



Department  
for Work &  
Pensions

**Commercial Directorate**

**SOUTH WEST WALES  
STRESS MANAGEMENT PROGRAMME**

**Invitation to Tender**

**Specification**

**20 January 2015**

**Contract Reference Number: UID\_101530**

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## 1. Introduction

- 1.1 The Flexible Support Fund (FSF) is intended to help Jobcentre Plus (JCP) District Managers to flexibly deliver elements of our service in the way they see fit for their Districts. In particular, the FSF enables JCP Districts to trial different approaches to tackling worklessness. Greater autonomy for District Managers will enable Jobcentre Plus 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. District Managers 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 claimants.
- 1.2 The JCP District of South West Wales (SWW) intends to use FSF to purchase provision to specifically assist Participants with the primary health conditions of anxiety and depression. The challenge for Providers is to work with these Participants to address the psychological and motivational barriers to employment.
- 1.3 Provision is targeted at Participants in receipt of Jobseeker's Allowance (JSA), Employment & Support Allowance (ESA) and Income Support (IS) with eligibility dependent on the primary health conditions of anxiety/depression and programme suitability. Eligibility will be determined by the referring JCP Disability Employment Advisors (DEA) and ESA Work Coaches in accordance with the above criteria.

## 2. Aims

- 2.1 The overall aim of the provision is to progress Participants with anxiety and depression related barriers to work towards the labour market. The provision will deliver a bespoke stress management course that will facilitate more effective condition management, enabling readiness for greater engagement in work-focused options, such as vocational training/volunteering/work placements and/or facilitating commencement/readiness to return to paid employment.

## 3. Design & Content

- 3.1 The Provider will be required to deliver a stress management course framework that provides intensive support, builds momentum and provides impetus for individual Participants with anxiety and depression barriers to move closer to the labour market.
- 3.2 The delivery model will comprise of a stress management course framework which will be of 8 weeks in duration, supplemented by 1-2-1 support. The Provider will be required to deliver **three, 8 week courses (with a 2 week pre course period prior to each course commencing to enable individual Initial Assessment Interviews to take place)** consecutively within the noted Local Authority areas. Accordingly the provision will have a total duration of nine months. Participants will typically attend the course for a maximum of 4 hours per week.
- 3.3 Bidders are free to demonstrate their delivery methodology as part of the Tender submission but as a minimum the course framework of support must include the following elements;

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- Minimum of three 1-2-1 sessions with a dedicated mentor
- 8 week Group Support
- Continuous encouragement in returning to work focused activities

3.4 The Provider will be responsible for ensuring all Participants are treated within the requirements of legislation outlined in the contract. The Provider should ensure the Participants are clear about the aims of the provision, the specific aims of the programme of activity that has been developed and the benefits of their participation.

### 1-2-1 Support

3.5 A minimum of three 1-2-1 sessions with a dedicated mentor will take place: one prior to the 8 week course commencement, one halfway through the course and one on completion of the course.

3.6 It is anticipated that the 1-2-1 sessions between the Participant and the Provider should last at least 1 hour and should take place on the Provider's premises.

3.7 **The 1-2-1 support and interventions** should be delivered by a **dedicated mentor** and be **tailored** to individual Participant's needs and identified barriers. Each session will deliver as a minimum:

- Provision of tools and techniques to help Participants to manage their condition;
- Support specifically aimed at transition in perception/motivation after a long history of unemployment due to anxiety/depression health condition;
- Tools and techniques enabling self-assessment of the distance travelled by Participants; this should focus on their progression in dealing with their condition as well as their readiness to engage with work focused activities;
- Participant's motivation and commitment to continuously participate to the full duration of the course
- Provision and review of a detailed Individual Action Plan (IAP);
- Positive and continuous encouragement into engaging with work focused activities as a tool to improve their condition

### Initial Assessment Interview

3.8 Each Participant will receive an initial in depth **Initial Assessment Interview** upon referral to the provision with a dedicated Mentor prior to the course commencement. It is anticipated that the initial meeting between the Participant and the Provider should take place in the 2 week period prior to the course commencing where the Provider will gather information from the Participant about their personal circumstances, anxiety/depression history and its impact especially on employment and labour market ambition. It will also help build a relationship between the Mentor and the Participant, secure commitment and alleviate any initial anxiety the Participant may be facing upon starting the course.

3.9 The Provider will install mechanisms, such as a psychological assessment, at the Initial Assessment Interview that allow Participants to **self-assess** and measure the **distance travelled** throughout the course. The initial assessment will be used as a **baseline** to measure progress during the programme and during the exit interview

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and should as a minimum include attendance, confidence, empowerment, motivation and self-efficacy ratings.

- 3.10 As a result of this interview, the Provider will create and agree a detailed **Individual Action Plan** (IAP) for each Participant. The IAP will focus on;
- Understanding individual Participants needs and identifying any barriers or challenges the Participant perceives as potentially hindering their progression into employment.
  - Goal setting and action planning tailored to the specific requirements of individual Participants to overcome any such barriers or challenges and manage out any potential health issues.
  - Set out a route way to obtain and sustain participation throughout the duration of the 8 week course and also include details of personal plans/milestones for beyond completion of the course where appropriate.
  - Agreeing the level and frequency of 1-2-1 support required throughout the course.
  - Record results from the initial self-assessment

### Mid-course Interview

- 3.11 The Provider will engage with Participants midcourse to review/forward plan their progress/remaining journey producing a **summary interim report** and updated IAP. The review should also aim to ensure the Participant continues their commitment to the course and its objectives as well as increase their engagement with work focused activities. This will be done in partnership with the JCP DEA and Work Coaches who, on receipt of evidence on distance travelled by Participants from the Provider, will support them in engaging in employment support provision, training, work experience amongst other appropriate activities.
- 3.12 The IAP will detail the results of the self-assessment of distance travelled, activities and measures that have moved the Participant closer to the work place or readiness to engaging with work focused activities. This formalised activity will be captured via a working journal which will be monitored and reviewed within the 1-2-1 interventions and incorporated within the interim and exit reports.
- 3.13 The IAP will also detail any Participant work focused activity into the labour market and/or training opportunities to increase employment prospects;
- 3.14 The IAP will include detail of greater engagement in Departmental/Third Party services.

### Exit Interview

- 3.15 The Provider will engage with the Participant for a final 1-2-1 session and provide an **exit report** and final updated IAP that reviews each Participants journey and enables each Participant to give a **self-assessment of the distance travelled**. The exit report should provide a psychological assessment of the Participant's progress on the course against the **baseline** set during the Initial Interview. The report should include any work focused activities carried out by the Participant during the Programme. It should also include next steps for the Participant based on the skill

sets that have been identified for that individual and recommended appropriate path which the Participants should discuss with their Work Coach in view of returning to work.

### Group Support

3.16 Each 8 week course will be provided to a maximum of 20 Participants and will focus as a minimum on the following:

- Delivery of a framework of **modular, interactive group sessions** that comprise confidence-building, development of self-efficacy/coping strategies and improvement in personal well-being via a cohesive model of stress and anxiety management.
- Interactive group sessions that allow **peer support** and opportunities to build confidence and self efficacy in relation to work.
- Motivational support and **mentoring** to ensure continuity of condition management.
- **Signpost** Participants to free information, resources and practical support to help them understand and manage their conditions.
- **Innovative activity** which is designed to stimulate participation, motivation, commitment and investment in the Participants journey.
- Encourage **self development** by providing access to information, tasks and exercises for Participants to conduct in their own time.
- Work in partnership with Participants to ensure **individual commitment** from them so they are invested in their journey through the course and beyond.
- Encouraging engagement with **support networks** for anxiety/depression health conditions.

3.17 **The group support should be modular and enable each Participant to focus on their individual needs and barriers.** Each session will deliver as a minimum:

- Provision of tools and techniques to help Participants to manage their condition;
- Support specifically aimed at transition in perception/motivation after a long history of unemployment due to anxiety/depression health condition;
- Positive and continuous encouragement into engaging with work focused activities as a tool to improve their condition

### Encouraging Engagement in Work Focused Options

3.18 The provision should systematically draw the parallel between the Participant's health and their engagement into work activities and ensure that Participants understand that employment can improve their wellbeing. It should focus on:

- Encouraging greater readiness for **work focused options**.
- Developing confidence, motivation, commitment, punctuality, resilience and self-efficacy, enabling readiness for **progression towards the labour market via increased and expedited engagement in activities** such as volunteering, work placements and vocational training.
- Supporting Participants in understanding their specific skill sets and potential in view of developing an appropriate pathway back to work.
- Delivering a framework to develop **coping strategies and techniques** in order to be prepared for job search activities.

- 3.19 Due to the nature of the proposed provision JCP is keen to encourage the involvement of organisations that can provide evidence of dealing with the target group. The ability to demonstrate experience of delivering psychological and motivational support to Participants with the primary health conditions of anxiety and depression would be advantageous.
- 3.20 The Provider should be able to provide evidence of having delivered services that have encouraged individuals to take up or maintain access to psychological therapies or other supportive treatment whilst bridging the gap with the workplace.
- 3.21 Delivery of the provision for lone parents should take account of the availability of Participants around school times (10am – 2pm) and the locality for travel.
- 3.22 The 8 week course will be delivered for typically 4 hours each week over a period of 5 days. The course duration will be of 4 hours per week to be split between the 1-2-1, group and work readiness focused elements of the Provision. Providers are expected to work with Jobcentre Plus District to agree a schedule and breakdown of attendance that will engage effectively with the Participant group.
- 3.23 Each course should be designed to support groups of a maximum of 20 Participants, with a **1:10 staff to Participant ratio**.
- 3.24 The Provider will be required to deliver **3 consecutive courses** within one Contract Package Area (CPA). The CPA comprises of the following Local Authority Areas; City & County of Swansea, Neath Port Talbot County Borough Council, Bridgend County Borough Council. The Provider will be required to deliver **1 course** in each noted Local Authority Area. Jobcentre Plus will agree the delivery dates for the courses with the successful Provider following the award of contract.
- 3.25 The premises used to deliver the full provision should be centrally located and contain hospitality facilities (e.g. catering and refreshment in the vicinity). Each venue should be accessible to Participants using public transport. Bidders will be required to provide details of proposed delivery premises, including a rationale in support of their proposals.

- 3.26 The successful Provider will be required to ensure that staff involved in the delivery and management of the proposed provision are appropriately qualified and experienced. Bidders will, therefore, be required to provide information about the qualifications and experience of staff together with an explanation of why they believe these to be appropriate in the context of the proposed provision.
- 3.27 Jobcentre Plus District does not wish to be prescriptive about the delivery of the provision. Bidding organisations are invited to describe their delivery proposal that they believe best meets the requirements of the Stress Management Programme provision as outlined within this specification.

#### 4. Referrals & Volumes

- 4.1 Jobcentre Plus anticipates that **60 Participants** will access the provision during the period of the contract. Potential bidders should note, however, that these volumes are indicative only and Jobcentre Plus gives no guarantee that these volumes will be realised.
- 4.2 The Provider will be responsible for dealing with JCP Disability Employment Advisors (DEAs) and Employment & Support Allowance (ESA) Work Coaches, with regards to handling initial referrals and taking forward the provision.
- 4.3 The Provider will also be required to work collaboratively with referring JCP offices to ensure that referrals, participation and performance are maximised throughout the provision. This collaborative relationship will also provide the close link required to ensure Participants journey towards the labour market is not only progressed during the provision but after completion of the course.
- 4.4 Each 8 week course should be designed to accommodate a maximum of **20 Participants**.
- 4.5 Participants will be identified and referred to the provision by JCP Disability Employment Advisors (DEA) and Employment and Support Allowance Work Coaches. The majority of Participants that are likely to be referred will be in receipt of JSA or ESA and long term unemployed with all Participants having experienced anxiety to a significant degree and feel that this is a main barrier to employment. Suitable Participants will be advised to consult their GP and inform them of their intention to start the Programme. Participants will also be advised that practitioners from various disciplines within the mental health field would deliver the Programme, providing them an opportunity to engage with those they felt most helpful.
- 4.6 Attendance will be voluntary so the Provider will need to work to ensure Participants are willing to attend, participate and invest for the duration agreed and documented as part of each Participants IAP. With a likely 20% drop out rate in the level of Participants, it is anticipated that JCP may refer more Participants at the outset to maximise the number of Participant entering the 8 week course.
- 4.7 A maximum of 25 referrals will be made to the Provider. The aim is to have a maximum of 20 Participants per course. If fewer than 16 Participants are signed up to attend week 1 of the course, then the Provider will discuss and agree the viability of running the course with JobCentre Plus. If more than 20 Participants are signed



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up to attend week 1 of the course, the Provider will discuss and agree with JobCentre Plus the viability of running the course with a higher number or entering some Participants on the next available course.

### 5. **Travel Costs**

- 5.1 The Provider is responsible for paying directly to Participants' their travel expenses in full for return journeys from their home to the agreed delivery venue(s).

### 6. **Childcare Costs**

- 6.1 Jobcentre Plus will be responsible for arranging to provide childcare costs associated with the Participant's attendance. Payment will only be made in respect of a registered childcare provider. Bidders should note that all such costs must be agreed with JCP in advance of any agreement reached with the Participant.

### 7. **Timing**

- 7.1 The Provider will be required to work with Jobcentre Plus from the Commencement Date of the Contract in order to schedule and ensure the first course is on week commencing **13<sup>th</sup> April 2015**. Thereafter, the Provider will be required to work with Jobcentre Plus in order to ensure that all subsequent courses are appropriately scheduled consecutively in response to the level of demand. The contract end date will be **19<sup>th</sup> December 2015**, with this date being the final day of the last course to be delivered.
- 7.2 The Provision will have the option to be extended for up to a further 3 months to enable the provision of an addition course, subject to satisfactory performance of the contract and the JCP having sufficient funds available. Any extensions will be subject to discussion and agreement between the Provider and DWP at the appropriate time.
- 7.3 Where a requirement for an extension to the contract arises, this will be progressed in accordance with the Change Control Process outlined in the Terms and Conditions.

### 8. **Performance Requirements**

- 8.1 The overall performance requirements for the provision are as follows:
- 3 x 8 week courses to be delivered including a 2 week pre course period for Individual Assessment Interviews to take place. Each course will last approximately 4 hours per week, with flexibility to allow delivery of the 1-2-1 support and interventions to suit individual needs of each Participant;
  - Course commencement should occur within 2 weeks of initial referral by JCP;
  - The Provider to have invited 100% of Participants referred to the Provision for a 1-2-1 individual assessment review within 5 days of referral;
  - A minimum of 90% of Participants referred to the Provision are expected to attend and participate for the full duration of the 8 week course;

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- The Provider should undertake the initial 1-2-1 individual assessment interview within 14 working days of the first provider contact;
- All Participants to have an agreed IAP within 5 working days of the Initial Assessment Interview;
- The IAP to be updated with progressions from Day 1;
- At a suitable point mid-course all Participants to have an 1-2-1 interim review and discussions recorded in their IAP within 2 days of their review;
- IAP to be agreed and signed by both the Provider and Participant following the initial, mid-course and the exit interviews.
- At the completion of the Programme all Participants to have an exit review highlighting recommendations for next steps and records made in their IAP;
- All course completers should have achieved enhanced employability skills as evidenced through self-assessment of the distance travelled. This will include but not be limited to: increased understanding of the tools, techniques and wellbeing support available to enable participants to more effectively manage their health conditions(s); secured commitment from Participant through punctual and regular attendance; increased self-efficacy; increased motivation; increased level of self-confidence; empowerment; evidence of greater engagement in Department/Third Party services

8.2 The Provider will be required to report, monitor and evaluate the Participant's experience throughout the provision, which will be reviewed at monthly performance reviews. Full details of reporting requirements will be agreed with JCP following award of contract.

8.3 Following reviews JCP may require amendments to the format and content of the course in order to ensure the provision continues to meet its objectives.

8.4 It is important to ensure that the provision delivers value for money for the public purse. For this reason, JCP intends to employ robust management of the provision in order to monitor the efficiency and effectiveness of delivery.

### 9. **Payment Model**

9.1. JCP will pay the successful organisation a Fixed Fee for each of the 3 eight week course.

9.2 The successful Provider will be paid monthly in arrears upon submission and validation of a suitable invoice. Each fee claim/invoice must be supported by appropriate evidence which will be discussed and agreed by JCP and the Provider prior to the provision 'go live' date.

9.3 The cumulative total of all invoices paid to the Provider will not exceed the agreed contract value.

9.4 In the event that a course runs with more than 20 Participants (see 4.7) the only payable fee to the Provider will be the Fixed Fee per course referred to in 9.1. The Provider will not be paid for any additional Participants either attending the 1-2-1 or the 8 week course.

9.5 Bidders are asked to submit their proposal fees (exclusive of VAT) for providing the service. Bidders are advised that the District budget for this provision sits at a **maximum of £50,000** and that their pricing proposal should therefore not exceed this. Failure to do so may result in bidders being excluded from the competition.

9.6 Proposals should be priced competitively in order to evidence value for money for the public purse. Details of how price proposals will be evaluated are described in the Instruction to Potential Suppliers document.

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

10.1 The Provider should put in place a range of mechanisms for encouraging feedback from Participants. Customer 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 provision:

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

11.2 The South West Wales District will monitor performance and will use Management Information to inform Provider Performance Reviews, as required.

11.3 DWP/JCP will collect Management Information about claimants who have been referred to the provision 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/JCP on the following (list not exhaustive):

- Participant referrals;
- Participant starts;

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- Participant completions;
- Participant attendance;
- Participant self assessment of distance travelled;
- Work focused outcomes;

11.4 Where DWP/JCP require 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 Terms & Conditions of 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 Provision 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 Participants receive health and safety induction, training and super-vision which are appropriate to the provision 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 Participants 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 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 provision 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:

<https://www.gov.uk/government/publications/dwp-commissioning-strategy-2014>

**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. See the following link:-

<https://www.gov.uk/government/publications/supplier-charter>

**19. Off-Shoring (including Landed Resources and Near-Shoring)**

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 Off-Shoring 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 provision 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 provision. DWP will analyse MI and conduct qualitative research with JCP/DWP staff, Participants 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 (SOGE) targets. More information can be found on the [DWP Sustainable Procurement page](#).