Department for Work & Pensions

Invitation to Tender Questionnaire

Response Template

Question 2.4.9 Management Information

Wellbeing and Work Trials – Group Work

PeoplePlus Group Ltd

Merseyside

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
Collecting and managing data: PeoplePlus have developed our **[REDACTED]**over the years of delivering employability provision and have applied a vast amount of learning so that the system is now agile and flexible and will work as the perfect under-pinning solution to any type and structure of provision. We use this system for our existing employability contracts, including the Work Programme, and will adapt and extend it to the Group Work pilot. This will incorporate all applicable data categories (e.g. attendance, start / completion of Group Work, participant characteristics, reasons for drop out / non-completion etc.). The Group Work Supervisor, reporting to our Contract Manager, will have overall responsibility for ensuring the accurate and timely collection and verification of management information at a CPA level. They will be supported by the wider specialist MI, data reporting, and claim validation teams. Group Work Leaders will be primarily responsible for the collection of key management information during the delivery of each intervention with participants, primarily at the Reception Interview and then on each day of the JOBS II Group Work course. This will incorporate all management information data requirements, as listed in Annex F of the ITT (Group Work Data Collection), and will adopt and follow the data collection tool to be provided by DWP. Our approach will include a check to establish which participants have consented with DWP to have their data shared. This onward process will provide assurance of all data collection requirements such as, for example, ensuring that participants sign applicable daily attendance registers. Group Work Leaders will be fully trained in what data to collect, and how to collect it, and will work to a data collection checklist for each stage of the provision, from the Reception Interview through to the final day of Group Work activity. Once collected, Group Work Leaders will cascade course and participant data to a CPA level administration team, who will in turn be responsible for **[REDACTED]** updates, PRaP uploads, DWP electronic data files, and all other associated Group Work record keeping. The transfer of such data to the administration team will occur within one working day of the delivery of the intervention in question, supporting real time data flows. All required management information will be collected and collated monthly in arrears by the local administration team, and supplied to DWP by noon of the third working day of the following month. This will be submitted in accordance with the format of DWP's spreadsheet schedule, dispatched to the designated e-mail address. Where participants voluntarily undertake the six psychological and jobsearch measures (on either Day 1 or Day 5 of the JOBS II course), associated management information will be submitted to DWP within 6 days of completion. All MI systems will comply with the DWP's data security standards, replicating the current compliance achieved by our existing systems. No programme data will be published, disclosed or divulged to any third party without the prior written consent of DWP. In the event that any subcontractors are engaged in the provision, they will be subject to the same processes, and will be required to send the same data returns to our local administration team, in the same timescales. Data compliance will form part of the formal review process with all such subcontractors. Once transferred to DWP,

and this transfer has been validated, our processes will ensure that wellbeing and jobsearch measures data is deleted from our electronic systems. Hardcopies will be stored securely and kept for up to 6 years in line with Cabinet Office rules.

Supporting continuous improvement[REDACTED]will be configured to generate monthly management reports which highlight the progress of the Group Work pilot against minimum service levels and Key Performance Indicators. The format will also capture wider operational details, **[REDACTED].** . Through this we will build up comprehensive understanding and intelligence of delivery. The monthly will be reviewed by our Contract Manager, Referral Manager and Group Work Supervisor, and will also be available to the DWP Single Point of Contact (SPoC). The review process will be geared to identify any potential continuous improvement areas which can be introduced within the pilot. We will also provide regular Training Forums, supported by our Group Work Leader Trainers, to bring Group Work Leaders together to share their anecdotal stories and perspectives of delivery, where these too might help tease out potential improvement areas.

We will fully comply with DWP's own monitoring of the provision, including both announced and unannounced monitoring visits by DWP's Work Psychologists, Trial Management Officers and external researchers over the duration of the contract. We expect this result in documented feedback to supplement management information reporting, tabling suggestions and recommendations for improvement activity. Again, this will be internally reviewed and acted upon, with details shared with the DWP SPoC of all resultant measures and the impacts derived from them. We also expect that benchmarking and evaluation activity from across all five pilot areas may identify holistic improvements which DWP may wish to roll-out. We will actively support all such benchmarking and evaluation activity, and will work collaboratively with other pilot providers in other pilot cities to develop improvement strategies.

We will develop areas for improvement arising from all of these monitoring and management information activities. In many cases we expect this to fall within our direct remit as a pilot provider. For example, improvement may be realised by evolving our engagement techniques with Work Coaches, swapping Group Work Leaders around to test different partnerships, or testing new delivery venues in different localities. The process may, however, also identify improvements which can only be achieved through a deviation from, or an evolution to, the JOBS II manual. Where such a possible improvement is identified, we will make an appropriate business case to DWP, explaining the proposed improvement in operational terms, as well as how we expect the improvement to demonstrably enhance the pilot in measurable terms. Only where we have the explicit permission of DWP will any improvement measure of this kind.

Capturing and acting upon participant feedback: We routinely use a variety of feedback mechanisms to capture feedback and comments from participants. These include: **[REDACTED].** For Group Work these processes will be evolved to include the formal collection of participant satisfaction scores as part of the contractual data collection requirement. We will issue approved forms in this regard, completed and collected in line with the Group

Work Provider Guidance, and will report all applicable data to DWP. For Group Work, all such feedback is collated at a venue / course level and cascaded to our Group Work Supervisor and Contract Manager, with key points channelled up to our Operations Director and Senior Management Team to assess any prevalent feedback trends. Group Work Leaders will also collate anecdotal day-to-day feedback and suggestions from participants, arising through debate and discussion in the delivery of Group Work itself. This will be shared with other Group Work Leaders and the Group Work Supervisor through the rolling programme of Training Forums. Where constructive suggestions are captured through these various feedback channels, which may enhance delivery on a cost effective basis, we will ensure that these are acted upon, following the same continuous improvement model as described above.

Handling complaints: We have an established complaints process already applied across our current DWP provision, which we will adapt to the requirements of the Group Work pilot, as follows:
[
REDACTED

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Protecting the welfare of claimants: PeoplePlus has a documented safeguarding policy and procedure, protecting the welfare of our participants. All Group Work Leaders will be trained in this area. We will consult with Work Coaches to establish any safeguarding needs at the point of referral, and will continue to monitor this. Our monitoring of pilot activity will take account of safeguarding issues, especially in relation to participants who may otherwise feel unable or unwilling to offer feedback or table a complaint, should they have grounds to do so. Through this we will ensure that Group Work is always fully inclusive and supportive. All data relating to safeguarding issues which may arise through the pilot will be made available to DWP, and will again be used to inform improvement activity.