



Department
for Work &
Pensions

Commercial Directorate

**Lone Parent Support – IS/JSA claimants
(Flexible Support Fund)**

South West Wales Jobcentre Plus District

Invitation to Tender

Specification

V0.01

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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 South West Wales JCP District wish to procure four 8 week Lone Parent Support courses aimed at Jobcentre Plus claimants who have been identified as needing work preparation and holistic employment skills to support the move towards and achieve a sustained job outcome.

3 Design and Content

- 3.1 The provision must be designed to support Lone Parent Claimants to move closer to the labour market overcoming their barriers; increasing work capability, digital up skilling, CV writing, mock interviews; confidence and motivation; budgeting and financial advice, developing methods of coping with caring and work/life balance.

It will provide 8 weeks support comprising of one two hour group session per week ideally from 10am to 12pm for groups of 10 to 12 claimants per course.

Provision will include as a minimum:

Week One –

- Welcome introductions - outline course content/objectives - complete registration and attendance commitment;
- set up personal action plan to record identified further actions (e.g. Learn Direct courses) and record key events during the course on a weekly basis (scrap/note book);
- ensure claimants have e-mail account - create one providing support, as appropriate;
- confidence building - 'Who am I', reasons for lack of confidence and self worth, ways to increase confidence, assertiveness and self esteem to improve personal development;
- introduction to writing a successful CV - issue instructions and/or memory stick advising claimants to bring in any existing CVs next week;

- issue work book containing hand - outs and follow up exercises for claimants to work through during the course (e.g. registering on Universal Jobmatch)

Week Two –

- welcome and ice breaker;
- who will read your CV, how employers consider and deal with job applications;
- provide support to enable claimants to complete their own CV.

Week Three –

- effective communication - how communication can be misinterpreted (Chinese Whispers), ways to ensure your communication delivers the intended message and is appropriate for the recipient;
- additional support for claimants who still have incomplete CV's, as required;
- e-mail completed CV's to claimants own e-mail account;
- writing covering letters for job applications.

Week Four -

- first impressions count – what to wear/not to wear for a job interview, personal presentation;
- interview techniques;
- benefits of social media – familiarisation of sites such as 'Linked In' - how it helps with job searching – Twitter can identify employer recruitment campaigns. Drawbacks - how Facebook can inform employers about potential employees,
- what employers are looking for – what behaviours and attitude are employers seeking, what skills do you already have, how to gain work experience, volunteering, retraining;
- work book completion;

Week Five –

- Mock interview – realistic job interview for 20 minutes each claimant;
- 360 degree feedback – what went well and what areas could be improved upon, common mistakes;
- Completion of work book between interviews and feedback;

Week Six –

- Universal Jobmatch accounts and how to log job searches;
- How to look for jobs digitally - applying for jobs online;

Week Seven –

- 'Better Off Calculation' presentation – the benefits of working;
- money and work – debt management and budgeting, having the correct bank account for wages to be paid into;
- In work Universal Credits.

Week Eight –

- work/life balance - how to manage a new job and coping strategies;
- balancing caring responsibilities and support available;
- managing change, dealing with challenges and personal resilience;
- completion of personal action plans and any actions going forward.

4. Referrals / Volumes

- 4.1 The anticipated number of claimants accessing the provision over the contract period is up to 48. 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 6 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 in the following localities in the district:
- 3 courses in Gorseinon Jobcentre Plus catchment area covering post codes : SA4 3, SA4 4, SA4 6, SA4 8, SA4 9, SA4 0; and
- 1 course for the Morriston Jobcentre Plus area covering post codes: SA5 7, SA5 9, SA6 5, SA6 6, SA6 7, SA6 8, SA7 9, SA7 0, SA8 3, SA8 4, SA18 0, SA99 1.
- 4.3.1 South West Wales District has a large number of areas with infrequent bus services, therefore, the proximity of the venue is important to encourage take up of the course around school 'drop offs' and public transport, as many of the intended cohort will reside in outlying localities.
- 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.
- 4.5 The focus will be on Lone Parents claimants in receipt of IS and JSA who need a lot of soft engagement to start them on their journey to a sustained job outcome.
- 4.6 Jobcentre Plus Lone Parent Advisors will be solely responsible for identifying and referring eligible/appropriate Lone Parents to the course.

5. Travel Costs

- 5.1 Jobcentre Plus advisors can provide travel expenses therefore this need not be included in the bid.

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 course 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 **27th April 2015** with the last referral date on **23rd October 2015**.

8. Performance

- 8.1 The overall performance requirements for this provision are detailed as follows:

- 100% of Lone Parents to start each course, retention and activity participation are key, any absentees to be contacted promptly;
- 40% of claimants (i.e.19 claimants) to commence employment or self-employment for a minimum of 16 hours per week within 8 weeks of completing the Lone Parent Support course.
- 30% of claimants (i.e.15 claimants) to sustain employment of 16 hours or more per week 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 **£60,000**.

- 9.2 Jobcentre Plus will pay the successful organisation unit costs for delivery of the courses as follows:

- Course commencement fee of £9000 in respect of each course delivered - 4 courses in total maximum payable **£36,000**.

Expected 10 to 12 claimant starters per course = 48 total (see 3.1),

And Outcome fees as follows:

	Maximum Per Outcome Payment	Maximum Total Payable
Indicative Job Outcome 40% (i.e.19 claimants) to commence employment or self-employment for a minimum of 16 hours per week within 8 weeks of course completion.	£600	£12000
Indicative Sustained Job outcome 30% (i.e. 15 claimants) who sustain employment for 13 weeks from date of commencing employment of 16 hours or more per week	£800	£12,000
	Total	£60,000

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 **£60,000**.

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 South West Wales 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 course 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 (SOGE) 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.