



Department  
for Work &  
Pensions

Commercial Directorate

# **Lone Parent Employability in South East Wales Jobcentre Plus District**

**Specification  
September 2015**

**Contract Reference: UI\_DWP\_ 101719**

## Contents

1.	Introduction .....	3
2.	Aim of Lone Parent Employability .....	3
3.	Targeted Support .....	3
4.	Design & Content .....	4
5.	Delivery Locations .....	6
6.	Referrals.....	7
7.	Travel Costs .....	7
8.	Childcare Costs.....	7
9.	Timing .....	7
10.	Performance.....	8
11.	Programme Budget .....	9
12.	Payment Model .....	9
13.	Participant feedback and complaints handling .....	10
14.	Management Information .....	10
15.	Sharing of Management Information .....	11
16.	Health and Safety.....	11
17.	Data Security Requirements .....	12
18.	Her Majesty's Government (HMG) Personnel Security Requirements	12
19.	DWP Customer Charter .....	13
20.	DWP Code of Conduct .....	13
21.	Provider Charter.....	13
22.	Offshoring (including Landed Resources and Nearshoring) .....	13
23.	Provider Assurance Team.....	13
24.	Programme Evaluation.....	14
25.	Sustainable Development .....	14

## **1. Introduction**

- 1.1 South East Wales Jobcentre Plus District wish to utilise funding made available from the Flexible Support Fund to provide a 4 week programme that will work intensely with Lone Parent claimants to increase their employability, moving them closer to the Labour Market and to progress into sustainable employment.
- 1.2 Jobcentre Plus invites organisations to submit a tender that will provide a bespoke service that will support Lone Parents with their range of barriers and move them closer to the labour market and ultimately into employment.

## **2. Aim of Lone Parent Employability**

- 2.1 The aim of the programme is to complement the existing Lone Parent claimant journey whilst providing additional intensive support over a 4 week period, and in-work support for a further 13 weeks.
- 2.2 The main customer group are Lone Parents in receipt of benefits. However, overall eligibility for this programme will be determined by JCP who will be responsible for deciding which customers would benefit most from the programme.

## **3. Targeted Support**

Key elements of the provision will include, but are not limited to:

- A clear engagement strategy – proposals must include methods of engagement, how the provider will achieve the necessary levels of engagement. The provider must take personal ownership of engagement and commitment to the programme of activities;
- Triage mechanisms – to identify the individual's needs and barriers and to be able to address these in the most appropriate ways;
- Intensive – 5 days a week (pre - employment up to 4 weeks support, in-work support up to 13 weeks support);
- Consideration to be given to childcare requirements and hours of delivery to facilitate and maximise Lone Parent attendance;
- 121 coaching / mentoring support;
- Group sessions to identify barriers/needs to move claimants forwards;
- Support to overcome multiple and complex needs – essential skills, length of time out of the labour market, perceived barriers, digital exclusion, debt, money management, confidence and motivational issues, childcare and many more;
- In depth, personalised tailored action plans, continuing into the post employment support element. This must be a living document that is continually updated.
- Innovative partnership approach;

- Partner referral mechanisms – if appropriate claimant to be referred to a relevant organisation for additional support in overcoming barriers and perceived barriers. This must be done via a warm handover;
- Where appropriate there must be a challenging approach – boot camp style;
- When progressed to employment, a high level of aftercare with a Supported Employment model, that clearly demonstrates how the supplier will work with both the claimant and employer;
- The supplier will build a relationship with employers to increase opportunities for this claimant group, including Work Experience and employment;
- Intensive IT up skilling for lifestyle, economic benefits as well as job seeking and work related activity;
- Ensure individuals are equipped with personal budgeting skills and provide / arrange for debt advice if appropriate;
- Short sector based training linked to the emerging recruitment trends.
- Links to, promoting, advocating and utilising voluntary work;
- Delivery will include confidence and motivation, targeting self -esteem and social isolation issues associated with long term benefit dependency;
- Communication skills linked to being an effective employee, workplace behaviours and practices, how to manage being in work;
- Each mentor/adviser to be available and accountable to link back to Work Coaches. Regular reviews and contact back to discuss progress with owning coach, including case conferencing;
- Effective evaluation of delivery methods, what worked report to be delivered on contract end;
- Attendance management will be robust but supportive with clear expectations of contact to mirror work place behaviours;
- Consider certified awards for some activities to build a portfolio and contribute to CV;

#### **4. Design & Content**

- 4.1 In developing their programme suppliers should incorporate a mixture of one to one sessions (each participant must have a minimum of 10 hours of one to one support) and group sessions of up to 20 hours per week. The one to one support can be either with the suppliers own staff or with a local specialist provider to address the claimants concerns over managing their circumstances.

Jobcentre Plus is seeking innovative tenders to help address the barriers presented by the customer group that typically includes:

- managing finances
- lack of skills and qualifications
- digital upskilling including on-line jobsearch
- low self-esteem and confidence issue
- no experience of attending interviews

- training on the process of job applications
- tackling employers' attitudes and prejudices,
- knowledge of the labour market,
- characteristics, such as insecurity and motivation,
- personal qualities such as level of social skills and aptitude
- dependency issues

4.2 All claimants referred to the programme should have a minimum 1.5 hour one to one diagnostic/triage interview to identify the key barriers to employment and to start forming an understanding of the claimant's real or perceived barriers. An agreed Action Plan should be completed that details the required activities to address the barriers identified.

4.3 Following the diagnostic/triage interview, claimants will be expected to participate in a pre employment programme, lasting a minimum of 20 hours per week.

Activity can be group based or one to one, to address the barriers listed above.

Typically we would expect:

**Week 1** - to focus on the diagnostic interview, drawing up the action plan and see the commencement of support.

**Week 2** - should be used to start improving the confidence and motivation of claimants by challenging the often long held perceptions of their circumstances and how these are seen as a barrier to entering employment. Referral to Specialist Providers should be considered where appropriate.

**Week 3** - focus should be on employability skills which could include but is not limited to:

- supported Jobsearch and guidance - making effective job applications and what employers are looking for from prospective job candidates at the interview
- develop effective workplace behaviours, team working and communication skills
- developing individuals ability to apply and search for jobs using digital technology (including creating a Universal Jobmatch account, applying and searching for vacancies and accessing DWP on line services and developing financial awareness).

**Week 4** - should be used to address any barriers not covered in week 1 -3 and for employer familiarisation visits.

Tendering Organisations will be required to demonstrate an approach to continuing pre-work support including, but not limited to;

- **Jobsearch Advice and Guidance** - advice and guidance to support the claimant review their jobsearch activities e.g. creating/updating a C.V.; completing job application forms; and preparing for job interviews;

- **Jobsearch Resources** - access to resources that will allow the claimant to identify and apply for job vacancies
- **Training and Education** – a review of opportunities and assistance with applications
- **Financial Advice and Debt Counselling** - specialist advice relating to the financial circumstances of individual Claimants.

The above is not exhaustive and potential bidders will be expected to demonstrate their knowledge of the customer group by providing a clear picture of the support that will be offered to claimants to address these and other barriers.

- 4.2 The programme required is for 4 weeks of intensive support followed by continuing pre-work and up to 13 weeks in-work support.
- 4.3 Key to the success of this programme will be that each claimant will agree an individual action plan that they have will have confidence in leading to them securing employment.
- 4.4 Organisations will be expected to provide a clear claimant journey from the initial diagnostic/triage assessment through the required activity on the programme, including how the identified barriers are being addressed through to the claimants end goal.
- 4.5 Lone Parent Employability bids must clearly demonstrate the Bidder's knowledge of the local labour market by tailoring their delivery to the employment opportunities available while indicating their existing or planned relationships with local employers.
- 4.6 Organisations will also be required to demonstrate their knowledge of local specialist partners who may be required to assist in delivering this programme.
- 4.7 The Provider will provide in-work support to all claimants securing employment for a period of 13 weeks following completion of the programme to ensure they sustain their employment.

## **5. Delivery Locations**

- 5.1 Delivery of this provision is required for the South East Wales Jobcentre Plus District and as a minimum delivery should take place in the following areas;
  - Blaenau Gwent
  - Caerphilly
  - Cardiff

- Merthyr Tydfil
- Monmouthshire
- Newport
- The Vale of Glamorgan
- Torfaen

5.2 The premises must be DDA compliant and accessible to claimants using public transport within the Jobcentre Plus catchment areas.

## **6. Referrals.**

JCP does not guarantee claimant volumes but anticipates that 200 Claimants will start the programme, leading to 100 job outcomes.

6.1 Jobcentre Plus will be the sole referral agent to the programme.

6.2 Jobcentre Plus Advisers will be responsible for contacting the Provider to arrange a start date for the claimant on the Focus on Employment Support programme.

6.3 All claimants will be in receipt of a social security benefit, however, overall eligibility for this programme will be determined by JCP who will be responsible for deciding which customers would benefit most from the programme.

6.4 The Provider will be responsible for encouraging and supporting claimants to participate and complete the Programme.

6.5 The Provider will be responsible for ensuring all claimants are treated within the requirements of the legislation outlined in the contract. The Provider should ensure that each participant is clear about the aims and objectives of the programme and the benefits of their participation.

## **7. Travel Costs**

7.1 The Provider is responsible for paying claimants' travel expenses in full for return journeys from the claimant's home to the agreed venues for delivery of the provision.

## **8. Childcare Costs**

8.1 Jobcentre Plus will be responsible for arranging to provide childcare costs associated with the participant's attendance. Bidders should note that all such costs must be agreed with JCP in advance of any agreement reached with the claimant.

## **9. Timing**

9.1 The contract will be for the period 13 November 2015 to 12 November 2016. Jobcentre Plus aims to have the delivery of the programme

commence by 13 November 2015 and to run for a period of 12 months. The last claimant starting this programme will be no later than 11 July 2016.

- 9.2 Subject to agreement between the parties, there is a possibility that JCP may wish to extend the contract period beyond the planned end date quoted in paragraph 9.1. However, any decision to extend the contract will be dependent upon various factors, such as contract performance and future budget availability, and so it is not possible to give any further information at this time.

## **10. Performance**

- 10.1 The performance requirements for the programme are:

- All claimants commencing the programme must receive a 1.5 hours one to one diagnostic/triage interview to help inform completion of the Action Plan.
- Commencement on the programme will be confirmed when the claimant has actively participated for at least one day and JCP have received an agreed Action Plan.
- 100% of claimants who commence the programme should go on to complete the programme (see section 10.2)
- 50% of claimants who commence the programme should achieve a job outcome.
- Targeted in-work support will ensure that 100% of claimants who start work will remain in work for at least 13 weeks.
- All claimants who achieve job outcome should receive 13 weeks of post programme support to enable them to sustain their employment.
- Job Outcomes must be genuine opportunities with a realistic possibility of providing sustained employment for the Claimant. A job outcome is defined as commencing employment/self-employment within 4 weeks of completing the programme (for a minimum of 16 hours per week for full time employment) and retaining the job for a minimum of 4 weeks and result in an off flow from benefits, or above the Administrative earnings threshold for those claiming Universal Credit.
- An exit report will be required for all claimants leaving the programme (completers / early leavers / positive outcome achievers). This should include a record of activities completed and identify possible next steps which will help their JCP Adviser build on the progress made and continue to move the claimant along their journey towards employment, education/training.



- 10.2 The 4 weeks of the programme do not need to be concurrent. Claimants may leave and re-join throughout the referral stage of the programme (i.e. between November 12 2015 and July 11 2016) but only one of the outcome payments defined at section 12.1 will be paid for each qualifying claimant. The job outcome must be achieved within 6 weeks of leaving the programme.
- 10.3 Should a claimant achieve a job outcome during the 4 week programme the programme fee plus the job outcome fee can be claimed by the supplier.
- 10.4 The Provider will be required to report their success against these criteria to Jobcentre Plus monthly or as requested by Jobcentre Plus.

## **11. Programme Budget**

- 11.1 A maximum budget of **£125,000** has been set for the provision.

## **12. Payment Model**

- 12.1 Jobcentre Plus will pay the Provider a fixed fee for each Claimant:
- A maximum Start Fee of £100 after completing at least one day on the programme and completion of an Action Plan;
  - A maximum of £225 for each claimant completing the 4 weeks programme.
  - A maximum of £300 for achieving a job outcome
  - A maximum of £300 13 weeks sustained job outcome fee

Bidders are invited to submit their proposed unit costs for:

- Start fee – maximum payable  $200 \times £100 =$  **£20,000**
  - Four weeks completion – maximum payable  $200 \times £225 =$  **£45,000**
  - Job outcome – maximum payable  $100 \times £300 =$  **£30,000**
  - Sustained job outcome – maximum payable  $100 \times £300 =$  **£30,000**
- Overall budget £125,000.00**

- 12.2 The Provider will submit a monthly invoice. The invoice must include evidence to support the claim. The evidence for each element are:
- **Start Fee:** SL2 Form or agreed equivalent and a copy of the individual Claimant's Action Plan signed and dated by both the claimant and the Provider.

- **Four week completion:** Timesheets signed by both tutor and claimant to match the relevant attendance dates.
- **Job Outcome Fee:** Confirmation of job outcome such as letter from employer or payslip.
- **Sustained Job Outcome Fee –** Confirmation of 13 weeks sustained employment such as letter from employer or payslips.

Jobcentre Plus will confirm the claimant has ceased claiming benefit on receipt of an invoice.

12.3 Potential Suppliers may propose lower unit costs for a Start, Four weeks completion, job outcome fees and sustained job outcome fees as illustrated in paragraph 12.3. The successful Bidder will be entitled to claim for job outcomes achieved in excess of the performance requirement subject to a maximum overall contract value of £125,000.

12.4 No variants on the payment model illustrated in this specification will be accepted.

### **13. Participant feedback and complaints handling**

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

13.2 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.

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

13.4 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.

### **14. Management Information**

14.1 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).

14.2 The Central England Group will monitor performance and will use Management Information to inform the Provider Performance Reviews, as required.

14.3 DWP 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 on:

- Course starts
- Course participants receiving specialist assistance
- Course leavers entering employment
- Course leavers entering education/training
- Course completers

This list is not exhaustive.

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

## **15. Sharing of Management Information**

15.1 There are rules around the sharing of Management Information. These are detailed in the contract.

15.2 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.

15.3 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.

15.4 It is the Provider's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.

15.5 Failure to comply with any of these Policies or Standards could result in termination of current contract.

## **16. Health and Safety**

16.1 All claimants 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 supervision 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 and employees who are engaged in Manual Handling activities. This list is not exhaustive.

- 16.2 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.

## **17. Data Security Requirements**

- 17.1 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 Providers must provide an appropriate level of security. The Provider 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. The Provider is required to complete and submit their Security Plan using the template attached as Annex E to the Tender Form.

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

- 18.1 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>

## **19. DWP Customer Charter**

- 19.1 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>

## **20. DWP Code of Conduct**

- 20.1 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 be found at; <http://www.dwp.gov.uk/docs/cs-rep-08.pdf>

## **21. Provider Charter**

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

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

- 22.1 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. The Provider 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](#)

## **23. Provider Assurance Team**

- 23.1 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.

## **24. Programme Evaluation**

- 24.1 Evaluation of the programme may seek to determine the success of provision. DWP will analyse MI and conduct qualitative research with JCP/DWP staff, customers and The Provider 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.

## **25. Sustainable Development**

- 25.1 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.
- 25.2 DWP Providers 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](#).
- 25.3 DWP Providers 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.