Department for Work & Pensions

Invitation to Tender Questionnaire

Response Template

Question 2.4.9 Management Information

Wellbeing and Work Trials – Group Work

Pinnacle People

Mercia CPA3

Question 2.4.9 Management Information
Please provide an overview of how you will collate Management Information, this should include where you are using sub-contractors. Please include: • Details of how you will collect and manage data throughout the duration of the trial including at the initial reception interview and at the end of the intervention; • Details of how you will use Management Information to support continuous improvement of the delivery model; • Details of how you will capture claimant feedback and act upon it and the complaints process you will implement to protect the welfare of claimants. 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 2.4.9 Management Information
Pinnacle People has robust systems and procedures to capture and manage customer data, underpinned by the use of our **[REDACTED].** Our experience of delivering the Feasibility Pilot for this programme gives us a good insight into the methods of data collection required for both analysing the success of the programme and accurately managing the customer journey. **At the referral stage we will gather** ■ Referring Jobcentre ■ JCP Work Coach details ■ Customer information (Name, gender, age, benefit type, address) ■ Initial Reception Interview time/date / location ■ Special requirements. All of this information is gathered by telephone upon referral and input into Pinnacle **[REDACTED]**system at the Pinnacle Group Contact centre in real time. **At the Initial Reception Interview we will gather** ■ Attendance ■ Number of participants who accept/decline to participate in JOBSII ■ Reasons for declining ■ Customer feedback. The information is gathered at this stage using an attendance register, and a feedback form completed with the Group Leader regarding further participation. At the end of the session the Group Leader will upload the information gathered into Pinnacle **[REDACTED]** **At the start of JOBSII we will gather** ■ Attendance / Non-attendance ■ The six Psychological wellbeing measures ■ Refusal rates and reasons for any non-completion. Attendance is gathered using an attendance register and the wellbeing measures using the format provided by DWP. At the end of the session the Group Leader will upload the information into Pinnacle **[REDACTED]**including a scanned copy of the six wellbeing measures. **Throughout the JOBSII course we will gather** ■ Attendance ■ Customer feedback ■ Any non-participation. At the end of each session the Group Leader will input all data into the Pinnacle People **[REDACTED]** **At the end of the JOBSII programme we will gather**■ Completion of programme ■ Reasons for drop out ■ Characteristics of completers/non completers ■ Six physiological wellbeing measures ■ Customer Satisfaction. Attendance is gathered using an attendance register and the wellbeing measures using the format provided by DWP. At the end of the session the Group Leader will upload the information into Pinnacle **[REDACTED]**including a scanned copy of the six wellbeing measures. **Pinnacle[REDACTED]accurately records and reports individual and cohort data and is systematically used to drive performance**. Each customer journey is captured on**[REDACTED]**with mandatory fields to capture key data. The systematic capture of customer information provides an **accurate picture of where every individual customer is** and produces aggregate reports to enable us to review volumes of customers' at all key stages. The **[REDACTED]** system allows for **real time reporting** and presents cohort data in a series of performance reports including: referral; starts; on programme attendance; completion of wellbeing measures, completion of programme. Pinnacle People Contract manager will run daily Management Information reports from **[REDACTED]** which uses a 'Red, Amber, Green' rating system to analyse all aspects of the provision in line with contract KPI requirements and weekly reports to review the wider success of the programme.

Daily reports generated through [REDACTED]by Contract Manager includes: ■ Number of referrals by JCP office ■ Attendance at Welcome Interview ■ % of customers agreeing to participate in JOBSII by location, and by Group Leader ■ Number/% of customers starting JOBSII ■ Number / % of customers completing JOBSII ■ Bookings made to future scheduled courses.
Weekly reports generated by Contract Manager include: ■ Success rates per cohort (attendance, completion of six psychological wellbeing measures) ■ Customer feedback report ■ Referrals by Jobcentre ■ Average attendance ■ Audit/compliance report ■ Claims / Validation reports. The analysis allows the Contract Manager to intervene and act promptly on any findings to address performance issues in a timely manner and agree remedial actions either internally or with the DWP SPOC where issues are found externally. **We will share data reports generated through [REDACTED]with DWP** on a weekly basis in order to improve the performance and quality of the provision and to provide an open and transparent approach to the delivery of the contract. In particular we will share the bookings made to future courses to provide incentive to drive further referrals and ensure we achieve an average of 15 people per course.
We will use all of the data collected to continuously improve the quality and effectiveness of the delivery model and share best practice for future courses.
We will specifically use the information gathered at each stage to ■ Understand the high and low referring job centres and target our Partnership Manager activity to low referring areas to increase awareness amongst Work Coaches and generate bookings to future courses ■ Identify which Group leaders are best at converting customers from the Welcome Interview to attending the JOBSII course, understanding what they do well share good practice and provide opportunities for other Leaders to shadow them and learn from their success ■ Identify which Group leaders are best at keeping customers engaged on the JOBSII course, understanding what they do well, share good practice and implementing their successes into team meetings and future training sessions ■ Review our premises strategy to ensure all centres are attended well and understand where location is a barrier to higher attendance ■ Reviewing reasons for non-completion to identify where we can prevent future drop out ■ Reviewing performance by Group Leader (attendance, completion, feedback) to identify if there is a correlation between success rates and particular Group Leaders ■ Identifying JCP Work Coaches with the highest success rates, and providing an opportunity for them to champion the provision ■ Identifying JCP Work Coaches with the lowest referrals or conversion rates and offering the opportunity for them to shadow provision in order to better understand the benefits to relay back to future potential participants ■Review customer feedback to identify both positive and negative feedback that could improve attendance, completion, and a successful improvement in the six wellbeing measures. We will ensure that **continuous improvement and best practice activity is systematically captured, reviewed and shared** via ■ Review of suggestions and complaints received at weekly Performance Review Meetings ■ Weekly communication of best practice activities emailed by Contract Manager ■ Share findings and actions with DWP at monthly Performance Meetings ■ Quarterly review of internal and external best practice discussed at Quarterly Team meeting/training ■ Quarterly innovation sessions with operational representatives around innovation in service delivery. **Pinnacle People customer feedback procedure** enables customers to provide feedback at every stage of their journey with Pinnacle People and allows Pinnacle People to gather **qualitative and quantitative**

feedback to help with the improvement of our service. We will capture customer feedback at the end of the Initial Welcome meeting through a variety of methods including the use of a simple paper feedback form, by offering participants the opportunity to share their feedback in person, or via our online feedback form. This feedback will seek to understand how we could better deliver the Welcome Interview stage and improve the conversion of customers from Welcome Interview to attendance at the 5 day course. At the JOBS II Course stage we will provide opportunity for customers to feedback on a daily basis using a feedback questionnaire with a range of questions designed to capture individual and collective satisfaction with our service at the end of each day. This questionnaire is a proven method that we currently deploy to around 2000 customers per month. Customers will also be able to provide more feedback via our website and customer portal where they can also post anonymous feedback. Customer feedback gathered through the above methods will be logged onto PICS and **used to improve the delivery of Wellbeing and Work programme.** We will systematically review and act on customer feedback through ■ weekly analysis and collation of feedback prepared and reported by Contract Manager ■ Contract Manager to take any remedial action from negative feedback received within 1 working day ■ monthly analysis and summary report produced by Contract Manager and communicated and reviewed to Delivery Teams, where improvement is required, the Contract Manager will arrange within 5 days a team or individual performance review to implement actions required to address the concerns highlighted ■ review of monthly feedback conducted between Contract Manager and SPoCs and DWP Contract Management Team at monthly performance meetings. If further improvement action is identified the Contract Manager will arrange for the action to be completed within 5 working days. The Pinnacle Group Training Manager will also work with the Contract Manager to deliver any additional training requirements. In addition, any complaints will be reviewed at Pinnacle People monthly Operational Board Executive Meetings and appropriate training, leaning identified and implemented. **We will manage complaints from participants** in line with Pinnacle People complaints procedures: Pinnacle People complaints procedure is explained to customers during the initial Welcome Interview and at the beginning of the 5 day course. All customers will a copy of the complaints process in their welcome pack at the Welcome Interview. Pinnacle People standard complaints process follows these key stages: ■ **[**

REDACTED

].