

Schedule 1 Appendix C Part 3 Post Tender Clarification

DWP Clarification Points for Inclusion at Schedule 1 to IPES Contract as agreed at Post Tender Clarification Meeting held on 10 September 2019

1. In relation to Tender Customer Service Standard 1 "All outcomes of CC will be recorded on the updated AP, uploaded to PICS," at what point will the outcome be recorded on the Action Plan and uploaded to PICS? **Can Fedcap clarify by return.**

A: All outcomes off the CC will be recorded on the updated AP and uploaded onto PICs within 7 working days.

2. In relation to the timing of the case conferences, specifically the first case conference (1) following development of the AP (within 4 weeks of them starting the programme), to confirm, this does not mean that the case conference will be held within 4 weeks of the participant starting the programme, this reference relates to the Action Plan being completed within 4 weeks of the participant starting the programme. **Can Fedcap clarify by return.**

A: Yes, this is correct

3. In relation to the timing of the first case conference, if this happens after completion of the Action Plan, within what time-frame following completion of the Action Plan will the case conference be held? **Can Fedcap clarify by return.**

A: The first case conference will be booked in within 10 working days of the completion of the first full action plan. Our intention is that the first case conference will be completed within 1 month following the completion of the first full action plan dependent on Work Coach and Participant availability.

4. In relation to the timing of the second case conference "at month 7 to review progress achieved," does this mean that the case conference will be held on the participants 7-month anniversary on programme or is the intent that it will be held during month 7 of provision. **Can Fedcap clarify by return.**

A: Our intention is that the 2nd case conference will be held during month 7 of the eligible participants time on programme

5. In relation to Tender Customer Service Standard 2 "For 100% of participants who attend the warm hand back (3rd CC), we will invite a support network representative at the exit meeting e.g. a housing support worker, charity key worker or a social prescribing navigator," i) to confirm, the measure for this standard is the issue of the invite? ii) how will Fedcap record and monitor this standard to ensure its delivery can be evidenced to the Department? **Can Fedcap clarify by return.**

A: We will upload a copy of the invite letter/email to the customer account on PICS within 7 working days of the invite being sent. We will also include details of the support network representative within the body of the write up of the final case conference.

6. In relation to the timing of the third case conference "at between month 14 and IPES programme completion (warm hand back)" i) is the intention that the maximum number of case conferences will be 3, including the warm handback where appropriate? ii) is the final case conference / warm handback to be held "at" or "between" month 14 and programme completion? **Can Fedcap clarify by return.**

A: i) The maximum of formal case conferences will be 3 however we envisage participant need may dictate that additional case conferences take place. We will treat these additional case conferences in the same manner by recording all details within the body of the AP and

uploading signed documentation within 7 working days of the case conference being completed.

7. Fedcaps tender references “Our 100% outreach delivery model ensures initial meetings are held at a place chosen by the participant” Can these be anywhere the participant chooses? **Can Fedcap clarify by return.**

A: We have designed our model to offer full flexibility around participant need – however staff and participant safety will always be paramount and as such venue requests will be treated on an individual basis and in line with our lone working and safeguarding policies.

8. Fedcaps tender references “One Assess typically takes 1 hour to complete; however, it can be delivered over multiple, less intense sessions to cater for different learning styles/disabilities” Is the intention that this activity would still be delivered within the 20-day period to assess, agree and AP and start on provision? **Can Fedcap clarify by return.**

A: Yes, this is correct

9. In relation to spend with SMEs, Fedcap confirmed that 40% is aspirational, i) on the point of direct and indirect spend, how are these terms defined? **Can Fedcap clarify by return ii)** is the 40% linked to Fedcaps IPES budgeted IPES spend or wider spend by the Fedcap Employment organisation? **Can Fedcap clarify by return.**

A: We can confirm that Fedcap Employment Limited has an aspirational target of 40% of our annual spend (both indirect and direct) will sit with SMEs.