



Department
for Work &
Pensions

Commercial Directorate

**Gateway to Employment – Specialist Support for Claimants with
Multiple Barriers
(Flexible Support Fund)**

Midland Shires Jobcentre Plus District

Invitation to Tender

Specification

V0.2

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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

- 1.2 Midland Shires JCP District wishes to procure a ten week programme for JSA / ESA / IS Claimants, not participating in Work Programme, which will address health issues and multiple barriers preventing their progression into work or self employment. The programme will target Jobcentre Plus claimants with multiple barriers that cannot be addressed through existing provision within Staffordshire and Shropshire counties of the district.

3 Design and Content

- 3.1 The provision must be a ten week (25 - 30 hours per week) course designed to promote the positive impact working has on health and wellbeing and support them in overcoming barriers; ie Debt, Homelessness, Substance Abuse, Offending.

and will include;

- an intensive / in depth face-to-face diagnostic meeting with the claimant to gain a full understanding of the difficulties / barriers to employment faced by the claimant. These could include issues such as: physical health conditions and disabilities, mental health, learning disabilities, debt, homelessness, substance abuse and offending
- development of a detailed and realistic individual plan of activities to address multiple barriers which should include:
 - Assessment Summary
 - Setting goals linked to positive outcomes and/or employment
 - Risk factors and non health related barriers
 - Suitable job roles
 - Signposting to locally delivered support to assist with reducing barriers, ie stress / anxiety / depression workshops; pain management; relaxation techniques
 - Skills and attributes audit

- access to specialist, tailored support to reduce and remove barriers where possible
- working with the claimant to manage and change their lifestyle
- an overriding requirement to increase the claimant's speed of progression towards and into employment / self employment
- ensuring the claimant understands the positive impact working has on health and wellbeing
- equipping the claimant to work towards a long term behavioural change and improved employability
- a variety of approaches including person-centred support and modular training.

4. Delivery Locations

- 4.1 The provision is required across the Staffordshire and Shropshire counties in the Midland Shires JCP District. The provider will need to deliver in Stoke on Trent, Cannock and Telford and the district would welcome bids which include the offer of an outreach service covering Burton, Shrewsbury, Stafford and Tamworth.
- 4.2 The location for the initial in-depth diagnostic assessment must be close to the claimants home / Jobcentre Plus office for claimants with severe mobility issues.
- 4.3 All delivery locations need to be accessible to claimants by Public Transport
- 4.4 The venues proposed (in each area) by the Provider must be suitable for the provision being delivered, meet all legal requirements and address the needs of any claimants attending.

5. Referrals

- 5.1 JCP does not guarantee claimant volumes, but we anticipate that approximately 500 participants will take part over a 12 month period. We envisage a split of 60:40 in favour of ESA / IS claimants.

5.2 Coverage is required across the Staffordshire and Shropshire counties within the district. A breakdown of anticipated volumes is detailed below:

Stoke on Trent (Henley)	275
Cannock	112
Telford	113

5.3 These are indicative volumes only and Jobcentre Plus will give no guarantee of referral numbers.

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

5.5 All claimants referred to the provision will be mandated to attend. Therefore the provider will be required to notify Jobcentre Plus of any claimant who;

- Refuses to attend the Programme
- Fails to attend the Programme for a day or more
- Requests to leave the Programme

5.6 The Provider will be required to provide the Jobcentre Plus Work Coach with regular feedback on the claimant's attendance and progress. The format and frequency of this will be agreed locally.

5.7 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 for the agreed duration.

6. Travel Costs

6.1 The Provider is responsible for paying directly to Claimants their travel expenses in full for return journeys from their home to the agreed delivery venue(s) including the work placement.

6.2 Travel costs will be reimbursed by the Provider upon receipt of travel evidence, submitted by the claimant. Claimants must produce proof of travel before costs can be reimbursed eg. Bus / Train tickets; Taxi receipts.

7. Childcare Costs

7.1 JCP is responsible for arranging the payment of child care or replacement care or associated costs, relating to their participation on this Programme, 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.

8. Timing

8.1 The Provider will work with JCP to schedule and ensure provision commences on 23rd February 2015 and ends on 22nd February 2016.

9. Performance

9.1 The performance requirements for this provision are detailed as follows:

- All new starts must attend an initial, in-depth diagnostic assessment
- **40%** of claimants who start the programme converting into a job outcome.

The definition of a qualifying Job outcome is where employment / self employment of more than 16 hours per week commences within six weeks of last attendance on the provision.

The definition of a Sustained Job Outcome is where the claimant has been in employment/self employment and off-benefit for a period of 13 weeks.

10. Payment Model

10.1 Bidders are advised that the District budget for this provision sits at a maximum of **£477,500**.

10.2 Jobcentre Plus will pay the successful organisation unit costs for delivery of the provision per Claimant as follows:

- A Start Fee: Up to **£335** payable per Claimant attending the initial diagnostic assessment
- A Job Outcome Fee: Up to **£700** payable per Claimant achieving a qualifying job outcome, up to a maximum of 200 claimants achieving a qualifying job outcome.
200 participants x maximum fee of £700 = £140,000
- A Sustained Job Outcome Fee: Up to **£850** payable per Claimant achieving a sustained job outcome, up to a maximum of 200 claimants achieving a sustained job outcome.
200 participants x maximum fee of £850 = £170,000

10.3 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. Payment for outcomes will be subject to JCP verification via off-benefit checks.

10.4 Each fee claim / invoice must be supported by suitable evidence for example.

- 10.5 The cumulative total of all monthly claims paid to the provider will not exceed the agreed contract value.
- 10.6 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 **£477,500**.
- 10.7 If the Provider does not sustain all claimants who start employment/self employment for 13 weeks they will be able to claim additional Job Outcome Fees up to the maximum combined value for job outcomes and sustained job outcomes of **£310,000**.
- 10.8 No variants on the payment model illustrated in this Specification will be accepted.

11. Customer Feedback and Complaints Handling

- 11.1 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.
- 11.2 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.
- 11.3 The Provider must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact Jobcentre Plus for additional advice.
- 11.4 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.

12. Management Information

- 12.1 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).
- 12.2 The Midland Shires Jobcentre Plus District will monitor performance and will use Management Information to inform Provider Performance Reviews, as required.

- 12.3 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 provision;
 - Volume of participants completing the provision; and
 - Job Outcomes.

This list is not exhaustive.

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

13. Sharing of Management Information

- 13.1 There are rules around the sharing of Management Information. These are detailed in the contract.
- 13.2 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.
- 13.3 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.
- 13.4 It is the Provider's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.
- 13.5 Failure to comply with any of these policies or standards could result in termination of the contract.

14. Health and Safety

- 14.1 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.

- 14.2 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.

15. Data Security Requirements

- 15.1 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.

16. Her Majesty's Government (HMG) Personnel Security Requirements

- 16.1 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/aguidfordwpcontractors.pdf>

17. DWP Customer Charter

- 17.1 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>

18. DWP Code of Conduct

- 18.1 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>

19. Provider Charter

- 19.1 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](#)

20. Offshoring (including Landed Resources and Nearshoring)

- 20.1 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](#)

21. Provider Assurance Team

- 21.1 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.

22. Programme Evaluation

- 22.1 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.

23. Sustainable Development

- 23.1 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.
- 23.2 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](#).
- 23.3 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.