



Department  
for Work &  
Pensions

**Commercial Directorate**

**Health and Employability Programme Pre and Post WP –  
ESA/IS/JSA claimants  
(Flexible Support Fund)**

**Mercia Jobcentre Plus District**

Invitation to Tender

**Specification**

V0.03

**Contract Reference Number: UI DWP 101490**

## Contents

1. Introduction .....	2
2. Aims.....	2
3. Design & Content.....	2
4. Referrals .....	4
5. Travel Costs.....	6
6. Childcare Costs .....	6
7. Timing.....	6
8. Performance .....	6
9. Payment Model.....	6
10. Customer Feedback and Complaints Handling.....	8
11. Management Information .....	8
12. Sharing of Management Information .....	9
13. Health and Safety.....	9
14. Data Security Requirements .....	10
15. Her Majesty's Government (HMG) Personnel Security Requirements...	10
16. DWP Customer Charter .....	11
17. DWP Code of Conduct.....	11
18. Provider Charter .....	11
19. Offshoring (including Landed Resources and Nearshoring).....	11
20. Provider Assurance Team.....	12
21. Programme Evaluation .....	12
22. Sustainable Development .....	12

## **1. Introduction**

- 1.1 The Flexible Support Fund (FSF) is intended to help Jobcentre Plus (JCP) District Managers (DMs) flexibly deliver elements of our service in the way they see fit for their Districts. In particular, the FSF enables Jobcentre Plus Districts to trial different approaches to tackling worklessness. Greater autonomy for DMs will enable JCP to respond to one of the priorities of the Coalition Government - public service reform and the devolution of power from the centre to the front line. DMs are best placed to deliver elements of our service effectively and efficiently, procuring external services where appropriate, in order to meet the needs of local customers.

## **2. Aims**

- 2.1 Mercia JCP District wishes to procure a 13 week Health and Employability Programme aimed at Jobcentre Plus claimants who have been identified as having a health condition (including mental-health and learning disabilities); low self-esteem; and/or limited capability to manage stressful or challenging situations to achieve sustained job outcomes.

In addition, the provision will be available to partners of ESA claimants (who by returning to employment would enable the ESA claimant to close his/her ESA claim.)

## **3 Design and Content**

- 3.1 The provision must be designed to support claimants to move closer to the labour market overcoming their barriers; i.e. taking control and managing health conditions in a work context; increasing work capability; confidence and motivation; financial control and developing methods of coping with caring and working.

It will provide 13 weeks support comprising of weekly one-to-one sessions and group sessions/workshops.

The provider will need flexibility to deliver 1-1 sessions, instead of group sessions, if appropriate, due to the vulnerability of this claimant group e.g. mental health issues.

Provision will include;

- a minimum of four hours group facilitated support per week;
- an induction meeting, assessing claimant needs, addressing challenges, and action planning. The Initial Engagement Activities must start within 5 working days of the referral from the JCP Work Coach. The claimant and a provider

representative must sign and date an action plan. The date on the action plan will constitute the start date.

Support must commence within 5 working days of the Initial Engagement Activities. The support will include the following as a minimum, the lists are not exhaustive:

- A Personal Coach will meet the claimant weekly on a one – one basis for a minimum 30 to 60 minutes to ensure the claimant progresses; demonstrates appropriate behaviours; and will update the action plan / agree next steps;
- managing and taking control of the health condition, specialist advice and support available: delivering group session/workshop involving an appropriate health professional, e.g. health professional employed by a Primary Care Trust, Psychotherapists, trauma-stress counsellor, Cognitive Behavioural Therapist, Psychologist or Occupational Therapist. Partners of ESA claimants (who by returning to employment would enable the ESA claimant to close his/her ESA claim) may be excused from this element;
- confidence and motivational sessions: positive attitudes towards health and work, lifestyle information and advice;
- introduction to computers: basic IT skills; how to set up an e-mail address, registering on Universal Job Match, electronic CV's, how to apply for jobs on-line etc;
- innovative Job-search: CV's, covering letters, letters of application, application forms, interview skills, applying for jobs online and the local labour market. Deliver group sessions which include input from employers, i.e. talks relating to working in specific occupational sectors, applying for jobs and interview techniques;
- facilitated Job-search: each claimant should be given access to job-search facilities and resources;
- job Brokerage and Matching Service: identifying and matching claimants to employer vacancies;
- introduction to the world of work: employer expectations, employee responsibilities, personal presentation, time - keeping, social skills, communication, team-working etc;
- money management: money related issues such as financial benefits of working; in work benefits (including 'better off' calculations), and money management;

- accessing Local Provision: awareness of local provision, e.g. 'Get Britain Working/Jobcentre Plus Offer' initiatives, other specialist support agencies, e.g. Expert Patient Programme, stress-reduction/relaxation courses etc. To deliver group session/workshop involving guest speakers to promote their provision/services;
- balancing Care Responsibilities and Employment: deliver as a group session/workshop or one-to-one support, if appropriate. This element is aimed primarily at partners of ESA claimants (who by returning to employment would enable the ESA claimant to close his/her ESA claim.) This support will include offering advice about local care support services, employment legislation in relation to carers etc;
- **Final Action Plan:** this must be completed at the end of the 13 weeks and include any recommendations for referral to appropriate DWP contracted provision or other provision/support. A copy of the action plan must be sent to the claimant's JCP Work Coach.

### In Work Support

- The provision will also provide claimants who progress into work with 13 weeks In-work support to help claimants sustain their employment;
- this might include discussions with employers to facilitate reasonable adjustments, for claimants unable to travel on their own the provision of a buddy to help claimant travel to work until familiar with the journey, discussions with new job colleagues about how to work with the claimant (where appropriate and agreed), offering telephone support, utilising Access to Work. The type of support and frequency of contact should be agreed with individual claimants;
- as a minimum the claimant must be contacted weekly during the first month of employment.

## **4. Referrals / Volumes**

- 4.1 The anticipated number of claimants accessing the provision over the contract period is up to 250. As referral and attendance will be voluntary (i.e. the provision will not be mandatory) this figure is indicative only and JCP gives no guarantee regarding the volume of referrals.

- 4.2 The provision is required for a period of up to 12 months from the contract start date. The contract period might be extended if evaluation indicates outcomes are being exceeded.
- 4.3 Delivery must be available as a minimum in the following towns and cities across the district:
- Bedworth
  - Bromsgrove
  - Coventry
  - Evesham
  - Hereford
  - Kidderminster
  - Leamington Spa
  - Leominster
  - Malvern
  - Nuneaton
  - Redditch
  - Rugby
  - Stratford upon Avon
  - Worcester
- 4.3.1 Delivery must also be available and fully accessible across the whole district via outreach support (e.g. by delivering provision from local libraries, mobile offices, digital solutions, etc.) to claimants living in rural locations including Atherstone and Ross-on-Wye.
- 4.3.2 Mercia District has a large number of areas with limited or no public transport, therefore, the successful provider will need to detail how they will provide support and outreach facilities as this claimant group may not be able to travel to main centres for support due to limited public transport and health conditions which preclude or limit driving.
- 4.4 The venues proposed in each area by the Provider must be suitable for the course being delivered, meet all legal requirements and address the needs of any claimants attending.
- 4.4.1 The venues proposed (in each area) by the Provider must ensure that the provision is accessible to all claimants within each of the Local Authority areas and address the issue of claimants being unwilling to travel to other towns, even within the same Local Authority area.
- 4.5 The focus will be on pre and post Work Programme claimants in receipt of Employment Support Allowance (ESA) who are in the Work Related Activity Group (WRAG) and partners of ESA claimants (who by returning to employment would enable the ESA claimant to close his/her ESA claim); although Incapacity Benefit (IB); Income Support (IS); Jobseekers' Allowance (JSA) and Universal Credit (UC) claimants with complex health conditions which represent a significant challenge

to employment will be eligible, e.g. PWPS claimants in Mandatory Intervention Regime (MIR).

- 4.6 Jobcentre Plus work coaches will be solely responsible for identifying and referring eligible/appropriate pre and post Work Programme claimants to the provision.

## **5. Travel Costs**

- 5.1 The Provider is responsible for paying directly to Claimants their travel expenses in full for return journeys from their home to the agreed delivery venue(s), including activities relating to achievement of milestone measures. Travel costs will be reimbursed by the Provider on receipt of proof of travel evidence submitted by the Claimant.

## **6. Childcare Cost**

- 6.1 JCP is responsible for arranging the payment of child care or replacement care or associated costs, relating to Claimants participation on this Programme, direct to the claimant. Bidders should note that all such costs must be agreed with JCP in advance of any agreement reached with the claimant.

## **7. Timing**

- 7.1 The Provider will work with JCP to schedule and ensure provision commences on 2nd March 2015

## **8. Performance**

- 8.1 The overall performance requirements for this provision are detailed as follows:
- 100% of claimants to have Initial Engagement Activities within 5 working days of JCP Work Coach referral;
  - 100% of claimants to commence appropriate support within 5 working days of the initial engagement activities;
  - 30% of claimants to commence employment or self-employment for a minimum of 16 hours per week within 13 weeks of completing Health and Employability Programme and retain employment for a minimum of 13 weeks.

**Please note:** specific targets are detailed in the table below.

## **9. Payment Model**

- 9.1 Bidders are advised that the District budget for this provision sits at a maximum of **£250,000**.

9.2 Jobcentre Plus will pay the successful organisation unit costs for delivery of the provision per Claimant as follows:

	<b>Maximum Number Of Outcomes</b>	<b>Maximum Per Outcome Payment</b>	<b>Maximum Total Payable</b>
Attachment/start fee (copy of action plan signed and dated by claimant/provider representative to be submitted to DWP with monthly invoice.) The action plan must be signed and dated during Initial Engagement Activities, and this date will constitute the start-date.	<b>Total = 250</b>  (ESA/ESA Partners = 175; IS = 25; JSA/UC = 50)	£300	<b>£75,000</b>  (ESA/ESA Partners = £52,500; IS = £7,500; JSA/UC = £15,000)
Completion fee, i.e., for claimants who complete 13 weeks on provision (the 13 weeks will be calculated from the start-date.) The completion fee will also be payable for claimants who achieve a sustained job-outcome prior to 13-weeks.	<b>Total = 250</b>  (ESA/ESA Partners = 175; IS = 25; JSA/UC = 50)	£400	<b>£100,000</b>  (ESA/ESA Partners = £70,000; IS = £10,000; JSA/UC = £20,000)
30% of claimants to commence employment or self-employment for a minimum of 16 hours per week within 13 weeks of completing Health and Employability Programme and retain employment for a minimum of 13 weeks.	<b>75</b>  (ESA/ESA Partners = 53; IS = 7; JSA/UC = 15)	£1,000	<b>£75,000</b>  (ESA/ESA Partners = £53,000; IS = £7,000; JSA/UC = £15,000)
<b>Total</b>			<b>£250,000</b>

Providers will need to ensure tracking systems are in place to track all outcomes

9.3 The successful Provider will be paid monthly in arrears upon submission and validation of a suitable invoice detailing the claim along with appropriate supporting evidence for example:

- provider to obtain signed statement from employer on headed-paper, contract of employment or signed self-declaration from claimant with supporting evidence of self-employment to confirm the job-start and

provider to complete, sign and date job sustainability declaration and submit payslips, emails or letter (on headed paper) from employers confirming job outcomes of at least 16 hours per week and sustained for 13 weeks,

- this list is not exhaustive and payment for outcomes will be subject to JCP verification via off-benefit checks etc.

9.4 The cumulative total of all monthly claims paid to the provider will not exceed the agreed contract value.

9.5 Bidders may propose lower fees than those illustrated in the worked example. The successful Bidder will then be entitled to claim for additional job outcomes which are achieved in excess of the performance requirements detailed in section 8, subject to a maximum contract value of **£250,000**.

9.6 No variants on the payment model illustrated in this Specification will be accepted.

## **10. Customer Feedback and Complaints Handling**

10.1 The Provider should put in place a range of mechanisms for encouraging feedback from participants. Participant feedback will be an integral part of the Provider's performance monitoring system.

10.2 The Provider must ensure systems are in place to allow participants to resolve any grievances, concerns or complaints promptly and with the minimum level of bureaucracy, without causing them embarrassment. This includes complaints in relation to discrimination.

10.3 The Provider must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact Jobcentre Plus for additional advice.

10.4 The Provider must record any discussions and their outcomes, allowing the participant to see and sign the record. Participants will be told the outcome of issues raised by them through the complaints procedures.

## **11. Management Information**

11.1 Management Information is used to measure the performance and success of the programme. The information helps to:

- evaluate the effectiveness of the programme;
- measure the uptake and delivery of the programme; and
- monitor and manage the contract (including financial monitoring and external quality inspection).

- 11.2 Mercia District will monitor performance and will use Management Information to inform Provider Performance Reviews, as required.
- 11.3 DWP will collect Management Information about participants who have been referred to the programme by Jobcentre Plus. DWP may request Management Information from the Provider. The Provider will be required to maintain records to allow Management Information to be provided to DWP on:
- Volume of referrals;
  - Volume of participants starting on the programme;
  - Volume of participants starting and completing milestone measures;
  - Volume of participants completing the programme and
  - Job Outcomes.

This list is not exhaustive.

- 11.4 Where DWP requires additional information, to support performance management for example, Providers will be expected to supply this within the agreed time limits.

## **12. Sharing of Management Information**

- 12.1 There are rules around the sharing of Management Information. These are detailed in the contract.
- 12.2 The Provider shall not (and shall ensure that any of their Sub-contractors shall not) at any time publish, disclose or divulge any of the Management Information to any third party until the date of publication of the official and/or national statistics.
- 12.3 The Provider must implement appropriate arrangements which ensure that the Department's information and any other Departmental assets are protected in accordance with prevailing statutory and central government requirements. These arrangements will clearly vary according to the size of the organisation.
- 12.4 It is the Provider's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.
- 12.5 Failure to comply with any of these policies or standards could result in termination of the contract.

## **13. Health and Safety**

- 13.1 All participants involved in any way with DWP Programme are entitled to train and work in a healthy and safe environment with due regard to their welfare. Under Health and Safety Law they are regarded as the

Provider's employees, whether or not they are paid. Providers must, therefore, comply with their Duty of Care under the [Health and Safety at Work Act 1974](#) and the Act's associated regulations in the same way as they would do for any other member of their workforce. Providers must ensure that customers receive health and safety induction, training and supervision which are appropriate to the programme being delivered, and that systems are in place for checking this, both within their own organisation and at any sub-contractors. Providers must complete risk assessments, instruct, inform and train customers on the control measures identified. There are specific risk assessments for young people, pregnant workers, Lone Workers and employees who are engaged in Manual Handling activities. This list is not exhaustive.

- 13.2 DWP and Jobcentre Plus staff may therefore visit Providers and their sub-contractors for a variety of reasons. When doing so they will, in the course of their duties, adopt an 'awareness' approach to health and safety. In doing this they will not be conducting a health and safety inspection, nor will they be in a position to offer advice on whether something is safe or not. Instead they will approach this from the position of any layperson. If, however, they do spot something on which they require assurance or clarification they will raise this with the Provider or their sub-contractor's representative at the location they are visiting. If it is subsequently decided that the issue raised is one that requires follow up, this will be arranged with the Provider through their local Jobcentre Plus contact.

## **14. Data Security Requirements**

- 14.1 Cabinet Office has introduced mandatory requirements relating to data handling, security and information assurance in government contracts. Information must be protected, together with systems, equipment and processes which support its use. DWP Contractors must provide an appropriate level of security. Bidders will be required to submit a Security Plan with their Tender, which details all activities required to safeguard DWP information in compliance with the DWP Security Policy and standards. Bidders are required to complete and submit their Security Plan using the template attached as Annex 4 to the Tender Form.

## **15. Her Majesty's Government (HMG) Personnel Security Requirements**

- 15.1 The HMG Baseline Personnel Security Standard is a staff vetting procedure. It requires that a number of checks are made on persons who are to be given access to Government assets (premises, systems, information or data). Full details of the contractual obligations required to comply with the above procedures can be found in the Guidance document "HMG Baseline Personnel Security Standard - A Guide for DWP Contractors". A PDF version can be viewed at:

<http://www.dwp.gov.uk/docs/aguidefordwpcontractors.pdf>

## **16. DWP Customer Charter**

- 16.1 DWP 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. DWP are dedicated to raising the standards of all our contracted programme and require all Providers and sub-contractors to embed the principles of the Customer Charter into the services they deliver on DWP behalf.

The customer charter can be found at;

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

## **17. DWP Code of Conduct**

- 17.1 The DWP Code of Conduct spells out the key values and principles of behaviour which DWP expects of Organisations which are essential for creating healthy, high performing supply chains. Organisations that contract with DWP will be expected to operate in accordance with the Code of Conduct.

The Code is Annex 1 to the DWP Commissioning Strategy and can be found at;

<http://www.dwp.gov.uk/docs/cs-rep-08.pdf>

## **18. Provider Charter**

- 18.1 The Provider Charter is a set of principles that outline how DWP and its contractors, will work together to help DWP achieve its strategic objectives. The charter embraces a partnering approach to driving up value for money through continuous improvement and innovation. It reflects DWP core values and our commitment to a fairer and more sustainable society.

A full copy can be found below.

[Provider Charter](#)

## **19. Offshoring (including Landed Resources and Nearshoring)**

- 19.1 Prior written consent from DWP must be sought where Bidders (and/or their sub-contractors) are proposing to host or access DWP systems, services or official information outside of the United Kingdom, or to bring foreign nationals to the United Kingdom to provide services in delivery of the Contract. Bidders must submit an application for approval together with their bid. Further details can be found in the guidance document 'A Guide for Contractors on the DWP Offshoring

Policy V2.0'. A PDF version of this can be viewed at: [DWP Contractor Offshoring Guidance](#)

## **20. Provider Assurance Team**

- 20.1 The Provider Assurance Team (PAT) provide DWP with assurance that:
- payments to contracted employment programme Providers are in accordance with DWP and Treasury requirements;
  - public funds and DWP data are protected; and
  - value for money has been obtained.

## **21. Programme Evaluation**

- 21.1 Evaluation of the programme may seek to determine the success of programme. DWP will analyse MI and conduct qualitative research with JCP/DWP staff, customers and Providers to build up a picture of the support delivered. Researchers may wish to visit and interview Providers as part of the evaluation. Providers will be contacted in advance of any fieldwork. Providers are expected to fully co-operate with evaluation activity commissioned by DWP.

## **22. Sustainable Development**

- 22.1 DWP supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to 'enable all people to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations. This includes four main aims - social progress recognising the needs of everyone; effective protection of the environment; prudent use of natural resources; and maintenance of high and stable levels of economic growth.
- 22.2 DWP contractors are required to ensure that they and their sub-contractors use all reasonable endeavours to comply with the principles set out in the UK Strategy and the Sustainable Operations on the Government Estate (SOGES) targets. More information can be found on the [DWP Sustainable Procurement page](#).
- 22.3 DWP contractors are required to provide a policy statement within **six** months of the contract start date to demonstrate how they will satisfy and adhere to the principles of sustainable development, together with an action plan to explain how they will deliver environmental and community benefits.