



Department
for Work &
Pensions

SCHEDULE 13

LIFE CHANCES

1 General

- 1.1 The Supplier acknowledges that the Crown is committed to assisting people to move from welfare to employment and driving forward improvements in economic, social and environmental well-being.
- 1.2 The Supplier (a) acknowledges that the Authority has a responsibility to support and promote wider social sustainability objectives for the benefit of society; and (b) agrees to cooperate with the Authority to improve life chances for those most disadvantaged and furthest from the labour market.
- 1.3 The Supplier acknowledges that the Authority is supporting the Crown's life chances and social value agendas by aiming to promote opportunities for groups of persons ("**DWP Priority Groups**") which the Authority regards as meriting priority assistance including but not limited to Apprentices, Disabled People, Young People, Older Workers, Ex-Offenders and Black and Minority Ethnic People.

2 Diversity and Equality Delivery Plan

- 2.1 In addition to complying with its obligations set out in Clause J1.3 and this Schedule 13 (Life Chances), the Authority requires the Supplier to provide such information as the Authority may request on (a) the action(s) the Supplier is taking in the course of supplying the Services to comply with its obligations set out in Clause J1.3 and this Schedule 13 (Life Chances) and (b) the effect such action(s) have on the Supplier Personnel used in the performance of its obligations under the Agreement.
- 2.2 As part of the information to be provided by the Supplier under paragraph 2.1 of this Schedule 13 (Life Chances), the Authority requires the Supplier to provide to the Authority:
 - (a) a diversity and equality delivery plan ("**Diversity and Equality Delivery Plan**") six (6) months after the Effective Date, and annually thereafter. The Diversity and Equality Delivery Plan must be specific to the Agreement and include details of all Supplier Personnel including but not limited to all Sub-contractors involved in the performance of the Supplier's obligations under the Agreement.
 - (b) details of the action(s) the Supplier is taking to support the Crown's social value agenda including but not limited to the action(s) the Supplier is taking to meet its obligations under paragraph 2.3 of this Schedule.
- 2.3 The Supplier shall, and shall ensure that its Sub-contractors, take the following action(s) in respect of DWP Priority Groups:
 - (a) **Apprentices**
 - (i) Ensure that five percent (5%) of the Supplier Personnel used in the performance of the Supplier's obligations under the Agreement are Apprentices.
 - (ii) Make available to potential members of Supplier Personnel used in the performance of the Supplier's obligations information about the National Apprenticeship Service.
 - (b) **Disabled People**
 - (i) Take steps to become a Disability Confident Employer and achieve level 3

within twelve (12) months of the Effective Date and maintain such Disability Confident Employer status at all times thereafter during the Term. For the purposes of this Schedule, the term “**Disability Confident Employer**” (including the levels associated with such definition) is more particularly described in the Authority's Disability Confident accreditation publication, as updated and/or replaced by the Authority and notified to the Supplier from time to time. Any breach by the Supplier of this paragraph 2.3(b)(i) shall entitle the Authority to terminate this Agreement by issuing a Termination Notice to the Supplier.

- (ii) Ensure that its Sub-contractors achieve a minimum Disability Confident status commensurate to the proportion of Services that those Sub-contractors individually deliver, as follows:

- (A) Disability Confident Level 1 – from 5% up to 25%
- (B) Disability Confident Level 2 – more than 25% up to 50%
- (C) Disability Confident Level 3 – more than 50%

The Sub-Contractor's Disability Confident status must be achieved within twelve (12) months from the date the Sub-contractor commences delivery of Services. Any breach by the Supplier of this paragraph 2.3(b)(ii) shall entitle the Authority to terminate this Agreement by issuing a Termination Notice to the Supplier.

- (iii) Make appropriate use of Access to Work to support recruit and retain disabled workers.
- (iv) When recruiting Supplier Personnel to be used in the performance of the Supplier's obligations under the Agreement, offer Disabled People interviews under a guaranteed interview scheme for vacancies for Supplier Personnel where the Disabled People meet the minimum criteria for such vacancies.
- (v) Offer Work Trials to Disabled People to support filling vacancies for Supplier Personnel.
- (vi) Provide Employment Experience to Disabled People as members of Supplier Personnel used in the performance of the Supplier's obligations under the Agreement to develop their skills and experience and increase their employability.

(c) **Young People – Under 25**

- (i) Offer Work Trials to Young People to support filling vacancies for Supplier Personnel.
- (ii) Provide Employment Experience to Young People as members of Supplier Personnel used in the performance of the Supplier's obligations under the Agreement to develop their skills and experience and increase their employability.

(d) **Older Workers – Over 50**

- (i) Offer Work Trials to Older Workers to support filling vacancies for Supplier Personnel.

- (ii) Provide Employment Experience to Older People as members of Supplier Personnel used in the performance of the Supplier's obligations under the Agreement to develop their skills and experience and increase their employability.

(e) **Ex-Offenders**

- (i) Offer Work Trials to Ex-Offenders to support filling vacancies for Supplier Personnel.
- (ii) Provide Employment Experience to Ex-Offenders as members of Supplier Personnel used in the performance of the Supplier's obligations under the Agreement to develop their skills and experience and increase their employability.

(f) **Black and Minority Ethnic People**

- (i) Offer Work Trials to Black and Minority Ethnic people to support filling vacancies for Supplier Personnel.
- (ii) Provide Employment Experience to Black and Minority Ethnic people as members of Supplier Personnel used in the performance of the Supplier's obligations under the Agreement to develop their skills and experience and increase their employability.

(g) **Employee Vacancies**

- (i) Advertise all vacancies for Supplier Personnel via Find a Job (<https://www.gov.uk/jobsearch>) in addition to any other recruitment agencies with whom the Supplier advertises such vacancies and any other actions the Supplier takes to recruit Supplier Personnel.

2.4 The Diversity and Equality Delivery Plan must also include:

- (a) an overview of Supplier and any Sub-contractor's policies and procedures for preventing unlawful discrimination and promoting equality of opportunity in respect of:
 - (i) age;
 - (ii) disability;
 - (iii) gender reassignment;
 - (iv) marriage and civil partnership;
 - (v) pregnancy and maternity;
 - (vi) race;
 - (vii) religion or belief;
 - (viii) sex; and
 - (ix) sexual orientation.
- (b) an overview of Supplier and any Sub-contractor's policies and procedures covering:
 - (i) harassment;
 - (ii) bullying;

- (iii) victimisation;
 - (iv) Supplier Personnel training and development.
- (c) details of the way in which the above policies and procedures are, or will be (and by when), communicated to Supplier Personnel;
- (d) details of what general diversity and equality related training has been, or will be delivered (and by when), to Supplier Personnel;
- (e) details of what structure and resources are currently directed towards active promotion of diversity and equality within the Supplier Personnel used in the performance of the Supplier's obligations under this Agreement, or if not currently in place, what will be put in place and by when.

2.5 The Authority will consider and must agree the contents of Diversity and Equality Delivery Plan. Any issues will be raised with the Supplier by the contract manager acting on behalf of the Authority. If an issue relates to a Sub-contractor, the Supplier must raise and resolve the issue with the Sub-contractor.

Life Chances Workforce Monitoring template

2.6 The Supplier shall provide the Life Chances Workforce Monitoring template (contained in Appendix 1 to this Schedule 13 (Life Chances)), as may be updated and amended by the Authority from time to time, duly completed in full by the Supplier in respect of all Supplier Personnel (including but not limited to all Sub-contractors used in the performance of the Supplier's obligations under the Agreement), six (6) months after the Effective Date and annually thereafter.

2.7 The Supplier shall complete the Life Chances Workforce Monitoring template in line with the 'Life Chances through Procurement Guidance for DWP Contractors' and the contract definitions.

2.8 The Supplier will compare figures in all categories listed in the Appendix 1 - Workforce Monitoring template and provide (where possible) comparisons against any official national/regional statistics that are publicly available in accordance with the "Social Value Guidance for Contractors" provided by the Authority to the Supplier.

2.9 The 'Social Value Guidance for Contractors' provides links to a number of data collection sources, this is not an exhaustive list and other sources are available. The Authority recognises that there may be regional variations in terms of population demographics and some data categories and coverage may not be complete or fully aligned, however, the Supplier agrees to provide high level analysis and identification of trends as and when requested by the Authority.

2.10 The Supplier shall provide and shall ensure that its Sub-contractors provide such evidence as the Authority may require of action(s) undertaken or planned by the Supplier and/or any Sub-contractor to improve the numbers in the Social Value Workforce Monitoring template (contained in Appendix 1 to this Schedule 13 (Life Chances)) to the satisfaction of the Authority.

2.11 Diversity and Equality, the Crown's social value agenda and DWP Priority Groups will be discussed jointly by the Authority and the Supplier as an on-going item at Agreement review meetings. Such meetings will discuss the information provided by the Supplier in accordance with paragraph 2.2 of this Schedule 13 (Life Chances).

APPENDIX 1 – LIFE CHANCES WORKFORCE MONITORING

Important – the figures the Supplier provides must relate specifically to the staff used in the performance of the contractor's obligations under the contract only, which for the avoidance of doubt includes any Sub-contractor.

Date of Return Month: Year	
Name of Contract:	
Contract Number:	
Name of Supplier:	
Call-Off Effective Date:	
Total Number of Supplier Personnel, which for the avoidance of doubt includes any Sub-contractors	

1 – Number of new Supplier Personnel posts created in the performance of the Supplier's obligations under the Agreement

New Supplier Personnel Posts	Number of new Supplier Personnel posts created in period	
	1-34 hr per week posts	35 hr + per week posts
Baseline return (at 6 months for months 0-6)		
1st annual return (at 18 months for months 7-18)		
2nd annual return (at 30 months for months 19 - 30)		
3rd annual return (at 42 months for months 31-42)		

2 – Number of Apprentices in Supplier Personnel used in the performance of the Supplier's obligations under the Agreement

DWP Priority Group - Apprentices	Number of Apprentices in Supplier Personnel which have been employed for 26 weeks or longer in period	% of Apprentices in Supplier Personnel at the end of the period	No. of Apprentices who began apprenticeships as part of the Supplier Personnel during the period
Baseline return (at 6 months for months 0-6)			
1st annual return (at 18 months for months 7-18)			
2nd annual return (at 30 months for months 19 - 30)			
3rd annual return (at 42 months for months 31-42)			

3 – Number of Disabled People in Supplier Personnel used in the performance of the Supplier's obligations under the Agreement

DWP Priority Group - Disabled People	Number of Disabled People in Supplier Personnel which have been employed for 26 weeks or longer in period	% of Disabled People in Supplier Personnel at end of period	Number of Disabled People who began employment as part of the Supplier Personnel during the period
Baseline return (at 6 months for months 0-6)			
1st annual return (at 18 months for months 7-18)			
2nd annual return (at 30 months for months 19 - 30)			
3rd annual return (at 42 months for months 31-42)			

4 – Number of Disabled People, who had been interviewed by the Supplier under the Guaranteed Interview Scheme (GIS) for Supplier Personnel posts used in the performance of the Supplier’s obligations under the Agreement,

DWP Priority Group – Disabled People in the Supplier Personnel who had been interviewed by the Supplier under the GIS	Number of Disabled People who have been interviewed for Supplier Personnel posts by the Supplier under the GIS during the period
Baseline return (at 6 months for months 0-6)	
1st annual return (at 18 months for months 7-18)	
2nd annual return (at 30 months for months 19 - 30)	
3rd annual return (at 42 months for months 31-42)	

5 – Number of Young People in Supplier Personnel used in the performance of the Supplier’s obligations under the Agreement

DWP Priority Group - Young People	Number of Young People in Supplier Personnel which have been employed for 26 weeks or longer in period	% Young People in Supplier Personnel at end of period	Number of Young People who began employment as part of the Supplier Personnel during the period
Baseline return (at 6 months for months 0-6)			
1st annual return (at 18 months for months 7-18)			
2nd annual return (at 30 months for months 19 - 30)			
3rd annual return (at 42 months for months 31-42)			

6 – Number of Older Workers in Supplier Personnel used in the performance of the Supplier's obligations under the Agreement

DWP Priority Group - Older Workers	Number of Older Workers in Supplier Personnel which have been employed for 26 weeks or longer in period	% Older Workers in Supplier Personnel at end of period	Number of Older Workers who began employment as part of the Supplier Personnel during the period
Baseline return (at 6 months for months 0-6)			
1st annual return (at 18 months for months 7-18)			
2nd annual return (at 30 months for months 19 - 30)			
3rd annual return (at 42 months for months 31-42)			

7 – Number of Ex-Offenders in Supplier Personnel used in the performance of the Supplier's obligations under the Agreement.

DWP Priority Group - Ex-Offenders	Number of ex-offenders in Supplier Personnel which have been employed for 26 weeks or longer in period	% ex-offenders in Supplier Personnel at end of period	Number of ex-offenders who began employment as part of the Supplier Personnel during the period
Baseline return (at 6 months for months 0-6)			
1st annual return (at 18 months for months 7-18)			
2nd annual return (at 30 months for months 19 - 30)			
3rd annual return (at 42 months for months 31-42)			

8 – Number of Black or Minority Ethnic (BME) in Supplier Personnel used in the performance of the Supplier’s obligations under the Agreement.

DWP Priority Group - Ex-Offenders	Number BME in Supplier Personnel which have been employed for 26 weeks or longer in period	% BME in Supplier Personnel at end of period	Number of BME who began employment as part of the Supplier Personnel during the period
Baseline return (at 6 months for months 0-6)			
1st annual return (at 18 months for months 7-18)			
2nd annual return (at 30 months for months 19 - 30)			
3rd annual return (at 42 months for months 31-42)			

9 – Number of Employment Experience placements conducted in the performance of the Supplier’s obligations under the Agreement

Employment Experience placements	Number of Employment Experience placements conducted during the period
Baseline return (at 6 months for months 0-6)	
1st annual return (at 18 months for months 7-18)	
2nd annual return (at 30 months for months 19 - 30)	
3rd annual return (at 42 months for months 31-42)	

10 – Number of Work Trials conducted as part of the recruitment of Supplier Personnel used in the performance of the Supplier’s obligations under the Agreement.

Work Trials	Number of Work Trials conducted during the period
Baseline return (at 6 months for months 0-6)	
1st annual return (at 18 months for months 7-18)	
2nd annual return (at 30 months for months 19 - 30)	
3rd annual return (at 42 months for months 31-42)	

11 – Number of vacancies for Supplier Personnel advertised via Find a Job

Supplier Personnel vacancies advertised via Find a Job	Number of vacancies for Supplier Personnel advertised via Find a Job during the period	% of all vacancies for Supplier Personnel advertised via Find a Job during the period.
Baseline return (at 6 months for months 0-6)		
1st annual return (at 18 months for months 7-18)		
2nd annual return (at 30 months for months 19 - 30)		
3rd annual return (at 42 months for months 31-42)		