



Department
for Work &
Pensions

Commercial Directorate

Fast Lane and Route Finder Provision
North West of England Group

Invitation to Tender

Specification October 2015

CPA 1 – Cumbria & Lancashire
CPA 2 – Merseyside
CPA 3 – Greater Manchester East and West
CPA 4 – Greater Manchester Central & Cheshire

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1. Introduction

- 1.1 The Flexible Support Fund (FSF) is intended to help Jobcentre Plus (JCP) District Managers to flexibly deliver elements of our service in the way they see fit for their Districts. In particular, the FSF enables JCP Districts to trial different approaches to tackling worklessness. Greater autonomy for District Managers will enable JCP to respond to one of the priorities of the government - public service reform and the devolution of power from the centre to the front line. District Managers 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.
- 1.2 District Managers in the North West Jobcentre Plus Group intend to use the FSF to provide a programme that will support claimants by improving their digital skills, confidence, motivation and self esteem in order to move closer to the labour market or into employment, demonstrating the impact on social justice.
- 1.3 The main claimant group are those on Jobseekers Allowance (JSA) (Pre & Post Work Programme), Income Support (IS), Incapacity Benefit (IB) or Employment and Support Allowance (ESA), WRAG and Universal Credit. However, overall eligibility and referral for this programme will be determined by JCP who will be responsible for deciding which claimants would benefit most from the programme. This programme is designed to support a wide range of claimants who could be close to the labour market or be entrenched worklessness with multifaceted barriers to work.

2. Aim

- 2.1 The programme aims to provide support and help to target the characteristics of all claimant types including entrenched worklessness and multifaceted barriers to work and speed up claimant journeys into or towards work by helping them address the barriers that are preventing them from engaging in the buoyant labour markets of the North West of England.
- 2.2 The programme will be made up of 4 Key Paths depending on how near or far the claimant is on their journey towards the job market. The 4 Key Paths are :-
 - Fast Lane – 2 day course;
 - Fast Lane Plus – 5 day course;
 - Route Finder – 3 week course;
 - Route Finder Plus – 8 week course inclusive of 3 weeks work/voluntary placement/ experience.

The courses are set out in greater detail in Section 4 below.

3. Targeted Support

- 3.1 In recognition of the large geographical area to be covered by the provision delivery and the logistical difficulties this might present, Jobcentre Plus is inviting bids for 4 separate contract package areas. Potential Suppliers may submit bids for individual or all contract package areas (CPAs). However, those organisations interested in providing full geographical coverage will be required to submit separate bids for each contract package area.
- 3.2 The contract package areas are:
- Package area 1- Cumbria & Lancashire – with hub locations in, Blackburn, Blackpool, Preston, Skelmersdale, Burnley, Carlisle, Workington, Barrow, Lancaster
 - Package area 2 – Merseyside –with hub locations in Bootle, Huyton, Liverpool City Centre, St Helens, The Wirral, Widnes.
 - Package area 3 – Greater Manchester East and West – with hub locations in Ashton under Lyne, Bolton, Rochdale, Wigan and outreach locations in Bury, Oldham and Stockport.
 - Package area 4 – Greater Manchester Central & Cheshire – with hub locations in Chester, Crewe, Manchester, Salford Quays, Warrington.
- 3.3 Information about the Claimant volumes is included at Section 6 of this Specification.

4. Design & Content

- 4.1 All courses should be designed to reflect a 1:6 staff to participant ratio.
- 4.2 Key Paths 1 & 2 – Fast Lane and Fast Lane Plus

These courses will be for claimants identified by their Work Coach as needing a short package of tailored support to get them into or closer to the labour market, including supporting Universal Credit claimants to increase their hours of work.

- 4.3 Key Path 1 – Fast Lane provision will take the form of a 2 day course of activity. Claimants are expected to attend for 12 hours spread over 2 consecutive days (claimants will not be expected to attend a course any more or less than 12 hours), including breaks. The Delivery Supplier is

required to provide refreshments at these breaks. Potential Suppliers will be required to detail their delivery proposal in their tender.

- 4.4 Key Path 2 – Fast Lane Plus provision will take the form of a one week, 5 day course of activity. Claimants are expected to attend for 30 hours spread over 5 consecutive days (claimants will not be expected to attend a course any more or less than 30 hours), including breaks. The Successful Supplier is required to provide beverages at these breaks. Potential Suppliers will be required to detail their delivery proposal in their tender.
- 4.5 The individual needs of each claimant will vary. For this reason, both courses must deliver a responsive and personalised service which supports and challenges claimants as they apply for jobs and prepare for interviews by utilising a range of support measures determined by the individual's needs.

Elements which both Courses must address / deliver:

- An overview of the provision;
- Advise and assist claimants with the preparation of C.V.s which are tailored to specific vacancy requirements as they arise (rather than simply producing one 'generic' C.V.);
- Assist claimants to engage with employment agencies, to complete written and on-line job applications as necessary, to prepare for interviews, understand the different interview techniques and confidence building tools for attending interviews and to understand aptitude testing;
- Help claimants to utilise on-line resources such as Universal Jobmatch;
- Broaden jobsearch goals and make realistic choices according to the labour market;
- Understand what is being asked for in a job advertisement;
- Deliver appropriate guidance / coaching which may be necessary in order to challenge claimants' negative attitudes / behaviour and help them increase and maintain their motivation and confidence levels for getting a job, including how their current skills and knowledge could lead to consideration of differing employment opportunities that they may not have initially considered;
- Ensure claimants understand the importance of marketing themselves well at interview and displaying a good work ethic (e.g. enthusiasm, reliability, flexibility etc.). This may involve use of mock interview sessions, where appropriate, with feedback for claimants.
- The successful Supplier(s) will source and job match Claimants to employment opportunities.

- 4.6 Key Paths 3 & 4 – Route Finder and Route Finder Plus

These courses will be for claimants identified by their Jobcentre Plus Work-Coach as needing additional help and support both in a group and one to one over a sustained period. They will have multiple barriers to working including; low skills, motivation and either a poor work history or a sustained break from the labour market.

4.7 Key Path 3 – Route Finder provision will take the form of a 3 week, 10 hours per week course (claimants will not be expected to attend a course any more or less than 10 hours per week). Potential Suppliers have the flexibility to determine the delivery arrangements for each course e.g. 5 hours per day for 2 days (including breaks). The Successful Supplier is required to provide beverages at these breaks. Potential Suppliers will be required to detail their delivery proposal in their tender.

4.8 Key Path 4 – Route Finder Plus provision (8 weeks) will be split into three elements.

- The first element will take the form of a 4 week, 10 hours per week (claimants will not be expected to attend a course any more or less than 10 hours per week) course. Potential Suppliers have the flexibility to determine the delivery arrangements for each course e.g. 5 hours per day for 2 days (including breaks). The Successful Supplier is required to provide beverages at these breaks. Potential Suppliers will be required to detail their delivery proposal in their tender.
- The second element will be a 3 week, 20 hours maximum and 16 hours minimum per week, Work Experience Placement or Volunteering Placement appropriate to the claimants identified job goal.
- The third element will be a 1 week, 10 hours per week, post work/voluntary placement support course, which will focus on drafting and agreeing a detailed Exit Plan for each claimant and identifying and securing employment opportunities. The delivery arrangements for this element should mirror the arrangements for the first element of this course.

Initial Engagement Activities for both Route Finder Courses – All claimants referred to both courses should have a minimum 1.5 hour one to one diagnostic 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. The action plan for claimants on the Route Finder Plus course will identify individual realistic job goals in their preferred employment sector including the different job roles available; the type and level of support that will be available to the Claimant during their work placement. All diagnostic interviews must take place at least 5 days before the claimant starts their course.

4.9 Elements which both courses must address / deliver:

- a) **Personal Development** - The programme must address personal development, i.e. increase the self-esteem, self discipline and motivation of claimants through challenging perceptions that are seen as a barrier to entering employment. JCP would welcome tender bids which propose to address this requirement by means of innovative activity which is designed to stimulate learning, participation & motivation e.g. use of interactive methods, creative activities, biographical work, team project etc. Potential Suppliers will be required to describe their proposals in detail;
- b) **Digital Support** – digital support for all claimants, which will include the creation of or updating of a CV and an understanding of the need to take responsibility for it and comprehend how it relates to their skills and the job market. The Successful Supplier is to ensure the claimant has an E-mail Account set up and is registered on Universal Jobmatch. The Supplier will also help the claimant to complete on-line job applications, register on job websites and arrange mock interviews;
- c) **Workplace Behaviours** - Identifying and discussing the qualities, attitudes and behaviours employers expect from their employees e.g. communication skills; self presentation; punctuality; time keeping and time management; and team working and problem solving. Claimants should also receive work-related coping strategies (e.g. interaction, anxiety, memory, concentration, work place behaviour). The Successful Supplier will ensure the claimant has an awareness of their needs and how they can cope/deal with them;
- d) **Labour Market Awareness** - Input from local employers i.e. talks relating to working in specific occupational sectors, applying for jobs and interview techniques;
- e) **Healthy Lifestyles** - Claimants should be given advice and guidance around healthy lifestyles. There should be a focus on self worth and claimants should be encouraged to take ownership of the way forward for themselves;
- f) **Financial Awareness** – Claimants should be given a session on financial awareness including managing your money, budgeting advice, Entitled to calculations, debt support etc;
- g) **Accessing Local Provision** – awareness of local provision e.g. ‘Get Britain Working’ initiatives, guest speakers involved in the delivery of local provision.

h) **Job Matching Service** – the successful Supplier (s) will source and job match claimants to employment opportunities.

4.10 Some claimants will have multifaceted barriers to work and may require more in depth support to address their barriers to employment. These claimants should be signposted to specialist organisations to receive appropriate support and guidance to address their specific issues and barriers to employment. Specialist support may include:

- **Financial Advice and Debt Counselling** - specialist advice relating to the financial circumstances of individual claimants; and
- **Managing a Health Condition** – specialist advice and support relating to managing their health condition.

4.11 **Exit Reports** – Fast Lane Plus, Route Finder and Route Finder Plus Course.

As the aim of this provision is to help claimants progress nearer or into work, Jobcentre Plus requires the Successful Supplier to complete an Exit Report for each individual claimant who leaves, or completes the Fast Lane, Route Finder & Route Finder Plus courses.

The Exit Report must comprise

- A narrative assessment report from the course Tutor detailing the individual claimant's progress, strengths and weaknesses, including the claimant's perceptions of their own barriers/employability on both starting and leaving the course; and
- A record of activities completed, together with evidence of distance travelled from starting the programme to completion detailing social justice outcome achieved (including achievements from Work Experience, Work Placement/Volunteering Work). The exit report must also include claimants signed agreement of the identified next steps/activities that will progress them nearer or into employment.

To note – further specific details on the Exit Report and Action Plan content will be agreed between Jobcentre Plus and the Successful Supplier on award of contract.

4.12 The Supplier must send the completed Exit Report to the claimant's Jobcentre Plus Work Coach within 4 working days of the claimant leaving or completing the Fast Lane Plus, Route Finder & Route Finder Plus courses.

- 4.13 In developing their innovative programme Potential Suppliers should incorporate a mixture of one to one sessions (each claimant must have a minimum of 3 hours of one to one support) and group sessions of up to 27 hours equating to 30 hours on the Fast Lane Plus course. For both Route Finder courses each participant must have a minimum of 4 hours one to one support per week and 6 hours group sessions, per week equating to 10 hours per week.
- 4.14 The Successful Supplier must provide a bespoke service that improves the claimant's employability on the Route Finder Plus Course and help them to secure employment (16 hours or more per week) within the range of Sectors (**Childcare, Administrative, Catering, Hospitality, Customer, Construction, Leisure, Logistics, Retail and Warehouse Distribution**). In addition to the sectors mentioned above Jobcentre Plus would welcome the offer of additional sectors where Suppliers can offer placements.
- 4.15 Bids for all the courses must clearly demonstrate the Potential Suppliers 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.

Work/Volunteering Experience Placement –Route Finder Plus Claimants

- 4.16 Each claimant will be offered a work/volunteering experience placement for 3 weeks, ideally with an employer in their preferred employment sector.
- 4.17 The successful Supplier will be responsible for producing and agreeing an individual action plan with the claimant. The action plan will identify: the employer; the work experience placement position/job or the volunteering placement; the length of time the placement should be and the type and level of support that will be available to the claimant during the work/volunteering experience placement.
- 4.18 The work/volunteering experience placement should be for a maximum of 20 hours and minimum of 16 hours per week. Any reduction in the number of hours must be agreed with Jobcentre Plus prior to commencing the work/volunteering experience. Individual hours of attendance for the work/volunteering experience placement will be agreed between the Supplier, claimant and the employer.
- 4.19 Ideally, work experience placements should be sourced from employers who can offer employment opportunities to the claimants following their placement.
- 4.20 Before a claimant is able to work with children and or protected adults a check needs to be completed to ensure that those who have regular contact with children and or protected adults through paid and unpaid work do not have a known history of harmful behaviour and have not

previously been barred from working with children and or protected adults.

- 4.21 Where the work placement involves regular contact with children and or protected adults a Disclosure Scotland application needs to be submitted and returned clear before a work placement position can be undertaken. The supplier is to arrange and pay for Disclosure Scotland checks.

Post Work/Volunteering Experience Placement Support

- 4.22 The Successful Supplier will provide post placement support, for up to 1 week (10 hours), to all claimants who do not move directly into work following the completion of their work/volunteering placement.
- 4.23 The support must focus on identifying and securing employment with other employers and the production of a detailed Exit Report.
- 4.24 Claimants who successfully secure employment with their work placement employer, or another employer, will receive support that focuses on starting and keeping their job.

In Work Support

- 4.25 Claimants progressing into work during or within 13 weeks of completing the Route Finder and Route Finder Plus courses should be offered 'In Work Support' of up to 6 weeks.
- 4.26 The support should focus on helping claimants to retain their job. The types of support and frequency of contact should be agreed with the individual claimants.

Post Programme Support – Route Finder and Route Finder Plus Claimants

- 4.27 All claimants on the Route Finder and Route Finder Plus courses should be offered 13 weeks, 2 hours per week, post programme support following completion of their 3 & 8 week courses. Potential Suppliers will be required to provide details of their proposals for post programme work support when submitting tender bids. Claimants who attended these courses at outreach locations will be expected to travel to Hub locations for this support although in exceptional circumstances this support may be offered by telephone.

Claimant Reviews

- 4.28 There should be two Case conferences between the Successful Supplier and Jobcentre Plus Work Coach for all claimants completing

the Route Finder Plus course and one case conference for all claimants completing the Route Finder course.

5. Delivery Locations

- 5.1 Potential Suppliers must identify and deliver the Courses from premises sited in a central location within the identified hub locations and the identified outreach locations set out in Section 6 below. These locations must be accessible to claimants using public transport within the 4 named CPA areas. Claimants will not be expected to travel more than 1.5 hours (each way) to attend provision in a hub location.
- 5.2 Jobcentre premises cannot be used to deliver this provision including diagnostic interviews in any of the 4 named CPA areas.

6. Referrals.

- 6.1 The anticipated numbers of claimants accessing the provision during the contract period are as follows

CPA 1 - Cumbria and Lancashire – anticipated number of claimants - 912

CPA 1 – Cumbria & Lancashire Hub Locations	Outreach Locations	Fast Lane Volumes	Number of Fast Lane Courses	Fast Lane Plus Volumes	Number of Fast Lane Plus Courses	Route Finder Volumes	Number of Route Finder Courses	Route Finder Plus Volumes	Number of Route Finder Plus Courses
Blackburn		60	5	48	4	36	3	24	2
Blackpool		48	4	48	4	36	3	36	3
Preston		36	3	36	3	36	3	36	3
Skelmerdale		36	3	48	4				
Burnley				36	3	36	3	36	3
Carlisle						60	5		
Workington		24	2	24	2	24	2		
Barrow		36	3			24	2		
Lancaster		24	2			24	2		
Total		264	22	240	20	276	23	132	11

CPA 2 – Merseyside – anticipated number of claimants - 1092

CPA 2 – Merseyside Hub Location	Outreach Locations	Fast Lane Volumes	Number of Fast Lane Courses	Fast Lane Plus Volumes	Number of Fast Lane Plus Courses	Route Finder Volumes	Number of Route Finder Courses	Route Finder Plus Volumes	Number of Route Finder Plus Courses
Huyton		60	5	36	3	48	4	24	2
Liverpool City Centre		168	14	96	8	60	5	36	3
St Helen's		48	4	24	2	24	2	24	2
Bootle		60	5	36	3	12	1	12	1
Widnes		60	5	36	3	36	3	24	2
The Wirral		84	7	36	3	24	2	24	2
Total		480	40	264	22	204	17	144	12

CPA 3 Greater Manchester East and West – anticipated number of claimants - 948

CPA 3 – Greater Manchester East & West	Outreach Locations	Fast Lane Volumes	Number of Fast Lane Courses	Fast Lane Plus Volumes	Number of Fast Lane Plus Courses	Route Finder Volumes	Number of Route Finder Courses	Route Finder Plus Volumes	Number of Route Finder Plus Courses
Hub Location									
Bolton		48	4	60	5	48	4	12	1
Rochdale		48	4	60	5	48	4	12	1
	Oldham	24	2	36	3	36	3	12	1
	Bury	24	2	24	2	24	2	12	1
Ashton under Lyne		36	3	48	4	48	4	12	1
	Stockport	24	2	36	3	36	3	12	1
Wigan		36	3	60	5	60	5	12	1
Total		240	20	324	27	300	25	84	7

CPA 4 Greater Manchester Central and Cheshire – anticipated number of claimants - 900

CPA Greater Manchester Central & Cheshire Hub Locations	4- Outreach Locations	Fast Lane Volumes	Number of Fast Lane Courses	Fast Lane Plus Volumes	Number of Fast Lane Plus Courses	Route Finder Volumes	Number of Route Finder Courses	Route Finder Plus Volumes	Number of Route Finder Plus Courses
Manchester		60	5	84	7	96	8	36	3
Salford Quays		48	4	60	5	60	5	24	2
Warrington		36	3	48	4	48	4	12	1
Crewe		36	3	48	4	48	4	12	1
Chester		36	3	48	4	48	4	12	1
Total		216	18	288	24	300	25	96	8

Potential bidders should note, however, that these volumes are indicative only and Jobcentre Plus gives no guarantee that these volumes will be realised.

- 6.2 Each course should be designed to accommodate up to 12 claimants (maximum) and 6 claimants (minimum), however Suppliers should be able to accommodate up to 16, with a 1:6 staff to participant ratio.
- 6.3 Jobcentre Plus will have responsibility for determining claimant suitability and eligibility for each of the Fast Lane and Route Finder courses and will be the sole referral agent to the programme.
- 6.4 Jobcentre Plus Work-Coaches will be responsible for contacting the Supplier to arrange a start date for each claimant on the Fast Lane and Fast Lane Plus courses. They will also be responsible for contacting the Supplier to arrange a date for the diagnostic interview and confirm the actual start date for their claimants on the Route Finder and Route Finder Plus courses.
- 6.5 The Successful Supplier for each CPA will work with the District to schedule the 4 different courses across each District's named areas taking into consideration any possible fluctuations in the above referral volumes. The District will therefore work with the Successful Supplier to agree a schedule of courses at both the identified hub locations and outreach locations at least 3 weeks in advance of each course.
- 6.6 The programme review will take into account the overall situation of the contract in that whilst there may be a need to deliver an increase in the anticipated starts on one course the starts on another may be under utilised. For example (for illustrative purposes only) following a review it is identified that it is unlikely that the anticipated starts for the Routefinder 3 week course will be required during the life of the contract but that additional starts are required on the Routefinder Plus 8 week course. Jobcentre Plus would request that places on the Routefinder 3 week course are transferred as starts on the Routefinder Plus 8 week course. The exchange of starts would be handled in good faith using an open book approach between the Contract Manager and the Supplier.
- 6.7 Suppliers must closely monitor numbers using each module to inform over or under usage to Jobcentre Plus, maximising the optimum occupancy rates as outlined. These findings along with Jobcentre Plus's own monitoring will be used to ensure sufficient places on relevant courses, and work placements are available to meet demands. The Supplier must be flexible to tailor their provision in order to deliver what is required by Jobcentre Plus for their customers (appropriate to

the budget available). Discussions should take place monthly to help inform the future demand of courses and locations of them.

- 6.8 Attendance will be voluntary for Income Support Claimants but mandating (see 6.13) remains an option for Districts for customers on ESA, JSA and Universal Credit as appropriate depending on conditionality. The Supplier will be responsible for encouraging and supporting the claimants to complete all elements of the provision.
- 6.9 The provision is available to claimants that live across the North West of England area covering the Districts of Cumbria & Lancashire, Merseyside, Manchester East and West, Greater Manchester Central & Cheshire.
- 6.10 In addition, recent legislative and procedural changes now allow Jobcentre Plus Work-Coaches greater powers to compel jobseekers to undertake activity which will help them to return to work. These include:
- More Frequent Attendance' arrangements for the duration of their participation on the proposed provision;
 - use of Jobseekers Directions, where appropriate;
 - follow up and challenge of non-compliance.
- 6.11 Jobcentre Plus intends to implement these powers robustly to support this provision and expects to work collaboratively with the Supplier in order to achieve the stated objectives of the provision.
- 6.12 Jobcentre Plus requires the Successful Supplier(s) to report non attendance, including where possible the reasons, from the initial interview through to the end of the post work experience placement support service.
- 6.13 Skills conditionality is to reduce the numbers of people who fail to start and fail to complete on provision which is identified as necessary. When a claimant signs for benefit there is an obligation that they skill themselves to move into the workplace. Participation in the training will be mandatory for all claimants referred to this programme. If a claimant fails to participate then Suppliers are required to inform Jobcentre Plus, within 24 hours, by completing the referral form for any claimant who fails to comply, and to keep supporting evidence, which includes information regarding:
- Failure to participate in or complete the training;
 - Refusing a place on the training programme when notified of the requirement to attend by Jobcentre Plus, demonstrated by a failure to attend the first day;

- Failure to attend or participate in any meeting or activity, having been notified of the requirement to attend by the Supplier without the previous agreement of the Supplier; and
- Losing a place on the training programme through misconduct.

NB The sanction regime is a 4 week sanction for the first offence, followed by a further 13 week sanction for a second offence within 12 months. However, the Supplier must have regard to vulnerable claimants and discuss with their JCP work coach as appropriate.

6.14 The Supplier will be responsible for ensuring all claimants are treated within the requirements of legislation outlined in the contract. The Supplier should ensure the claimants 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.

6.15 Only 1 contract will be awarded in respect of each CPA. Therefore, the successful Supplier must be able to manage and deliver the proposed provision across the whole of the CPA (either through direct delivery or with the involvement of suitable and appropriate sub-contractors).

7. Travel Costs

7.1 The Supplier is responsible for paying directly to Claimants' any reasonable travel expenses for return journeys from the Claimant's home to the agreed delivery venue including work/volunteering experiences/placements.

7.2 The Supplier will pay Claimants' travelling expenses when they attend the provision in line with the Jobcentre Plus' policy, i.e:

- travel by public transport based on the cheapest reasonable return fare;
- travel by private motor vehicle paid at the appropriate standard rate as defined by Her Majesty's Revenue and Customs;
- taxi fares if public transport is not available or the Claimant is unable to use it (for example, people with mobility issues) and where prior approval has been given by the Supplier in line with guidance supplied by Jobcentre Plus, or, if the Claimant did not seek approval, it is clear the Claimant required a taxi to attend the provision.

- 7.3 Other expenses: miscellaneous costs incurred, such as parking and bridge tolls, and congestion charges. These costs will only be met if they relate to the journey to or from the provision.
- 7.4 Any public transport or taxi receipts should be produced by the claimant to validate the claim. If a ticket or receipt cannot be produced, or has been lost, payment should be made providing the claim seems reasonable. The Supplier will not be required to routinely provide the relevant CPA District Third Party Provision Team with the receipts to support the payment of claimant expenses. However, receipts should be retained for up to 6 months, or as advised by Jobcentre Plus, for audit purposes.
- 7.5 The Supplier will manage the payment of travelling expenses to standards which will involve but not be limited to:
- the collection of all relevant information to enable payment, including bank account details;
 - ensuring complete accuracy in all payments of expenses;
 - providing an effective system to pay and monitor all expenses payments with appropriate audit trails; and
 - making any payments properly due, upon receipt of a correctly completed and documented application, upon receipt of the claimant's application.
- 7.6 If DWP advises changes to the rates of expenses (e.g. mileage rates) payable to claimants, the Supplier will update these rates within 30 days of being notified.

8. Childcare Costs

- 8.1 Jobcentre Plus is responsible for paying any childcare costs associated with attendance at the programme. This will be agreed between JCP and claimants.

9. Timing

- 9.1 The contract will commence on **13th January 2016** and run to **24th March 2017**.
- 9.2 Suppliers should note that the start date for the last 8 week course will be the 1st August 2016. With the course ending on 23rd September 2016 claimants will have 13 weeks to look for work and 13 weeks to remain in employment for suppliers to claim a sustained outcome. All final invoices must be processed during w/c 27 March 2017 for payment during the 16/17 financial year. All other courses dates will be

agreed with Jobcentre Plus to ensure final invoices are similarly received.

- 9.3 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 the continuing need for the provision, 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:

Key Path 1 – Fast Lane and Key Path 2 – Fast Lane Plus Courses

- **100%** of claimants who commence Key Path 1 & 2 courses should complete the courses.
- JCP expect that **50 %** of the claimants who participate on the Fast Lane course will achieve a job.
- JCP expect that **70%** of the claimants who participate on the Fast Lane Plus course will achieve a job.

Key Path 3 – Route Finder and Key Path 4 – Route Finder Plus Courses

- All claimants prior to commencing the Key Path 3 & 4 courses must receive a 1.5 hour one to one diagnostic interview to help inform completion of their detailed Action Plan.
- All claimants will have an electronic CV and know how to upload it onto websites.
- **100%** of those claimants who don't achieve a job outcome, who commence the Key Path 3 & 4 courses should complete the courses.
- **100%** of Key Path 4 attendees will complete the Work/Voluntary placement.
- **40%** of claimants who commence the Key Path 3 should achieve a job outcome. See Paragraph 10.2 for the definition of a job outcome;
- **80%** of those claimants that obtained a job outcome will achieve a Sustained Job Outcome (Sustained Job Outcomes; a definition of a Sustained Job Outcome is given at 10.3).

- **40%** of claimants who commence the Key Path 4 should achieve a job outcome. See Paragraph 10.2 for the definition of a job outcome;
- **80%** of those claimants that obtained a job outcome will achieve a Sustained Job Outcome (Sustained Job Outcomes; a definition of a Sustained Job Outcome is given at 10.3).
- All claimants who achieve a job outcome should receive **6** weeks of in work support to enable them to sustain their employment.
- All claimants who complete the Key Path 3 & 4 courses should receive **13** weeks of post programme support.
- An exit report will be required for all claimants leaving Key Path 2,3 & 4 Courses (completers / early leavers / positive outcome achievers). This should include a record of activities completed, evidence of distance travelled from starting the programme to completion detailing social justice outcomes achieved and identify possible next steps which will help their JCP Work-Coach build on the progress made and continue to move the claimant along their journey towards employment.

10.2 A qualifying Job Outcome is defined as one where, within 13 weeks of leaving the provision, the claimant leaves the unemployment register and commences paid employment (or self-employment) for a minimum of 16 hours' work per week. All jobs should be genuine opportunities resulting in an off-flow from benefits and with a realistic expectation of sustained employment. Note that the situation for Universal Credit claimants is slightly different – see Universal Credit paragraph below.

10.3 A qualifying Sustained Job Outcome is defined as one where a participant has been in employment (or self employment) and off benefit each week (a week is defined as a 7 day period) for a minimum of 13 weeks following the initial job start date. Note that the situation for Universal Credit claimants is slightly different – see Universal paragraph below.

10.4 For the avoidance of doubt:

Claimant commences paid employment within 13 weeks of leaving / completing the programme and the employment is for a minimum of 16 hours a week and there is a genuine expectation of the employment lasting a minimum of 13 weeks – Job Outcome payable.

Where a claimant has entered employment within 13 weeks of leaving provision and the employment is for a minimum of 16 hours and the claimant is still in the same employment 13 weeks later – A sustained outcome is payable.

Universal Credit

For UC claimants the eligibility for job outcomes payments and sustained outcome payments will be determined by a claimants' earnings. Earnings for the month will be measured against a monthly earnings threshold. From 6th April 2015, this earnings threshold is set at £338 net pay per calendar month for participants aged 25 and over, £272 net pay per calendar month for young people and apprentices. These thresholds may be updated from April of each year, to align with the uprating of legacy JSA.

- 10.5 Suppliers will only be paid one Job outcome and one Sustained outcome payment per Claimant.
- 10.6 The Supplier will be required to report their success against these criteria to Jobcentre Plus.

11. Programme Budget

- 11.1 A maximum overall budget of **£1,407,950** has been set for the provision.
- 11.2 A breakdown of the budget for each individual CPA is detailed in the table below.

CPA	Fast Lane	Fast Lane Plus	Route Finder	Route Finder Plus	Total
Cumbria & Lancs	£26,400	£60,000	£167,640	£101,775	£355,815
Merseyside	£48,000	£66,000	£124,670	£111,240	£349,910
Greater Manchester East & West	£24,000	£81,000	£182,580	£65,085	£352,665
Greater Manchester Central & Cheshire	£21,600	£72,000	£182,580	£73,380	£349,560
				Total	£1,407,950

12. Payment Model

- 12.1 Jobcentre Plus will pay the successful Supplier on the following basis:
Key Path 1 & 2 – Fast Lane & – Fast Lane Plus Courses

- Course Fee

Key Path 3 & 4 – Route Finder & Route Finder Plus Courses

- Start Fee (for each individual claimant who attends the diagnostic interview (including the completion of a personalised Action Plan) and attends for one week.
- Job outcome;
- 13 week Sustained Job outcome.

12.2 The Supplier will submit a monthly invoice. The invoice must include evidence to support the claim. The evidence for each element are:

- **Key Path 1 & 2**

Course Completed Fee: SL2 Form or agreed equivalent and a copy of the Claimant's signature of Attendance on nominal roll;

- **Key Paths 3 & 4 –**

- **Start Fee** – Form SL2 and a copy of the individual claimant's Action Plan signed and dated by both the Claimant and the Supplier and a copy of the Claimant's signature of Attendance on nominal roll;
- **Job Outcome Fee:** Confirmation of a start e.g. SL2 Form or agreed equivalent and written confirmation from the employer.
- **Sustained Job Outcome Fee:** Confirmation of a start e.g. SL2 Form or agreed equivalent and written confirmation from the employer.

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

12.3 Potential Suppliers are invited to submit their proposed unit costs for:

Key Path 1 – *Fast Lane (2 Days)*

- Course Fee (up to a maximum of **£1,200**);

Key Path 2 – *Fast Lane Plus (5 days)*

- Course Fee (up to a maximum of **£3,000**)

Key Path 3 – *Route Finder (3 week course)*

- Start Fee (up to a maximum of **£275** per claimant)

- Job Outcome (up to a maximum of **£470** per Claimant)
- 13 Week Sustained Job Outcome (up to a maximum of **£455** per Claimant)

Key Path 4 – Route Finder Plus (8 week course)

- Start Fee (up to a maximum of **£350** per claimant)
- Job Outcome (up to a maximum of **£585** per Claimant)
- 13 Week Sustained Job Outcome (up to a maximum of **£585** per Claimant)

12.2 For each CPA, Potential Suppliers may propose lower unit costs for a Course, Start Fee, Job Outcome Fee and Sustained Job Outcome Fees as illustrated in paragraph 12.3. The Successful Supplier will be entitled to claim for positive outcomes achieved in excess of the positive outcome performance requirement detailed in paragraph 12.3, and subject to a maximum overall contract value for each CPA.

12.3 A worked example for CPA 1 is set out below for illustrative purposes only:

Key Path 1 – Fast Lane

- Course Fee: £1,200 – maximum payable 22 courses x £1,200 = **£26,400 (a)**

Key Path 2 – Fast Lane Plus

- Course Fee: £3,000 – maximum payable 20 courses x £3,000 = **£60,000 (b)**

Key Path 3 – Route Finder

- Start Fee: £275 – maximum payable 276 starts x £275 = £75,900 (i)
- Fee for each Job Outcome: £470 - maximum payable (40% of starts into work) 40% x 276 starts = 110
Job Outcomes = 110 x £470 = £51,700 (ii)
- Fee for each 13 week sustained outcome: £455 maximum payable = (80% of jobs to be sustained for 13 weeks) = 110 Jobs x 80% = 88
Sustained Outcomes = 88 X £455 =£40,040 (iii)

(i) £75,900+(ii) £51,700 +(iii) £40,040 = **£167,640 (c)**

Key Path 3 – Route Finder Plus

- Start Fee: £350 – maximum payable 132 starts x £350 = £46,200 (i)
- Fee for each Job Outcome: £585 - maximum payable (40% of starts into work) 40% x 132 starts = 53 Job Outcomes
= 53 x £585 = £31,005 (ii)
- Fee for each 13 week sustained outcome: maximum payable £585
= (80% of Job Outcomes into sustained work) 80% x 53 Job Outcomes
= 42 sustained Job Outcomes
= 42 x £585 = £24,570 (iii)

(i) £46,200 + (ii) £31,005 + (iii) £24,570 + = **£101,775 (d)**

Overall cost

(a) =	£26,400
(b) =	£60,000
(c) =	£167,640
(d) =	£101,775
Total	£355,815

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

13. Participant feedback and complaints handling

13.1 The Supplier must put in place a range of mechanisms for encouraging feedback from Claimants. Claimants’ feedback will be an integral part of the successful Supplier’s performance monitoring system.

13.2 The Supplier must ensure systems are in place to allow Claimants 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 Supplier 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 Supplier must record any discussions and their outcomes, allowing the participant to see and sign the record. Claimants will be told the outcome of issues raised by them through the complaints procedures.

- 13.5 Any Claimant feedback/complaint should be retained for the period stated in the contract in case Jobcentre Plus needs to see them as part of Performance and Contract Management activities – see Section 13.3.
- 13.6 If the dispute between the Claimant and the Supplier (and/or the Sub-contractor) cannot be resolved the dispute shall be referred to the Independent Case Examiner (ICE) for mediation.
- 13.7 If the dispute cannot be resolved by mediation, the ICE will conduct a full investigation. The decision of the ICE shall be final and binding upon the parties to the dispute. The ICE investigation shall carry a £5,000+ VAT contribution to costs paid by the Supplier or the Sub-contractor, who will also be liable for any financial redress recommended by the ICE. In the event that the complaint against the Supplier or Sub-contractor is dismissed, no costs shall be payable. Any costs in respect of complaints that have been upheld against the Supplier or the Sub-contractor and any financial redress due to the claimant shall be paid within four (4) weeks of the date of the ICE’s final investigation report.

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 relevant District Third Party Provision Team will monitor performance and will use Management Information to inform the Supplier Performance Reviews for each CPA, 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 Supplier. The Supplier will be required to maintain records to allow Management Information to be provided to DWP on:
- Referrals;
 - Starts;
 - Completers;
 - Non attenders;
 - Job Outcomes;
 - Sustained Job Outcomes;
 - Social Justice Outcomes (distanced travelled) e.g number of claimants who improved their digital competence.

This list is not exhaustive.

- 14.4 Where DWP requires additional information, to support performance management for example, the Supplier 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 Supplier 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 Supplier 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 Supplier'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 Supplier's employees, whether or not they are paid. Suppliers 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. Suppliers 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. Suppliers 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 Suppliers 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 Supplier 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 Supplier 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 Suppliers must provide an appropriate level of security. The Supplier 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 Supplier 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/aguidfordwpcontractors.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 Suppliers 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 Supplier 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 Suppliers 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 Supplier to build up a picture of the support delivered. Researchers may wish to visit and interview Suppliers as part of the evaluation. Suppliers will be contacted in advance of any fieldwork. Suppliers 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 Suppliers 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 (SOG E) targets. More information can be found on the [DWP Sustainable Procurement page](#).
- 25.3 DWP Suppliers 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.