonials outlining the benefits they had generated as a result of attending the programme. These benefits included an enhanced current emotional health and a new found belief and motivation towards the labour market.