Department for Work & Pensions

Invitation to Tender Questionnaire

Response Template

Question 2.4.3 Claimant Journey

Wellbeing and Work Trials – Group Work

[Pinnacle People]

Mercia CPA3

Question 2.4.3 Claimant Journey
Please provide a detailed breakdown of your proposed delivery Including: • How you propose to engage with DWP Work Coaches and single points of contact (SPoCs) during implementation phase and throughout the live running • Detail your proposals for engaging with potential participants following their referral by the work coach to facilitate and encourage their attendance at the Reception Interview within 5 days of referral: • The process for arranging and undertaking the Reception Interview including the production of an Induction Pack that will support the potential participants attending the JOBS II Group Work; • Detail your proposals for engaging with customers following the Reception Interview and how you will ensure that referred customers attend a course with 15 days of referral; • What methods you will use throughout the trial to help reduce dropout rates at all stages to maximise retention of participants whilst on the trial and keep participants engaged; • The exit management of customers from the JOBS II programme back to their DWP work coach; • How you will ensure fidelity to the recruitment, training and delivery of the JOBS II Manual and the addendum; • How will you promote and encourage claimants participation in the 6 month and 12 month follow up interviews when the participants will be contacted by the research organisation 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 **4** sides of A4, **excluding** the question text and these instructions.

Question 2.4.3 Claimant Journey
Pinnacle People have significant experience of working with DWP Work Coaches and SPOCS through our delivery of programmes since 2008 including **[REDACTED]**. On notification of being successful Pinnacle People Implementation Manager **[REDACTED]**will, within 24 hours, launch Pinnacle People Implementation Plan to ensure this programme is implemented in a timely, effective and responsible manner. Pinnacle People have allocated **[REDACTED]**as Pinnacle People SPOC for this programme – **[REDACTED]** has an excellent working relationship with District, DWP Third Party Team and Local Office teams and Work Coaches, as well as bringing her experience of implementing and Contract Managing the PWWP Feasibility study, which we are confident will result in a robust and timely implementation phase ensuring fidelity to the JOBS II model. **Throughout the implementation period** Pinnacle People will engage with DWP SPoCs and Work Coaches in a number of ways which are designed to inform, promote and encourage referrals of customers in our programme. Pinnacle Partnership Manager **[REDACTED]**will be deployed to collaborate with DWP managers to deliver face to face programme awareness sessions at DWP team meetings on a weekly basis to provide details on the content of the provision and to support Work Coaches in identifying the most suitable claimants. We will also provide aide-memoirs, high level process maps and brief communication tools with Work Coaches so they are able to consolidate learning and refresh their knowledge of the Pilot throughout implementation and live running. Feedback we have received from DWP Work Coaches is they have found our information collateral to be well designed, informative and easy to follow. We ensure all collateral is updated and re-distributed over the lifetime of the contract to reflect any changes which may be made. We will work with the SPOC to agree a forward schedule of courses and Initial Welcome Interviews for the duration of the pilot, which is a successful method of maximising the occupancy of all courses, our average occupancy on DWPSC is **[REDACTED]**people per course using this method. We will review referral and attendance with the SPOC on a weekly basis and will adjust the schedule if and when necessary to maximise referrals to the project. When scheduling courses, we will take seasonal and educational factors into account and will ensure all courses are delivered in accessible locations, fund travel and childcare costs. We will where possible agree to deliver the Welcome Interview in Jobcentre Plus offices which we did successfully in the Feasibility Pilot. Feedback we received from Work Coaches and Participants on our presence in their office was that it was a good way to make a speedy referral, address any immediate concerns and gave the participant the opportunity to meet with the Facilitator to break the ice. **Throughout live running stage** we will continue to work with SPOC's and Work Coaches to ■ Provide opportunities for Work Coaches to observe the provision to enhance their understanding of the intervention, and whom it may be suitable for ■

Provide weekly and monthly aggregate data reports which will provide all Pilot data broken down to DWP office and if agreed with DWP by DWP Work Coach ■ **[REDACTED]** Partnership Manager, will provide brief update sessions to DWP offices to report on Pilot Progress on a quarterly basis ■ **[REDACTED]**will establish weekly telekits with each of the SPOCs and will attend monthly performance meetings, providing the data reports along with delivery feedback on matters such as: areas for improvement; best practice activities; participant feedback and continuous improvement, particularly related to fidelity to the delivery of the programme ■ We will agree reasons and protocols for escalation procedures with each SPOC to ensure important matters are reported immediately and appropriately.

Work Coaches will be able to refer Customers to the programme immediately by calling our Freephone Customer Contact Centre, which is available throughout DWP Office opening hours. **[REDACTED]** allowing advisors to make a referral without delay. Our Customer Contact Centre will manage and maintain an electronic booking diary, through which they will book in DWP customers to the Initial Reception Interview within 5 working days. Contact Centre Administrator will log key customer details and input them directly into our secure DWP approved database 'PICS'. We will speak to the customer on the phone whilst they are with their Work Coach and our Customer Call Handler will undertake a warm handover by **[REDACTED].** To ensure we continue our engagement with potential participants, **[REDACTED].**

We will use the Initial Reception Interview stage to promote the programme to potential participants and to identify the appropriate levels of support. The Reception Interview will be conducted by the dedicated JOBS II leaders allowing them to build up an initial rapport with customers and will take place within 5 working days of referral. At this face to face interview the JOBS II leader **[REDACTED]** We will provide an overview of the programme including the **[REDACTED].** At the end of interview, we will have identified the appropriate level of support required for the customer enabling the leader and participant to agree a detailed SMART **Individual Action Plan** which will include the customer's commitment to attend every session of the JOBSII programme. A copy of which will be given to both the customer, and DWP Work Coach for review. **We will hand every customer an Information Pack at their Welcome Interview to ensure 100% receive it.** We will use the information pack as a reference guide throughout the meeting to show the customer while they are with us the information that is included. In the Pack we will outline a range of information which includes but is not limited to: information about the course; programme activities and the features and benefits of the training. The voluntary nature of participation on the programme and what to expect when they arrive. Course address, directions and timings. Details and information of the Facilitators, their backgrounds and contact details. Pinnacle policies and procedures related to travel and childcare re-imbursement; customer feedback and complaints procedures; and contact centre Freephone number for emergencies

We have reviewed and will improve the process we will follow to keep **customers engaged following the Reception Interview to attend a course within 10 days**

by ■ **[**
[**REDACTED**
].
Pinnacle People implemented a number of strategies to help keep customers engaged and minimise the risk of drop out of customers throughout the feasibility study resulting in 82% of customers completing the JOBSII programme once they had started. We will incorporate our learning and customer feedback from the feasibility Pilot to incorporate the following strategies to reduce drop out of this programme **[**

REDACTED
].

At the end of the programme we will professionally manage the customers completion of the JOBS II programme and return to their DWP Work Coach by:

■ **[**

REDACTED

].

We will ensure fidelity to the recruitment, training and delivery of the JOBS II Manual and the addendum through: ■[

REDACTED

]. We will promote and encourage claimants participation in the 6 month and 12 month follow up interviews through ■ [

REDACTED **].**