

Appendix C Part 3 – Post Tender Clarification

Case Conferencing Quantitative Measures

Proposed Measure - Participants contacted 24 hours before scheduled Case Conference. DWP asked for clarification if the 24-hour contact prior to the Case Conference appointment is a reminder rather than the first contact.

Shaw Trust confirmed that this is the case.

DWP asked for clarification as to how this will be recorded.

Shaw Trust stated this will be logged on the Customer Management System. The nature of the recording will be determined by Participant preference e.g. phone call, text, e-mail etc.

Frequency of Case Conferences set out as 3 months (maintain momentum), 9 months (encourage), 15 months (warm handback to JCP). DWP asked for clarification if the Case Conference will be delivered during months 3, 9 and 15-month period or whether these periods are the trigger points to arrange Case Conferences, and if so what would the time-frames be.

Shaw Trust confirmed the Case Conference will be delivered during these periods.

Service Delivery

DWP asked for clarification when the Better Off Calculation would be carried out.

Shaw Trust confirmed this is driven by customer need and can be used frequently and flexibly depending on the Participant's barriers. These will be identified during the Key Life Areas Assessment.

DWP asked for confirmation that call centre staff would be fully trained to receive warm handover calls on go-live date, rather than an appointment booking facility.

Shaw Trust confirmed that the Case Conference staff will be recruited first and therefore be fully operational and available in advance of go-live.