

Appendix C Part 3 – Post Tender Clarification

1. In relation to Tender Customer Service Standard 1 which is “**10 working days notice given for each case conference meeting**,” to clarify, is this notice to be provided to the IPES participant? Can Reed clarify by return.

Response from Reed in Partnership - This is the notice given to JCP. The date/time would be agreed with the Participant prior to giving notice to the JCP. Where both parties agree to meet within 10 working days less notice may be given.

2. In relation to Tender Customer Service Standard 1 which is “**10 working days notice given for each case conference meeting**,” how will Reed record and monitor this standard such that it’s delivery can be evidenced to the Department? Can Reed clarify by return.

Response from Reed in Partnership - Subject to agreement from DWP, we intend to email details of the Case Conference meeting to the JCP Work Coach (or other agreed person) at least 10 working days prior to the meeting. An action/note on our case management system will confirm the email has been sent. The date of this entry can be compared to the date the meeting has been booked/attended.

3. In relation to Tender Customer Service Standard 2 which is “**An updated AP within 5 working days of the case conference**,” does this include agreement and signature by the participant or, if that comes later, at what point in the future will that happen? Can Reed clarify by return.

Response from Reed in Partnership - The updated AP within 5 working days of the case conference will reflect the actions agreed between the 3 parties during the conference. It will not necessarily be signed by the participant at that point. It will be signed by the participant at the next face to face appointment with their Key Worker which will take place no later than 4 weeks following the date of the case conference (and in the majority of cases within 2 weeks).

4. On the point “How the Provider would deal with circumstances where it is not possible to hold the Case Conference” If this is due to non-attendance by the participant, what would Reeds follow up action be? Can Reed clarify by return.

Response from Reed in Partnership - In the event that the Participant fails to attend a Case Conference, the participant’s Key Worker will contact the participant on the same day to arrange another Case Conference. The Key Worker will identify a suitable date and time for both the participant and JCP Work Coach and confirm the arrangements in writing to both. If the Key Worker is unable to reach the participant on the same day she/he will try again each day for a further 4 working days using the methods of contact agreed with the participant. The Key Worker will record all attempts to contact the participant in our participant management system.

5. On the point in the IPES Specification “How Providers would deal with Case Conferencing for those migrating across CPAs (see paragraph 2.73 of the IPES Specification);” How would this be addressed? Can Reed clarify by return.

Response from Reed in Partnership - If a participant moves to another CPA within England or Wales, we will continue to support the participant via a strategic/delivery partner in the participant’s new geography. This is likely to be via an arrangement with the IPES provider in that CPA. The arrangement will be established by our Partnership Manager. Our Key Worker will maintain contact with the partner to ensure support continues and Case Conferencing sessions are arranged and held at regular intervals.

6. Reeds Case Conference delivery proposal states meetings will be held “at months 3, 9 and 15.” Does this mean during month 3 or is the 3, 9 and 15 month point the trigger to book the case conference with the participant? Can Reed clarify by return.

Response from Reed in Partnership - The case conference should take place during months 3, 9 and 15. Key Workers may book the case conference in months 2, 8 and 14 to take place during the following month.