Department for Work & Pensions

Invitation to Tender Questionnaire

Response Template

Question 2.4.4 Claimant Needs Barriers and Support

Wellbeing and Work Trials – Group Work

Pinnacle People

Mercia CPA3

Question 2.4.4 Claimant Needs Barriers and Support
Please provide details of how you will manage participants who are unable to engage in the JOBS II group process or that your group leaders recognise have additional needs that cannot be met by JOBS II. This could include immediate, urgent needs or needs that should be met before attending JOBS II, and could range from clinical or social support to training. You must explain how you will ensure appropriate action is taken and detail the organisational policies you have in place to support action. You must also explain how you will communicate and justify these decisions to each individual participant, their work coach and the DWP performance management contact. A **2** score for this question may be considered a knock out score in relation to this competition. We reserve the right to exclude any Tender which scores 2 or less on this question from this Procurement. This methodology will be applied to ensure equitable treatment and consistency across all providers for this question. 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 **2** sides of A4, **excluding** the question text and these instructions.

Question 2.4.4 Claimant Needs Barriers and Support

Pinnacle People delivered the JOBS II Feasibility Pilot and we are pleased to report that we achieved 82% course completion of 236 starters and the significant majority of drop outs were involuntary non-completers who left the course for reasons such as illness, job interviews, finding employment and having to leave to sign on for JSA. There were a very small number of participants who dropped out voluntarily and our records reflect they exited the course when they found out it was voluntary participation and not mandatory as they had been told. We believe the positive contributing factors to maintain high course completions are ■ Effective, clear and regular communication with DWP Work Coaches on eligibility and course content ■ Fortnightly continuous improvement dialogues related to referral and start process between our Partnership Manager and DWP SPOC ■ Accurate assessment, diagnostics and signposting at Welcome Interview ■ Accurate information and honest dialogue with the participant at Welcome Interview ■ Skills of the Group Leader in managing individuals in groups ■ JOBS II course content keeping participants engaged. To ensure we have the **right procedures and support systems in place for participants who are unable to engage** in the JOBS II group process we will put in place procedures and protocols for the Group Leader to follow. Should the customer present behaviours which demonstrate they will be **unable to engage and/or have urgent needs which will not be met by JOBSII at their Welcome Meeting**, the Group Facilitator will ■ Discuss with the customer their specific needs and barriers ■ Identify how these needs or barriers can be met ■ Discuss with the customer the course outline for JOBSII highlighting where the customer's needs will not be met by this provision ■ Talk to the customer about actions they can take which will remove or reduce the impact of their needs/barriers ■ Identify any services or other provision which will be of help to the customer and signpost them to this provision ■ Refer the customer back to their Work Coach for further diagnosis of the right and appropriate activities for the customer to progress. **Should the customer present barriers and needs which demonstrates they are unable to engage or have other urgent needs during JOBSII Training** the Group Leader to ■ Talk to the participant privately at the first opportunity to identify their individual barriers and needs ■ Identify and discuss with the participant how the Group training can meet their needs ■ Discuss with the participant how they can be made to feel more comfortable in a group setting ■ Discuss participant needs and barriers which will not be met through the training and identify how they can be met and who can help ■ Encourage and support the participant to continue in the group activity and arrange to review how they are feeling privately at the start, middle and end of each day. In the very unlikely event we have a participant who is unable to continue with their participation in a group, we will ■ Identify the particular needs and barriers which need addressing and who and how the participant can access this help ■ Contact their JCP Work Coach to arrange a follow-up appointment to take place with 2 working days and follow up on the Action Plan written ■ Depending on the circumstances for non-engagement for example, family crisis or illness we will discuss re-booking the participant onto a future group event with their Work Coach. All Group Leaders will be informed of these procedures during their own training and we will provide written procedures in the Facilitators Handbook.

Where our Group Leaders recognises and identifies that a participant has **additional needs that cannot be met through JOBS II**, they will ■ talk to the individual privately to identify their needs and barriers ■ identify what type of help the participant needs to address these needs and barriers ■ Identify the type of need the customer has (1) medical, such as presents or discloses physical or mental health issues (2) practical, such as car broken down (3) family, such as sick child at school (4) legacy, such as language barriers ■ Discuss, identify and signpost participants to organisations, help and support they need to access ■ Agree with the participant timescales to address needs, urgent issue to be acted on during course breaks and appointments made outside of course delivery hours ■ Where a participant needs to attend an appointment during course delivery times, we will discuss re-booking the participant onto a future group event with their Work Coach ■ Record non-attendance following Pinnacle Attendance procedures and follow JCP Notification procedures as outlined in PWWP Handbook

We will **ensure appropriate action is taken** by ■ Monitoring drop outs and reasons for non-starters ■ Contract Manager to review drop-out rates with each Group Leader at individual monthly Performance Reviews, discussing and identifying areas for improvement and share good practice ■ Contract Manager to identify any trends in drop out reasons and work with SPoC to address general themes that are emerging ■ Agree escalation and reporting procedures with SPoC on notification, reporting and follow up of urgent; important and non-urgent issues. The **organisational policies we will have in place to support this action** will include: **[REDACTED].** The Contract Manager will present **quantitative and qualitative data reports and analysis on Attendance, Drop Out and Absence on a monthly basis** to SPoC and DWP Third Party Management at Performance Reviews. Contract Manager will also report on Pinnacle People Risk Register to capture and follow up any issues which are deemed high risk and urgent. The Risk Register is reviewed by the Executive Operational Team on a weekly basis.

Our **intention is to maximise the number of participants completing every course.** Where a decision has been made to exit the customer early from the training and refer them back to JCP we will ■ Discuss and inform the participant with the reason why they are being exited early ■ Ensure the participant has a follow-up appointment booked with their Work Coach within 2 working days ■ Where a participant has the opportunity to re-join the training, inform them of future training dates ■ Provide information of any organisations participant is signposted to.

We will discuss and agree that a customer can be exited from the course with Work Coach *prior* to informing the participant ■ Inform the participant's Work Coach by telephone on the day ■ Record participant absence in Attendance Register and reason for absence ■ Inform them if any other procedures have been acted on, such as Safeguarding. We will inform and report Absence Data to the DWP SPoC and Contract Management Team on a weekly basis. **[REDACTED].**