Department for Work & Pensions

Invitation to Tender Questionnaire

Response Template

Question 2.4.10 Premises and Location Strategy

Wellbeing and Work Trials – Group Work

[Pinnacle People]

Mercia CPA3

Question 2.4.10 Premises and Location Strategy
Please provide a detailed account of your proposed premises/location strategy for delivering the Group Work trial, along with supporting rationale. The location detail can be set out on a table to be uploaded at Question 2.5.4 with narrative in response to this question in support. Your response should include: • Full address details, including postcode, together with supporting rationale/research for choosing these premises/locations, i.e. why do you consider them suitable and do they meet the requirements of delivery of Group Work; • Explain why these premises are considered suitable for the provision, including proximity to public transport links and average journey times for participants. • Details of the facilities available at each of your proposed delivery locations to meet the requirements of the provision that also satisfy any legal requirements and any possible Welfare or Accessibility issues with regards to this particular claimant Group; • If you intend to use existing premises for this programme, please explain how the delivery of this programme will not conflict with other commitments. (Alternatively, where new premises are proposed, please provide an indication of timescales required to secure these premises ahead of the Go Live date) • Show how will you ensure that the needs of all customers are met in each site e.g. those who require the provision of specialist equipment, childcare responsibilities, etc. • A clear description of your flexibility to deliver across the entire Contract Package area; • Detail of your contingency plans for dealing with fluctuating participant volumes over the life of the contract, including the minimum and maximum volumes that can be handled at any one time without having an adverse impact on our premises proposal. A **0** score for this question will be considered a knock out score in relation to this competition and the bid will not be considered any further
Present your response **at the top of a new page,** within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.

Question 2.4.10 Premises and Location Strategy

We will deliver this provision from **existing, established and prominent community facilities or business centres** which require no set-up or implementation activities that will prevent them being live for our programme go live date of **5th December 2016.**

Sites	Facilities Available	Transport (with distance to JCP in miles)
[REDACTED]	Training room, 1:1 room, access to IT, prayer/quiet room, kitchen, toilets.	Well known central location, 5 min walk to JCP (0.3m) within walking distance of bus station and train station
[REDACTED]	Training room, 1:1 room, access to IT, prayer/quiet room, kitchen, toilets, other community activities	Well known central location, 5 min walk to JCP (0.3m) within walking distance of central bus stops
[REDACTED]	Training room, 1:1 room, access to IT, prayer/quiet room, kitchen, toilets, other community activities	Well known location in Tile Hill, close to JCP(1m), 15 min walk, or number 6 bus for 5 mins
[REDACTED]	Training room, 1:1 room, access to IT, prayer/quiet room, kitchen, toilets, other community activities	5 mins walk to bus and train station and all major facilities, 15 mins walk to JCP (0.7)
[REDACTED]	Training room x2, 1:1 room, access to IT, prayer/quiet room, kitchen, toilets, other community activities	5 mins walk from town centre, bus routes and train station (0.5m)
[REDACTED]	Training room x2, 1:1 room, access to IT, prayer/quiet room, kitchen, toilets, other community activities	1 mins walk from town centre, bus routes and train station (0.0m)

Our rationale for choosing these locations is based on Pinnacle Peoples experience of delivering over **[REDACTED]** hours of group training per year and a thorough understanding of the requirements of the JOBSII model from Pinnacle delivery of the JOBSII feasibility pilot, we have therefore selected based on:■

[REDACTED]

All sites are available for go live 5/12/2016

We have ensured that the needs of all customers are met in each site e.g. those who require the provision of specialist equipment, childcare responsibilities through: ■ identifying and recording any customer needs during their welcome call and capturing these requirements on to **[REDACTED]** ■ JOBS II Facilitator confirming the customer needs and requirements during their Welcome Interview and discussing and identifying any further provisions which are required and capturing this on PICs ■ JOBS II Facilitator reassuring customer that all provisions and adjustments will be in place for the start of training ■ Facilitator role responsibility is to ensure all the necessary actions taken ■ Contract Manager to follow up on any feedback related to customer needs not being met and holding Facilitator accountable.

We will achieve full coverage across the contract area through flexible premises offering which allows delivery to be consolidated into a number of key locations or to be scheduled to deliver in any or all of the locations listed to ensure we are able to provide full coverage across the contract area, minimising travel time for customers (a major success in the initial pilot) and allowing easier facilitation of visits by JCP Work Coaches to understand the provision. This offering was a success in the Pilot phase and allows us to react to the demand in JCP areas, and tailor the delivery schedule accordingly, therefore mitigating the risk of having to cancel courses at short notice and positively impacting the average occupancy rates.

All premises are community facilities that hire rooms on a daily and weekly basis. There are no set up requirements. **We have undertaken a review of the availability of all of the sites regarding the requirements** and believe we have identified more than sufficient capacity to accommodate the start-up requirements and plan for any contingency. For example - all locations have additional room hire available for the delivery of this programme and can be booked on an agreed schedule. In addition to the above, the majority of sites have existing learning and skills provision and a range of other community provision such as mental health support and social isolation initiatives. Our experience of delivering this community location model has shown us that customers who engage in extra support/training and activities from existing community services are up to 20% more likely to secure employment. Pinnacle Health and Safety Manager **[REDACTED]** has reviewed these sites individually using Pinnacle Property Risk Assurance Framework and has confirmed that space is available for the delivery of this programme and meet all legal, DWP, DDA and Pinnacle Health and Safety and Quality Assurance requirements. We believe we have accurately assessed the space and delivery requirements for the contract based on customer volumes taking into up to 20 people per course. Our current premises plans can accommodate customer volumes of between 10 and 20 at any one time without it having a negative effect on the delivery model. **Our contingency plans for dealing with high fluctuating volumes over the life of the contract** ■

[REDACTED]