



Department  
for Work &  
Pensions

# **Specialist Advice Proof of Concept**

**Specification**

**12 July 2017**

## Contents

Glossary of Terms .....	4
1. Overview .....	5
2. Introduction .....	5
3. Objectives .....	6
4. Roles and Responsibilities .....	7
5. Temporary Worker Specification .....	8
6. Temporary Worker Role .....	9
7. Service Delivery Model .....	11
8. Session Bookings .....	12
9. Volumes .....	12
10. Booked Sessions .....	13
11. Liaison with Jobcentre Plus .....	13
12. DWP Customer Charter .....	13
13. DWP Code of Conduct .....	13
14. Induction Training .....	13
15. Performance .....	14
16. Evaluation/Management Information .....	14
17. Sustainable Development .....	15
18. Unexpected Findings .....	16
19. Crown Commercial Framework .....	16

## Annexes

Annex A Service Levels and Service Credits Table .....	18
Annex B Management Information .....	19
Annex 1 Berkshire, Surrey and Sussex District Map .....	20
Annex 2 Health Care Professional Process .....	21
Annex 3 Summary of Berkshire, Surrey and Sussex WRAG Conditions .....	22

## **LIST OF ABBREVIATIONS**

<b>DPA</b>	Data Protection Act
<b>DWP</b>	Department for Work and Pensions
<b>ESA</b>	Employment and Support Allowance
<b>FOI</b>	Freedom of Information
<b>GMC</b>	General Medical Council
<b>HMG</b>	Her Majesty's Government
<b>ICE</b>	Independent Case Examiner
<b>IT</b>	Information Technology
<b>JCP</b>	Jobcentre Plus
<b>MI</b>	Management Information
<b>NJWFI</b>	New Joiner Work Focused Interview
<b>POC</b>	Proof of Concept
<b>SA</b>	Specialist Advice
<b>SAR</b>	Subject Access Request
<b>SPOC</b>	Single Point of Contact
<b>SOGE</b>	Sustainable Operations on the Government Estate
<b>T&amp;Cs</b>	Terms & Conditions
<b>UK</b>	United Kingdom
<b>UC</b>	Universal Credit
<b>WC</b>	Work Coach
<b>WCA</b>	Work Capability Assessment
<b>WRAG</b>	Work Related Activity Group
<b>TW</b>	Temporary Worker

## GLOSSARY OF TERMS

<b>Action Plan</b>	A document that specifies each element of activity.
<b>Claimant</b>	An eligible individual who uses JCP services for the purposes of preparing for work, returning to work or claiming benefits.
<b>Employment and Support Allowance</b>	ESA – an allowance payable to participants who have a disability or health condition. For Specialist Advice purposes, this refers specifically to people who have been through a Work Capability Assessment and placed in the Work Related Activity Group.
<b>Jobcentre Plus</b>	Part of DWP, JCP provides an integrated service to people of working age. It offers help to people looking to move into work and support for people who cannot. JCP also provides services to employers wishing to fill vacancies.
<b>JCP District</b>	A specified area of England, Scotland or Wales within which to deliver services to JCP Participants.
<b>Objectives</b>	The factors (i.e. the positive outcomes or benefits) against which the success of a Proof of Concept will be judged in order to justify the investment.
<b>Participant</b>	An eligible individual who uses JCP services for the purposes of preparing for work, returning to work or claiming benefits.
<b>Performance Manager</b>	A DWP/Jobcentre Plus employee whose role will be to measure the performance of the contract against expected outcomes.
<b>Supplier</b>	The generic term used to describe suppliers of Health Care Professionals for this Specialist Advice.
<b>Work Capability Assessment (WCA)</b>	Assesses the extent to which an Employment and Support Allowance claimant's illness or disability affects their ability to work.
<b>Work Related Activity Group (WRAG)</b>	Following the WCA claimants are placed in the WRAG if they are assessed as having a limited capability to work but are able to undertake some work related activity.
<b>Temporary Worker</b>	Healthcare Professionals supplied by the Supplier to deliver the specified Services.

## **1. Overview**

- 1.1 The Work Capability Assessment (WCA) assesses the extent to which an Employment and Support Allowance (ESA) or Universal Credit (UC) claimant's illness or disability affects their ability to work. Following the WCA, ESA claimants are placed in either the Work Related Activity Group (WRAG) or Support Group. UC claimants are placed in a conditionality regime dependent on their ability to carry out work related activity. In both cases claimants have been assessed as having a limited ability to work but are able to undertake some work related activity.
- 1.2 This tender exercise seeks to appoint a Supplier who will supply Temporary Workers (TWs) to participate in a Proof of Concept (POC) with Jobcentre Plus. This will be done via a call off from the Crown Commercial Service Multidisciplinary Temporary Healthcare Personnel Framework (Reference: RM3711) The POC will measure the benefits of offering specialist advice to a claimant on a voluntary basis, through a three way conversation between the Jobcentre Plus Work Coach (WC), TW and ESA WRAG claimant, following their WCA. UC claimants will not be taking part in the POC. The TW shall assess the impact of the health condition on the claimant and offer appropriate work focused advice. They will support the WC, in agreement with the claimant, in tailoring an individual action plan, considering next steps for the claimant in overcoming barriers to work.

## **2. Introduction**

- 2.1 The Department for Work and Pensions (Authority) set out a number of proposals to support ESA and UC claimants in the Green Paper 'Improving Lives: Work, Health and Disability' published in October 2016. Where an individual is out of work as a result of a health condition or disability, the employment and health support they receive should be tailored to their personal needs and circumstances.
- 2.2 To ensure WCs have the support they need to undertake this role, to build on their existing experience and enhance their confidence and capability in working with claimants with health conditions and disabilities, the Authority intends to run a POC to trial a conversation with the WC, TW and ESA claimant. The POC will be run between November 17 and May 18 in the Jobcentre Plus District of Berkshire, Surrey and Sussex.
- 2.3 If take up is significantly higher than anticipated and the required volumes are achieved before May 18, the Authority reserves the right to end the POC early, subject to the notice period defined within the Framework Call-off Terms and Conditions.

2.4 This approach seeks to improve the quality of advice WCs can offer to the claimant and allow them to tailor support effectively by increasing their understanding of the claimant's condition, covering both physical and mental health conditions. The Authority's expectation is that this will engage the claimant as an active participant in the conversation and encourage them to consider appropriate next steps to overcome barriers to work, which may include better health management. This approach aims to enhance the relationship between the WC and the claimant.

### **3. Objectives**

3.1 The objectives of the POC are:

- To establish approximate levels of demand for the Specialist Advice.
- Identify the type of advice sought.
- Assess the suitability of the specified TW roles in delivering the specialist advice.
- Collect feedback on the suitability of each delivery channel.
- Establish whether WCs find it helpful in gaining a better understanding of the claimant's health condition and the barriers it presents, helping better engagement with claimants and enabling them to tailor support to suit the claimant's needs.
- Establish whether claimants are content to participate and actively engage in the trial and it helps build their trust with their WC and DWP in order to consider improving their journey towards work.
- To test the feasibility and deliverability of the approach, specifically:
  - The feasibility of delivering three-way conversations in general between WCs, claimants and TWs .
  - The feasibility of delivering the three-way conversations via a number of delivery approaches (i.e. Face to face, Telekit or VC)
  - A suitable delivery option can be offered to all claimants, taking into account their diverse needs.
  - Ensuring confidentiality of the conversation in all delivery approaches, through use of private interview rooms and secure IT solutions.
  - Conduct the three-way conversation as soon as possible after the initial DWP intervention and ensure efficiency in timing of each step in the process

3.2 To help evaluate the POC, the Authority will collect and analyse management information. We may also undertake both in-house and externally commissioned research with staff, the Supplier and TWs including observations of the 3 way conversations. The Supplier must comply with requests to cooperate with this research.

3.3 Through their involvement with the POC evaluation, the Supplier therefore has an opportunity to play an important role in shaping future support for claimants.

#### **4. Roles and Responsibilities**

##### Supplier Role

4.1 In addition to the requirements specified within the Multidisciplinary Temporary Healthcare Personnel Call-Off Terms and Conditions, the Supplier must:

- Supply the specified volume of TWs, with at least the minimum specified qualifications, experience, competencies and skills, to the specified timescales.
- Ensure TWs adhere to at least the specified minimum acceptable standards.
- Ensure TWs arrive on time to commence their booked session.
- Ensure appropriate Supplier staff attend the Induction Training delivered by the Authority during the Implementation Period, in order to observe and subsequently enable replication of the training to all replacement TWs throughout the Contract Period, prior to them commencing Service delivery.
- For the avoidance of doubt, the Authority will pay the TWs hourly rate and Agency Fee for Induction Training, up to a maximum of 100 hours. The Authority will not pay the TWs hourly rate or Agency Fee for any subsequent Induction Training necessary over above the 100 hours.
- Minimise TWs attrition rates, thus enabling trust to be developed between the claimant, WC and TWs and minimising costs to the Authority.
- Propose a staffing profile for the supply of TWs throughout the Contract Period, detailing how they will deliver the specified requirement, including the number of TWs attending the Induction Training, their anticipated attrition rate for TWs and how they will retain this core volume of TWs for the duration of the Contract Period.
- Ensure TWs are registered with the relevant regulatory body and/or professional body, on the appropriate part(s) of its registers. (HPC is the only regulatory body for Occupational Therapists and Physiotherapists and this is a mandatory requirement)
- Ensure TWs adhere to the DWP Code of Conduct which can be found at paragraph 13 of this specification.
- Ensure the principles of the Customer Charter are embedded in to the service delivered which can be found at paragraph 12 of this specification.
- Ensure TWs do not offer any further advice or sessions to the claimant outside of the conversation process, or use the claimant's information for any other purpose other than that set out by the DWP.

- If a follow up conversation is required, ensure the same TW is supplied where possible.
- Support the Authority in relation to Subject Access Requests or Freedom of Information Requests by providing the requested information within 5 working days of receipt of the request, unless otherwise agreed with the Authority.
- Liaise with Berkshire, Surrey and Sussex District points of contact, as required when attending the Jobcentre Hubs.
- Ensure TWs complete an ongoing programme of personal and professional development, in order to meet and maintain the relevant regulatory body requirements for revalidation during the contract period.
- Confirm all bookings to the Authority's representative within the timescales defined within the Framework Call-Off Terms and Conditions.
- Ensure a replacement TWs can be provided, in the event that the booked TW is unable to attend due to any reasons.
- Ensure all Supplier staff, including TWs delivering the Service adhere to the Security Policy defined within Schedule 8 of the Call-off Contract Terms and Conditions.

4.2 It is desirable for the Supplier to:

- Be accredited by the Safe Effective Quality Occupational Health Service (SEQOHS) Scheme or direct equivalent.

## **5. Temporary Worker Specification**

### Qualifications and Experience

5.1 The Supplier must ensure that any TW supplied to deliver the service has the following qualifications and experience:

- Be an Occupational Therapist or Physiotherapist registered with the Health and Care Professions Council or direct equivalent.
- Have experience of delivering Occupational Health assessments or in order to offer specialist advice on a wide range of health conditions including but not limited to musculoskeletal and mental health conditions. Annex 3 details the WRAG medical conditions and volumes within the Berkshire, Surrey and Sussex Jobcentre Plus District, for indicative purposes only.

### Competencies and Skills

5.2 The Supplier must ensure that any TW supplied to deliver the service has the following competencies and skills:

- Knowledge of the clinical aspects and likely functional effects of a wide range of medical conditions.
- Able to address health and disability support needs by providing advice or signposting to specialist support or reasonable adjustments.
- Understanding of the therapeutic value of work.
- Able to critically evaluate evidence and use logical reasoning to provide accurate evidence based advice.
- Able to identify a range of activities which will broaden the claimant's perception of their own capabilities.
- Excellent interpersonal skills.
- Able to deal with potentially challenging situations e.g. frustrated/upset claimants.

5.3 Both the Supplier and the TW are required to have knowledge in respect of but not limited to:

- Understanding of the ESA claimant group
- The impact health conditions and disabilities can have on ESA claimants in relation to moving closer to/into labour market.
- The DWP Code of Conduct.
- Disability awareness.
- Multicultural awareness.
- An understanding of the legislative requirements of ESA.
- An awareness of DWPs approach to customer service and equal opportunities.

5.4 For the avoidance of doubt, the bullet points above will be addressed by the Authority as part of Induction Training, which will be delivered by the Authority once during the Implementation Period.

5.5 The Supplier must replicate that training for any replacement TWs engaged to deliver the Service during the Contract Period.

5.6 A maximum of 100 hours will be payable for training overall over the life of the Contract, including TWs attendance at the Induction Training. The Supplier must include details of their strategy for ensuring sufficient, trained TWs are available throughout the Contract Period, minimising attrition and associated costs to the Authority within their tender response.

## **6. Temporary Worker Role**

6.1 The TW process is attached for reference at Annex 2 to this Specification.

6.2 The TW will work in collaboration with the WC to deliver a claimant-centred conversation which takes in to account the impact of the claimant's health condition(s) and offers a range of advice which covers exploring appropriate

work related activity, further employment focused support that could be required, work adaptations and general health and lifestyle management advice.

- 6.3 The Authority will provide an information pack, particular to the claimant, to the TW prior to each scheduled conversation, which will include:
- A referral form including a summary of the WCA outcome and any relevant background information.
  - Agreement to Participate form.
  - Unexpected Findings form.
- 6.4 The TW must review the papers before the conversation takes place, in order to familiarise themselves with the claimants' medical condition(s) and individual circumstances. **15 minutes will be allowed for this activity.**
- 6.5 The conversation will then take place in a private room, using the delivery medium of a face to face meeting, teleconference or video conference, which will be determined by the Authority. Any IT equipment required to undertake the conversation will be supplied and facilitated by the Authority. **45 minutes will be allowed for an initial conversation and 30 minutes will be allowed for a follow up conversation if required, as decided by the Authority.**
- 6.6 During the conversation, the TW must:
- Allow the WC to lead the conversation.
  - Help the WC to assess the claimant's needs, building the WCs capability in tailoring work related support for a claimant with a health condition.
  - Engage with the claimant, building rapport and encouraging them to have an open and realistic conversation regarding what they view as the biggest barriers to work.
  - Assess the impact of the health condition(s) and other barriers on the claimant's ability to move towards work.
  - Help the claimant identify the limitations of their health condition(s) and how to manage them (particularly in relation to fluctuating conditions), but at the same time, focusing on the claimant's capabilities – what they can do despite their health condition, identify any strengths and ways of motivating the claimant in order to encourage the claimant to consider and agree steps towards work and self-efficacy.
  - Identify any additional support and practical measures to help the claimant manage their health condition(s) and other barriers.
  - Provide practical and tailored advice on adaptations and support that will enable the claimant to move closer to the labour market.
  - Support the development of an individually tailored action plan, detailing agreed activities between the WC and the claimant.

- Ensure a joined up approach with the WC in front of the claimant, maintaining professionalism and avoiding contradictory opinions.
- Make no attempt to offer alternative clinical diagnosis or treatment to that given by the claimant's own health providers, or provide advice to contradict or challenge the Authority's decision to place the claimant in the WRAG.
- Take detailed notes of advice given to the WC and claimant, which as a minimum must include:
  - The nature of the claimant's health condition(s)
  - The impact of the health condition(s) on the claimant and associated limitations, and how to overcome or manage them.
  - Work related activity that would be possible for the claimant to undertake.
  - Actions agreed for inclusion within the claimant's action plan.

6.7 Following the conversation, the TW must:

- Complete the Notes Template, sign and date accordingly.
- Return the information pack and the Notes Template to the Authority's representative.
- Where appropriate, comply with Authorities Unexpected Findings procedures. For the avoidance of doubt, the Authority will facilitate this by obtaining claimant consent if the conversation is conducted by teleconference or video conference.

## **7. Service Delivery Model**

- 7.1 The service will be offered, on a voluntary basis to claimants and will involve an initial conversation lasting 45 minutes, in an employment support context. Should the Authority decide that a claimant's condition(s) are complex or a more in-depth discussion is warranted, a 30 minute follow up conversation will be offered to the claimant. Where possible, the same TW should participate in both conversations, for continuity and to build trust with the claimant.
- 7.2 TWs will also be allowed 15 minutes before the conversation to undertake the duties defined within the TW Role.
- 7.3 The structure of the conversation will be based on the existing Jobcentre Plus work focused interviews for ESA claimants. This is a business as usual activity and TW input will support the existing conversation.

## **8. Session Bookings**

- 8.1 The Authority's representative will contact the Supplier's dedicated phone number to block book the required number of TWs hours at the commencement of the contract.
- 8.2 Bookings for each TW will be for an 8 hour session, at a time specified by the Authority, between Jobcentre Plus opening hours of 08:30 and 17:00 (with breaks to be agreed locally with the Authority's representative).
- 8.3 At the time of contract commencement, the Authority will book 1 TW session per Hub per week across the entire contract period. The Supplier shall respond to the initial block booking request from the Authority within 10 working days of receipt. Hub locations are defined at Paragraph 10.1 of this Specification.
- 8.4 Depending on take up of the service offering by claimants, this may be reviewed as the contract period progresses, with more or fewer sessions being required.
- 8.5 The Supplier shall respond to all other bookings for TWs in line with the response timescales detailed within the Framework Call-Off Terms and Conditions.
- 8.6 The Authority will give a minimum of 24 hours' notice, via the Supplier's dedicated phone number from the start time of the booking to the Supplier, should a booked session need to be amended or cancelled.

## **9. Volumes**

- 9.1 The Authority anticipates requiring the following maximum TW hours:
  - 500 initial conversations = 625 hours
  - 100 follow up conversations = 100 hours
  - Induction Training = 100 hours
  - Evaluation interviews with TWs = 30 hours
- 9.2 The maximum TW hours required is therefore 855. For the avoidance of doubt, the Authority does not guarantee any volumes.

## **10 Booked Sessions**

- 10.1 For all booked sessions, the TW must attend a designated Hub location, which will be located in Worthing, Crawley, Guilford or Slough Jobcentres. Annex 1 provides detail of the District and Hub geographical composition.

## **11. Liaison with Jobcentre Plus**

- 11.1 In addition to standard performance and contract management arrangements, the Authority will provide single points of contact (SPOCs) within the Berkshire, Surrey and Sussex District, who will liaise with the Supplier to answer questions or provide further information if required.
- 11.2 The SPOCs will also be responsible for greeting the TW on arrival at their appointed Hub and managing the conversation process throughout the booked session.

## **12. DWP Customer Charter**

- 12.1 The Authority is committed to providing high quality and efficient services to its customers. The DWP Customer Charter sets out the standards that customers can expect and what their responsibilities are in return. The Authority is dedicated to raising the standards of all its contracted provision and all Suppliers and their sub-contractors must embed the principles of the Customer Charter into the services they deliver on behalf of the Authority.

The customer charter can be found at;

<http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

## **13. DWP Code of Conduct**

- 13.1 The DWP/JCP Code of Conduct spells out the key values and principles of behaviour which the Authority expects of organisations which are essential for creating healthy, high performing supply chains. Suppliers that contract with the Authority must operate in accordance with the Code of Conduct.

The Code is Annex 1 to the DWP/JCP Commissioning Strategy and be found at;

<http://www.dwp.gov.uk/docs/cs-rep-08.pdf>

## **14. Induction Training**

- 14.1 In order to ensure the employment focus context of the specialist advice offered by the TW during the conversation, an Induction Training day will be delivered on 26 October 2017 at Redhill Jobcentre. The Induction Training

will be delivered by the Authority to the Supplier and TWs appointed at the time of the training session who will be delivering the service, which will cover as a minimum:

- Conditionality and work focussed requirements of ESA WRAG interventions.
- Characteristics of the ESA claimant group.
- Legislative requirements of ESA.
- Authority approach to customer service and equal opportunities.
- Authority Unexpected Findings procedure.
- DWP Security and data sharing policy.

14.2 This approach ensures the delivery of the specialist advice is compliant with the structure of the Business as Usual Work Focussed Interventions, which it serves to strengthen and supplement. The Supplier must ensure that their TWs do not deviate from the approach detailed during the Induction Training.

14.3 The Supplier must use the Authority material and knowledge gained at the Authority Induction Day to deliver Induction Training to replacement TWs in line with their tender response.

## **15. Performance**

15.1 Annex A details the performance levels and associated services credits which apply in addition to those detailed within the framework call-off terms and conditions.

15.2 Performance management will be undertaken by the Berkshire, Surrey and Sussex District Third Party Provision Team.

## **16. Evaluation/Management Information**

16.1 The POC evaluation will be undertaken throughout the contract duration. Management Information (MI) will be used to assess feasibility and demand before deciding whether the Authority will progress to a full trial, which would be subject to separate commercial options consideration. Methods used by Authority representatives to gather data will include insight, uptake volumes and conversation observation.

16.2 TWs must participate in evaluation interviews with the Authority, which will be scheduled as part of their booked session, to gather opinion on:

- Whether the conversation can be hosted via a number of delivery approaches,

- Whether a suitable delivery approach can be offered to all claimants, taking in to account their diverse needs.
- Whether the process for organising the conversation is straightforward
- Does the conversation help to ensure WC buy in.
- How to ensure the conversation was held in an appropriately confidential/secure way.
- Whether claimants actively engage with the conversation.

16.3 The Supplier must ensure that the MI detailed at Annex B is included within their proposed service level and performance management monitoring and reporting process, pursuant to Schedule 6, Part B, Paragraph 8.2 of the Framework Call-Off Terms and Conditions.

## **17. Sustainable Development**

17.1 The Authority supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to 'enable all people to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations. This includes four main aims:

- Social progress recognising the needs of everyone;
- Effective protection of the environment;
- Prudent use of natural resources; and
- Maintenance of high and stable levels of economic growth.

17.2 Suppliers must ensure that they and their sub-contractors use all reasonable endeavours to comply with the principles set out in the UK Strategy and the Sustainable Operations on the Government Estate (SOGE) targets. More information can be found on the DWP website.

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement>

17.3 Suppliers must ensure that they remain compliant with current and future changes in the law and DWP Policy by:

- Supporting the DWP's Public Sector Equality Duty as outlined in the Equality Act 2010.
- Supporting DWP to enable communication with claimants who do not speak English as a first language or who are deaf, hearing impaired or have a speech impediment. (Translators and loop equipment will be provided by DWP).

## **18 Unexpected Findings**

- 18.1 GMC Guidelines prevent Registered Medical Practitioners with contractual obligations to third parties from passing on information to the claimant's GP without claimant consent for such action, unless there were exceptional circumstances.
- 18.2 The GMC recommend that Registered Medical Practitioners make every effort to explain to claimants why information should be passed on to those responsible for their medical care. There may be rare occasions when despite the claimant's inability or refusal to give informed consent, the TW may, in his/her professional judgement pass on information about that individual.
- 18.3 This discretion must be exercised within the GMC guidelines, and TWs must be prepared to justify their decision to take such action. The types of circumstances when unauthorised disclosure by TWs would be justified include:
- When the release of that information is necessary to protect others from risk of death or serious harm:
  - When the claimant requires urgent medical treatment, but cannot be contacted within a suitably rapid period of time.
  - When the individual is not competent to give consent.
- 18.4 The Health and Care Professions Council also provides guidance regarding disclosure of information. This can be found in the booklet – “Confidentiality – Information for Registrants” available on the HCPC website. <http://www.hcpc-uk.org/publications/brochures>, The HCPC can also be contacted via the website on <http://www.hcpc-uk.org/> or on 08453006184.
- 18.5 When an TW identifies a need to pass information about a claimant to the GP then he/she must provide a reasonable explanation to the individual. The discussion should deal with:
- The nature of the information to be passed to the GP:
  - The reasons for wanting to disclose this information, and
  - A request for consent to release the information
- 18.6 Informed written consent from the claimant should be obtained and the procedural guidance must be followed in full, details of which will be provided during the Induction Training.

## **19. Cross-reference to Crown Commercial Framework**

- 19.1 This Specification must be considered in conjunction with the terms and conditions of

- RM3711 Multidisciplinary Temporary Healthcare Personnel Framework
- Framework Schedule 4, Order form and Call-off Terms and Conditions
- Annex A to Part A of Framework Agreement, Schedule 2 – Service Specification

## SERVICE LEVELS AND SERVICE CREDITS TABLE

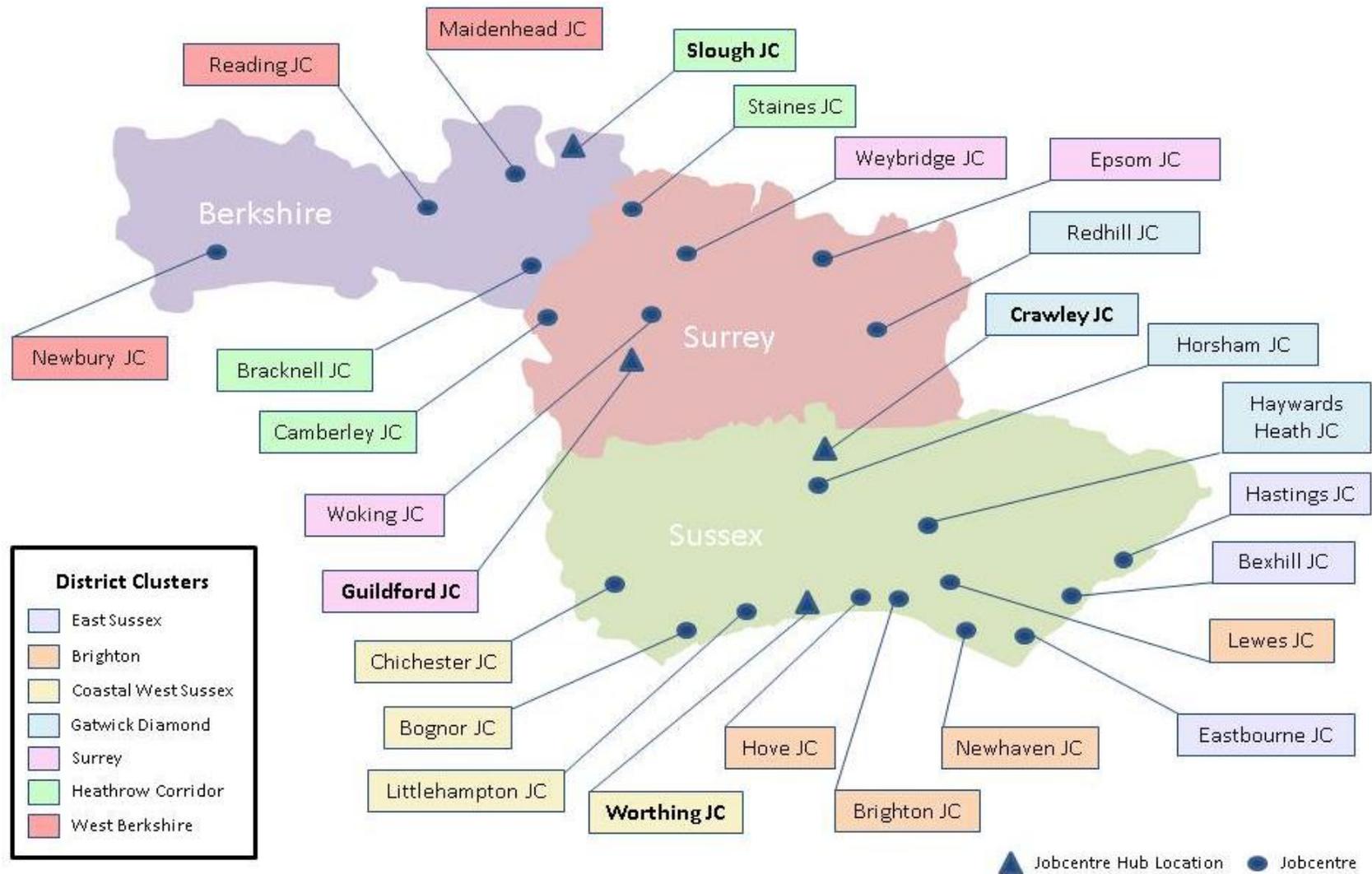
<b>Performance Criteria</b>	<b>Service Level Key Indicator</b>	<b>Specified Performance measure</b>	<b>Service Credit for each Service Period</b>
<b>Category</b>	<b>Service Level</b>	<b>Measure</b>	<b>Service Credit</b>
TW Process	TW arrives at the Contracting Authority's premises at the stipulated time	100 percent compliance	100% of the Agency Fee Contract Charge paid for the Temporary Worker who is not compliant
	Claimant notes to be written up within 15 minutes following the conclusion of the meeting with the claimant	100 percent compliance	100% of the Agency Fee Contract Charge paid for the Temporary Worker who is not compliant
	TW notes to include all elements defined within the specification	100 percent compliance	100% of the Agency Fee Contract Charge paid for the Temporary Worker who is not compliant

**MANAGEMENT INFORMATION**

<b>Contractor Information Required</b>	<b>Frequency or Date Required by</b>
Ad-hoc requests	Within 5 working days of receipt of request from the Authority

## Annex 1 Berkshire, Surrey and Sussex Jobcentre District Map

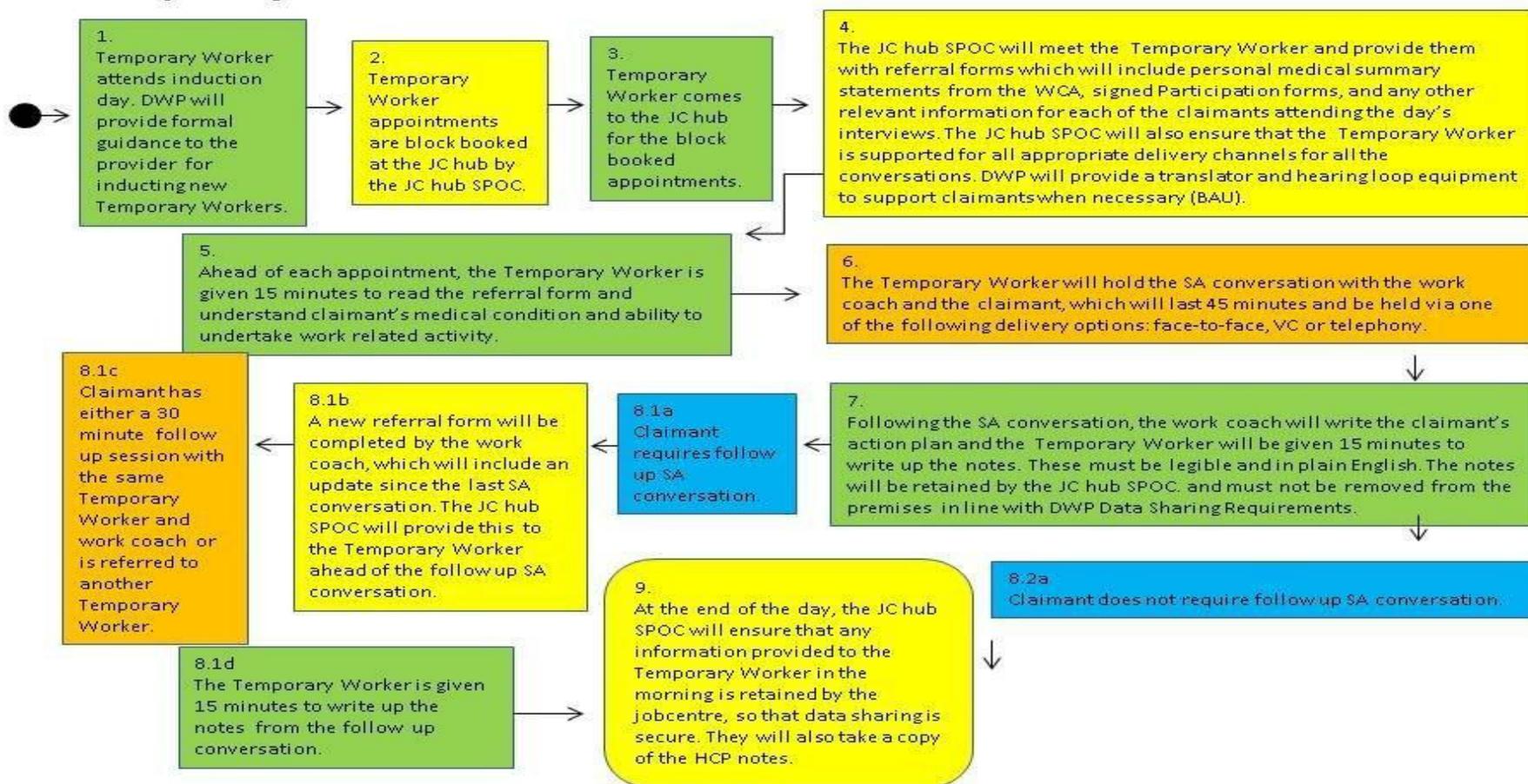
For the avoidance of doubt, the Service will be delivery solely from the JC Hub locations. The other Jobcentre offices shown are for information only.



Specialist Advice Proof of Concept – Specification V2.0 Final 12/07/17

## Annex 2 – Temporary Worker Process

### Temporary Worker Process



**Annex 3 - Summary of Berkshire, Surrey and Sussex WRAG medical conditions**

<b>Work Capability Assessment Data</b>							
		<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Total</b>	<b>Percentage</b>
Circulatory System disease	<b>Frequency</b>	249	277	191	115	832	4%
Musculoskeletal System and Corrective Tissue diseases	<b>Frequency</b>	687	1161	684	367	2899	15%
Diseases of the Nervous System	<b>Frequency</b>	256	399	242	142	1039	5%
Injury/Poisoning and certain other consequences of external causes	<b>Frequency</b>	112	168	168	106	554	3%
Mental/Behavioural Disorders	<b>Frequency</b>	1792	3084	2089	1245	8210	42%
Other	<b>Frequency</b>	1380	2226	1492	951	6049	31%
<b>Total</b>	<b>Frequency</b>	<b>4476</b>	<b>7315</b>	<b>4866</b>	<b>2926</b>	<b>19583</b>	<b>100%</b>