DWP Department for Work and Pensions

Date:	Monday 3rd October 2016
Title of meeting:	**Wellbeing and Work Trial – Group Work Post Tender Clarification (PTC) Pinnacle People Group Limited**
Attendees	**[REDACTED].**
Main Outcomes	1.The meeting followed a pre-published agenda and was supported by a brief overview via a slide deck (embedded at Annex 1) setting out amongst other items the Purpose, approach, presentations from DWP and contractual matters. **Post Tender Clarification question.** 2.Some Clarification questions were sent to the provider in advance of the meeting and these were very helpfully answered in writing. **[REDACTED]**reviewed the questions and the responses from the provider and confirmed that DWP were happy with the responses. 3.A discussion was had around the feasibility of using JCP offices and Pinnacle confirmed that they would not consider this option without first speaking with the Programme. Consideration needs to be given not only to capacity within JCP offices but also potentially tarnishing the evaluation. 4.The providers confirmed that any additional offer outside the scope of the JOBS II manual will be removed from their delivery. 5.Pinnacle will ensure that they work closely with the Programme team during implementation and with the Programme team, contract manager and the SPoC's during live running. **JOBS II and Fidelity** 6.**[REDACTED]**presented an overview of the JOBS II model highlighting the necessity for fidelity and adherence to the JOBS II manual and the science and consistency behind the success of the trial. **Trial Evaluation and MI Requirements** 7.**[REDACTED]**presented an overview of the evaluation process, strategy, key elements and required outcomes. 8.**[REDACTED]** explained that there has been a review of the referring JCP offices within CPA5 and initially referrals will only be sent from the following JCP offices in Derby Forester House, Derby Normanton. Referrals for Ilkeston, Long Easton, Heanor, Belpor, Matlock and Alfreton will not be sent initially. This has been decided based on the potential travelling issues for participants from these areas. The district is confident that sufficient referrals will be sent from the two named JCP offices. The capacity to refer from the remaining 6 sites will be retained within the contract and a review of referrals will be undertaken throughout the life of the contract to ensure sufficient referrals are made to the provider. **AP1.** The provider was asked to review their site delivery strategy and advise DWP if there are any issues with impacting this hold on referrals. Their delivery locations will be amended to reflect the initial delivery sites and which sites will be used in the event that the referral area is increased during the contract

period.

9. **[REDACTED]** advised the provider that they will be required to produce maps of reception interview locations for inclusion within the referral letters and that this would form part of implementation action.
10. **[REDACTED]** also advised that a MI spreadsheet would be provided to the suppliers with further details on MI requirements during the implementation stage.

Minimum Performance Levels and Customer Service Standards

11. **[REDACTED]**advised that the MPL's and CSS's had undertaken minor changes from those published in the specification. The MPL's have been refined to reflect a clearer measurement capable of being measured and achieved. The times in which to input the outcomes into PRaP have been refined and in one case increased slightly. The first CSS has been clarified and moved to become a MPL. The remaining CSS's have remained the same. The revisions were presented in paper form to the provider and a copy is attached at annex 2. The Provider was given the opportunity to review in more detail following the meeting and will advise if there are any issues with the amendments. If no issues are raised on receipt of this note it DWP will assume acceptance.

Implementation

12. **[REDACTED]**presented a brief overview of his teams lead role in the implementation. He advised that an Implementation day has been planned for 17th October 2016 for all Districts and providers to come together (if contracts are signed). Further information around the planning and delivery will be presented at that time in addition to a networking opportunity.
13. It was highlighted that the provider had indicated that they could begin taking referrals in December 2016. A discussion was had around the feasibility of doing so bearing in mind the Christmas and New Year holiday period. Pinnacle agreed that it would be more appropriate for referrals to begin on 9th January 2017. **AP2.** Pinnacle will provide an updated implementation plan with a new start date of 9th January 2017.
14. Pinnacle confirmed that they will deliver 100% of provision with no sub-contractors
15. Key staff and management structure remain unchanged. Those key staff will attend the Implementation day.
16. Pinnacle confirmed there are no issues in relation to capacity with delivering in three CPA's.
17. Pinnacle were advised that a risk and assumptions log and weekly updates will be required during the implementation stage.
18. **[REDACTED]**advised that our security team have reviewed their security plan and have sought some clarity on questions. They will work with the provider to ensure a robust plan is in place.
19. **[REDACTED]**advised that the Provider Guidance is currently undertaking internal governance and we will endeavour to have a draft to them as soon as possible.
20. **[REDACTED]** reminded the provider that no marking material should be produced and that any press releases and the induction pack should be sent to the programme team for approval.

Post Tender Clarification Meeting Action Log

AP	Date		Deadline	Comment /Update
1	3/10/16	The provider was asked to review their site delivery strategy and advise DWP if there are any issues with impacting this hold on referrals. Their delivery locations will be amended to reflect the initial delivery sites and which sites will be used in the event that the referral area is increased during the contract period.	12/10/16	**Cleared**
2	3/10/16	Pinnacle will provide an updated implementation plan with a new start date of 9th January 2017.	12/10/16	**Cleared**

Annex 1

MH GW PTC Slides Pinnacle Final.ppt

Annex 2

SCHEDULE 2 – MINIMUM PERFORMANCE LEVELS AND CUSTOMER SERVICE STANDARDS

1. Minimum Performance Levels

MINIMUM PERFORMANCE LEVELS
1. Fidelity to the JOBS ll Manual and the Addendum to the Jobs II Manual; 2. 100% of Reception Interviews will be held within 5 working days of the referral date and the outcome (DNA, Start or DNS) will be recorded in PRaP within 7 working days of the referral date; 3. In 100% of cases where a participant starts provision, JOBSII course day 1 will be delivered within 15 working days of the referral date and the outcome (Course Start Outcome or End/Completion for those that DNA) will be recorded in PRaP within 17 working days of the referral date; 4. In 100% of cases where a participant achieves a Course Start Outcome (attends, signs the attendance register and completes the Wellbeing Measures (where consent has been given) and participates in JOBSII course day 1) an End/Completion will be recorded in PRaP within 2 working days of the final course day attended; 5. The Contractor will ensure that each Course starts with a minimum of 10 and a maximum of 20 participants who sign the attendance register and completes the Wellbeing Measures (where consent has been given).

2. Customer Service Standards

CUSTOMER SERVICE STANDARDS
1. The Contractor must collect, collate and supply the required Management Information (except the psychological wellbeing and jobsearch measures) by noon on the 3rd working day of each month. Collection and collation of required Management Information; 2. The Contractor must issue Participants with an induction pack in 100% of cases at the reception interview; 3. The Contractor must keep a daily attendance record on all

Participants;

4. The Contractor must facilitate the Participants' completion of the six (6) psychological wellbeing and job search measures on days one (1) and five (5) of the Course (providing the Participant has signed and given consent for their Personal Data to be used); and

5. The Provider must submit the completed psychological and jobsearch measure Management Information within 6 working days of completion to the department.

3. Measuring and Monitoring Performance

The Authority operates a robust performance management regime to hold Providers to account for performance offered within their contracts. Formal Contract performance reviews will be conducted from time to time at the Authority's discretion focussing on achieving the Customer Service Standards and compliance with this Contract ("**Contract Performance Reviews**" or "**CPRs**"). This measure will determine whether the Contractor's performance is meeting the standards committed to by the Contractor in the Specification [and any tender response document]. Where the Contractor is not achieving these required levels, without prejudice to its other rights in this Contract, the Authority may take such action as specified in the "Performance Management Intervention Regime" (or "**PMIR**") detailed in the Provider Guidance.