

**Individual Placement and Support**

**Capacity and Capability Building**

**Specification**

**June 2021**

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## 1. Abbreviations and Glossary of Terms

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| **Authority**  | means the Secretary of State for Work and Pensions. |
| **AWS** | Amazon Web Services. The IPS Grow Reporting Tool is hosted on this platform under a contract with BJSS |
| **BJSS** | The business technology consultancy responsible for building and maintaining the IPS Grow Reporting Tool |
| **CoP** | Community of Practice – networks of IPS Services working in the same region brought together to share learning, ideas and good practice. These are also referred to as learning collaboratives.  |
| **EIM** | Expert Implementation Manager – provides hands-on implementation support, in line with successful implementations of IPS in the US, Australia, New Zealand, including the development of communities of practice in each region. |
| **Fidelity Review** | An assessment of IPS provision against a 25-point scale to ensure the IPS model is being followed. This identifies areas for development and makes recommendations for improvements. Further information regarding Fidelity Reviews can be found here: <https://ipsworks.org/wp-content/uploads/2017/08/ips-fidelity-manual-3rd-edition_2-4-16.pdf> |
| **HLT** | Health Led Trials – large scale randomised control trials testing the IPS intervention on cohorts with common mental health and/or physical health conditions. Post-trial services will continue in the combined mayoral authority areas of the West Midlands and Sheffield City in 2021/22  |
| **IPS** | Individual Placement and Support (IPS) is a highly prescriptive evidence based employment intervention. Evidence shows that the best employment outcomes are associated with close fidelity to the model. Further information regarding IPS can be found here: <https://www.centreformentalhealth.org.uk/what-ips> |
| **IPSAD** | Trials of IPS on individuals with substance addictions. Post trial services will continue in 2021/22 in Sheffield, Birmingham, Blackpool, Brighton and Hove, Derbyshire and Staffordshire. |
| **IPS Grow**  | This is an ongoing initiative funded by NHSE to support their commitment to provide access to IPS to 55,000 individuals with SMI.  |
| **IPS Services** | Providers of the IPS model of employment support. These are typically NHSE mental health trusts or 3rd sector providers such as charities and housing associations.  |
| **NHSE** | National Health Service England |
| **IPS Grow Reporting Tool** | Web-based benchmarking reporting tool used by IPS Services to support performance management and consistent reporting of outcomeshttps://ipsgrow.org.uk/ips-provider-community/data-and-reporting-tools/ips-reporting-tool/ |
| **SMI** | Severe Mental Illness such as bi-polar disorder and schizophrenia. |
| **WHU** | The Work and Health Unit is a joint unit between DWP and DHSC designed to build stronger links between Employment and Health |

## 2. Background

Individual Placement and Support (IPS) is an employment support intervention involving intensive, individual support, rapid job search followed by placement into paid employment, and in-work support for both the employee and their employer. It is the best evidenced way to help people with severe mental illness to secure and retain paid employment.

The Work and Health Unit (WHU) has been trialling the IPS intervention with other cohorts including those with common mental health conditions and/or physical health conditions and individuals with substance addiction issues.

The WHU has also been working with NHSE on a capability and capacity building programme - IPS Grow which has been supporting the NHSE long term plan commitments to expand IPS for individuals with SMI.

IPS Grow provides operational support to services to accelerate mobilisation and improve outcomes and a central set of tools, materials and other products to support the development of the IPS workforce and help services collect and report accurate and consistent data on outcomes. The initiative has been independently evaluated by RAND Europe who have recommended continued investment in this type of support. RAND Europes’ findings can be accessed via this link: <https://www.rand.org/randeurope/research/projects/evaluating-ips-grow.html>

## 3. Scope

The Authority wishes to procure expertise to build support for the IPS Services being funded by DWP, in particular with regards to improving IPS Services reporting knowledge, uptake of IPS Services reporting and reporting accuracy and consistency. The two strands of activity in support of this requirement are summarised as follows:

* Operational support for IPS Services which support IPS and IPSAD expansion;
* Maintenance, support, enhancement, and promotion of the IPS Grow Reporting Tool to enable IPS Services to collect and report consistent and accurate outcomes.

In support of this activity the Supplier will be required to:

* Recruit and effectively deploy at least 1 FTE Implementation Expert and have systems in place to lead and provide support to the Implementation Expert.

The Implementation Expert will provide hands-on frontline support to new and existing IPS services and will as necessary, initiate, support, and develop regional communities of practice. Their role will include but is not limited to training and coaching IPS service team leaders, running training courses for IPS employment specialists, supporting integration with health and social services, identifying and addressing areas for improvement through fidelity reviews as required.

The Implementation Expert will also play a role in promoting use of the IPS Grow Reporting Tool and other existing resources. This activity will help mitigate the risk that central resources are not effectively deployed to support service delivery.

* Recruit and effectively deploy 1 FTE Data Lead to ensure accurate reporting and evaluation of IPS Services.

The Data Lead will promote and embed the IPS Grow Reporting Tool for IPS services to report key outcomes and monitor performance, manage relationships with internal and external stakeholders and act as a bridge between technical and non-technical stakeholders. They will be required to liaise with BJSS (or an alternative technical supplier) on technical issues, bugs and day-to-day technical improvement. They will support IPS Services in setting up account structures which will require familiarity with how IPS Services are set up. The Data Lead will also deliver regular support webinars to keep the IPS provider community engaged.

* Meet the agreed deliverables in Project Management Plan.

The Supplier will not be expected to deliver the IPS Service itself, however the Supplier must provide advice and support to new and existing organisations providing IPS Services.

The Supplier will not be required to look at supporting implementation of any variant of the IPS model or any other form of supported employment.

## 4. Delivery Timescale and Milestones

The Supplier must show that they are able to deliver the specified requirements and submit all invoices in line with completed milestones and for payment by 31 January 2022. Payment will be linked to successfully completing each Milestone as detailed within the table below:

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| **Milestone** | **Activity** | **Product** | **Delivery by** |
| **1.** | Post Contract Award Implementation meeting with the Authority  | Authority sign off on Project Management Plan. | One week from contract award (Authority sign off on Project Management Plan expected to be August 2021) |
| **2.** | * Implementation period to commence engagement with IPS Services.
* IPS Grow Reporting Tool and technical support established.
* Active outreach support scheduled.
 | Evidenced in monthly meeting and delivered in line with Project Management Plan. | August 2021 |
| **3.** | * Active outreach delivered to IPS Services to provide them with tools, resources, and hands-on operational support.
* Actively promote the IPS Grow Reporting Tool and ensure full understanding by users to drive the increase in its use.
 | Evidenced in monthly meeting and delivered in line with Project Management Plan. | September 2021 |
| **4.** | * IPS Services to have formed or joined existing CoPs.
* IPS Services have accessed free-to-use tools and resources e.g. web-based IPS Grow Reporting Tool.
* Webinars, attendance at CoP meetings and other sector meetings such as regional learning events to promote uptake of IPS Grow Reporting Tool and wider communications.
* Improvements to IPS Grow Reporting Tool have been identified and implemented to optimise quality of data/outputs such as amendments to dashboards, introduction and/or changes to metrics.
 | Evidenced in monthly meeting and delivered in line with Project Management Plan. | October 2021 |
| **5.** | * Delivery of at least 3 workshops with services to onboard them onto the IPS Grow Reporting Tool evidencing sign-up and proactive engagement with IPS Services to ensure maximum uptake.
* Delivery of ongoing support for the IPS Grow Reporting Tool to optimise usage by services.
* Delivery of ongoing operational support.
 | On track with Project Management PlanTo be evidenced in monthly MI. | Workshops to be agreed between Authority and Supplier and included within the Project Management Plan. |
| **6.** | Authority acceptance of Summary Report detailing the culmination of all activities highlighted in the specification and achieved by the Supplier, data and deliverables and the uptake of the IPS Grow Reporting Tool. | Authority sign off on Summary Report. | January 2022 |

## 5. Supplier Roles and Responsibilities:

The Supplier will be required to ensure the provision of the following:

**Operational support for IPS Services supporting HLT and IPSAD expansion to include:**

* Implementation support to around 20 IPS Services outside of NHS mental health teams within the locations detailed below.
* Recruitment and effective deployment of an Implementation Expert who will:
* provide training and mentoring, conduct fidelity reviews to described standards to assure services reach good IPS Fidelity and deliver maximum outcomes;
* Provide technical assistance to ensure good IPS Fidelity;
* Support IPS Services with recruitment and connection & integration with IP CoP. Support creating a bespoke CoP if needed;
* Active promotion of the IPS Grow Reporting Tool to increase awareness and usage.

**Maintenance, support, enhancement, and promotion of the IPS Grow Reporting Tool to enable IPS Services to collect and report consistent and accurate outcomes. This includes:**

* Recruit and effectively deploy a data lead who will:
* Manage the technical support, maintenance and any minor development of the IPS Grow Reporting Tool for the year 2021-22;
* Ensure processes and provision are in place for minor changes to adapt the tool to the needs of IPS Services outside of NHS mental health teams;
* Support IPS Services to use the IPS Grow Reporting Tool to their full potential – i.e. to both manage and report on performance. Responsibilities for this role will include:
	+ Accurate and effective collection and reporting of data on ad hoc and monthly basis;
	+ Creation of guidance materials to support new users;
	+ Running of workshops and training sessions;
	+ Answer queries and identify where support may be required to provide targeted support;
	+ Provision of data analysis to better understand the drivers of service performance, provide benchmarks, and help national policymakers better understand the performance of services to inform future decision-making.

Both Implementation Expert and Data Lead must be available for monthly performance reviews and any contract meetings conducted by the Authority.

Both the Implementation Expert and data lead must have the ability to travel to West-Midlands, Blackpool, Brighton and Hove, Derbyshire, Sheffield and Staffordshire.

Please note: At present IPS Services are operating remotely, however face to face delivery of some aspects of the support (such as initial engagement with IPS Services, the conducting of Fidelity Reviews and any subsequent reviews) are expected assuming circumstances allow.

The Supplier must have:

* Knowledge of employment support services for people with health conditions and/or other disadvantages and an in depth understanding of the IPS model;
* Experience in engaging with the health system, IPS Services, mental health trusts and other stakeholders to assess the level and type of support they may need to successfully embed IPS in their local context;
* Ability to establish central project structure to ensure expert implementation managers are sufficiently skilled and appropriately deployed;
* Development and delivery of effective training resources that translate into tangible changes in the commissioning and delivery of IPS;
* Experience in developing learning collaboratives/communities of practice in order to share and learn from good practice;
* Experience in designing and implementing tools to support effective reporting and monitoring, which complements and adds value to existing systems.

Currently [BJSS](https://www.bjss.com/) is the lead technology partner for the IPS Reporting Tool and they maintain the tool via AWS on behalf of NHS England. The tool will be licenced to DWP from NHS England and the Authority will facilitate the transfer of that agreement. Bidders will be required to liaise with BJSS directly for all other aspects set out below

The Supplier may work with BJSS to either restart technical support for the IPS Grow Reporting Tool or to transfer the hosting contract to a provider of their choice. At present , [BJSS](https://www.bjss.com/) has a contract with AWS to provide hosting and maintenance of the IPS Grow Reporting Tool. BJSS currently store the code for IPS Grow Reporting Tool. The responsibilities of BJSS and the successful bidder will be set out in a monthly Statement of Works between the two parties.

BJSS responsibilities are summarised as follows:

* Application and AWS platform support
* Management of the AWS cloud infrastructure including continuous AWS improvement activities focussed on cost and security
* Application bug fixes and any service improvements.
* User account management (triaging and resolution of service requests including signposting to support documentation and password re-sets)
* Service Management including service reporting and service reviews (BJSS provide an escalation contact for any major issues)
* AWS platform support including monitoring, system checks & housekeeping to ensure service is available and performance is optimal.
* AWS platform security management
* AWS vendor management & subscription management

The bidder must assure themselves, should they not wish to work with BJSS, that they are able to transfer the code and host on an alternative platform to AWS ensuring the IPS Reporting Tool is ready to use by the date within the Project Management Plan.

Maintenance of the IPS Grow Reporting Tool will include activities such as security management, subscription management, bug fixes. Management of different access levels, user account management, password resets, issue resolution for users. It will also include housekeeping and ensuring performance is optimal.

Potential bidders can contact BJSS direct at info@bjss.com for technical queries relating to the Reporting Tool or to discuss restarting support.

**NOTE: The Authority will facilitate the transfer of the agreement between BJSS and the current supplier of the IPS Reporting Tool however, bidders should fully explore and understand the potential costs and actions required to restart or host the reporting tool before submitting a bid.**

## 6. Evaluation

Evaluation of the effectiveness of this provision measured against the Success Factors below shall be determined by utilising the following metrics:

* Number of IPS Services who take up offer of support;
* Direct feedback from those IPS Services;
* Evaluations of CoP and learning events;
* Number of Fidelity Reviews undertaken;
* Quality of Fidelity Reviews;
* Number of users;
* Number of new users;
* Number of Hits;
* Number of active users in the month (at least one session);
* Average number of sessions per user;
* The session duration (minutes);
* Number of Workshops / CoPs completed;
* Number of Help enquiries / tickets made through the portal;
* Number of Support Webexes completed;
* User feedback through surveys.

## 7. Success Factors

* IPS Services supporting individuals with common mental health and/or physical health conditions or substance addictions increasingly take up the offer of support;
* Services are supported to deliver high quality IPS, evidenced through Fidelity Reviews and follow up meetings;
* IPS Services either join existing CoPs or bespoke communities are created in regions;
* IPS Services sign up to using the tool and utilise its full functionality on a regular basis;
* IPS Services report accurate, enhanced and consistent data on outcomes through the tool;
* Promoting consistent reporting measures in order that both NHSE and DWP measure outcomes in a standardised way;
* IPS Grow Reporting Tool development and support to IPS Services streamlines reporting and creating real efficiencies for those working in IPS.

## 8. Management Information

The Supplier must provide Management Information (MI) to the Authority on a monthly basis throughout the contract period, as follows:

* Progress against the Supplier’s Pricing Proposal, in keeping with the contractual payment model;
* Progress against the Supplier’s Project Management Plan, in keeping with the contractual milestones; and
* An updated IPR Activity Log.
* Management Information provided to the Authority must include the metrics detailed within paragraph 6 above (Evaluation).

The Authority will provide a reporting template and IPR Activity Log template to the Supplier within 5 working days of the contract commencement date, which the Supplier must use when updating the Authority. For the avoidance of doubt the IP created during the period of this contract shall reside with the Authority.

The reporting template will report progress against the Project Management Plan, including key milestones; identification and completion of case studies within the agreed timescale; and the incorporation of user feedback.