DWP Department for Work and Pensions

Date:	Monday 10th October 2016
Title of meeting:	**Wellbeing and Work Trial – Group Work Post Tender Clarification (PTC) PeoplePlus People Group Limited**
Attendees	**[** **REDACTED].**
Main Outcomes	1. The meeting followed a pre-published agenda and was supported by a brief overview via a slide deck (embedded at Annex 1) setting out amongst other items the Purpose, approach, presentations from DWP and contractual matters. **Post Tender Clarification question.** 2. Some Clarification questions were sent to the provider in advance of the meeting. PeoplePlus verbally addressed the questions and confirmed that a written response would be sent after the meeting. **AP1 –** PeoplePlus to provide written responses to the clarification questions. 3. **[REDACTED]** confirmed that referrals are not guaranteed but that we will work closely with Work Coaches and the provider to ensure maximum quality referrals are made. Training has begun for Work Coaches **[REDACTED]** confirmed this is a trial (and not a Pilot) and if it is successful it would potentially be rolled out nationally. 4. **[REDACTED]** clarified the role the provider has in relation to Safeguarding. 5. Peopleplus confirmed that they do not intend to use subcontractors but may utilise existing sub-contractor premises if necessary. 6. A discussion was had around the feasibility of using JCP offices. Consideration needs to be given not only to capacity within JCP offices but also potentially tarnishing the evaluation. As a result it is considered that use of JCP offices for the reception interviews would not be appropriate for this trial. 7. The providers confirmed that any additional offer outside the scope of the JOBS II manual will be removed from their delivery. 8. PeoplePlus will ensure that they work closely with the Programme team during implementation and with the Programme team, contract manager and the SPoC's during live running. **Minimum Performance Levels and Customer Service Standards** 9. **[REDACTED]** advised that the MPL's and CSS's had undertaken minor changes from those published in the specification. The MPL's have been refined to reflect a clearer measurement capable of being measured and achieved. The times in which to input the outcomes into PRaP have been refined and in one case increased slightly. The first CSS has been clarified and moved to become a MPL. The remaining CSS's have remained the same. The revisions were presented in paper form to the provider and a copy is attached at annex 2. The Provider was given the opportunity to review in more detail following the meeting and will advise if there are any issues with the amendments. If no issues are raised on receipt of this note DWP will assume acceptance

JOBS II and Fidelity

10. **[REDACTED]** presented an overview of the JOBS II model highlighting the necessity for fidelity and adherence to the JOBS II manual and the science and consistency behind the success of the trial.

Trial Evaluation and MI Requirements

11. **[REDACTED]** presented an overview of the evaluation process, strategy, key elements and required outcomes.
    [REDACTED] also explained that there has been a review of the referring JCP offices within CPA4 resulting in some minor changes. Runcorn, Southport, St Helens and Widnes will not longer send referrals. Birkenhead has been added as an additional referring office.

12. The decision was made due to concerns going further afield given transport links, distances and the voluntary nature of the programme. If numbers prove an issue and of course in agreement with provider will consider revisiting the referral sites during the life of the trial.

13. Two sites listed originally, Runcorn and Widnes went UC Full Service from July 2016. The District is fully occupied embedding this change. All new claims will be UC and JSA/ESA stocks will reduce as any change in circumstances potentially means a move to UC.

14. Southport and St. Helen's are known in the District to be difficult sites to get claimants to travel into Liverpool from.

15. Birkenhead is now included as it has good transport links into the centre and has a potential case load of over 2000.

16. Peopleplus confirmed that they have an office in Birkenhead so this addition should not be a problem.

17. **AP2** The provider was asked to review their site delivery strategy and advise DWP if there are any issues with impacting these changes. Their delivery locations will be amended to reflect the amended delivery sites.
18. **[REDACTED]** advised the provider that they will be required to produce maps of reception interview locations for inclusion within the referral letters and that this would form part of implementation action.
19. **[REDACTED]** also advised that a MI spreadsheet would be provided to the suppliers with further details on MI requirements during the implementation stage.
20. **[REDACTED]** asked the provider to expand on how they will manage and undertake the transfer of the Wellbeing Measures to the Department. PeoplePlus advised that they would do so using their internal computer system **[REDACTED]** **AP3** Peopleplus will send a written note of their process for the secure transfer of the wellbeing measures to the Department.

Implementation

21. **[REDACTED]** presented a brief overview of his teams role in the implementation. He advised that an Implementation day has been planned for 17th October 2016 for all Districts and providers to come together. Further information around the planning and delivery will be presented at that time in addition to a networking opportunity. In the absence of a signed contract the provider will be invited and attend on a Subject to Contract and Without Prejudice basis.
22. It was highlighted that the provider had indicated that they could begin taking referrals in December 2016. A discussion was had around the

		feasibility of doing so bearing in mind the Christmas and New Year holiday period. PeoplePlus agreed that it would be more appropriate for referrals to begin on 9th January 2017. **AP4.** PeoplePlus will provide an updated implementation plan with a new start date of 9th January 2017. 23. PeoplePlus confirmed that they will deliver 100% of provision with no sub-contractors 24. Key staff and management structure are subject to a minor change. Key staff will attend the Implementation day. **AP5** PeoplePlus will provide an updated list of key staff. 25. PeoplePlus confirmed there are no issues in relation to capacity with delivering in two CPA's. 26. **[REDACTED]** confirmed that it was the providers' responsibility to engage with participants during the period after the reception interview and before day one of the course to maximise attendance. 27. PeoplePlus were advised that a risk and assumptions log and weekly updates will be required during the implementation stage. 28. **[REDACTED]** advised that our security team have reviewed their security plan and were happy with their response to their questions. 29. **[REDACTED]** advised that the Provider Guidance is currently undertaking internal governance and we will endeavour to have a draft to them as soon as possible. 30. **[REDACTED]** reminded the provider that no marking material should be produced and that any press releases and the induction pack should be sent to the programme team for approval. 31. **[REDACTED]** questioned the Terms and Conditions. Lisa advised that these are the Departments Standard Terms and Conditions. Any challenge to the content should have been made prior to bid submission. **[REDACTED]** confirmed that as this is public money we are required to have robust controls. The majority of the Management Information items are not contract specific and presumably easily accessible and provided for other contracts held with the department. **AP6** PeoplePlus should advise the department as soon as possible if they feel unable to sign up to the terms and conditions.

Post Tender Clarification Meeting Action Log

AP	Date		Deadline	Comment /Update
1	10th October 2016	PeoplePlus to provide written responses to the clarification questions.	Wedneday 19th October 2016	**cleared**
2	10th October 2016	The provider will review their site delivery strategy and advise DWP if there are any issues with impacting these changes	Wedneday 19th October 2016	**cleared**

3	10th October 2016	Peopleplus will send a written note of their process for the secure transfer of the wellbeing measures to the Department.	Wedneday 19th October 2016	**cleared**
4	10th October 2016	PeoplePlus will provide an updated implementation plan with a new start date of 9th January 2017.	Wedneday 19th October 2016	**cleared**
5	10th October 2016	PeoplePlus will provide an updated list of key staff.	Wedneday 19th October 2016	**cleared**
6	10th October 2016	PeoplePlus should advise the department as soon as possible if they feel unable to sign up to the terms and conditions.	Wedneday 19th October 2016	**cleared**

Annex 1

MH GW PTC Slides Peopleplus.ppt

Annex 2

SCHEDULE 2 – MINIMUM PERFORMANCE LEVELS AND CUSTOMER SERVICE STANDARDS

1. Minimum Performance Levels

MINIMUM PERFORMANCE LEVELS
1. Fidelity to the JOBS ll Manual and the Addendum to the Jobs II Manual; 2. 100% of Reception Interviews will be held within 5 working days of the referral date and the outcome (DNA, Start or DNS) will be recorded in PRaP within 7 working days of the referral date; 3. In 100% of cases where a participant starts provision, JOBSII course day 1 will be delivered within 15 working days of the referral date and the outcome (Course Start Outcome or End/Completion for those that DNA) will be recorded in PRaP within 17 working days of the referral date; 4. In 100% of cases where a participant achieves a Course Start Outcome (attends, signs the attendance register and completes the Wellbeing Measures (where consent has been given) and participates in JOBSII course day 1) an End/Completion will be recorded in PRaP within 2 working days of the final course day attended; 5. The Contractor will ensure that each Course starts with a minimum of 10 and a maximum of 20 participants who sign the attendance register and completes the Wellbeing Measures (where consent has been given).

2. Customer Service Standards

CUSTOMER SERVICE STANDARDS
1. The Contractor must collect, collate and supply the required Management Information (except the psychological wellbeing and jobsearch measures) by noon on the 3rd working day of each month. Collection and collation of required Management Information; 2. The Contractor must issue Participants with an induction pack in 100% of cases at the reception interview; 3. The Contractor must keep a daily attendance record on all

Participants;

4. The Contractor must facilitate the Participants' completion of the six (6) psychological wellbeing and job search measures on days one (1) and five (5) of the Course (providing the Participant has signed and given consent for their Personal Data to be used); and

5. The Provider must submit the completed psychological and jobsearch measure Management Information within 6 working days of completion to the department.

3. Measuring and Monitoring Performance

The Authority operates a robust performance management regime to hold Providers to account for performance offered within their contracts. Formal Contract performance reviews will be conducted from time to time at the Authority's discretion focussing on achieving the Customer Service Standards and compliance with this Contract ("**Contract Performance Reviews**" or "**CPRs**"). This measure will determine whether the Contractor's performance is meeting the standards committed to by the Contractor in the Specification [and any tender response document]. Where the Contractor is not achieving these required levels, without prejudice to its other rights in this Contract, the Authority may take such action as specified in the "Performance Management Intervention Regime" (or "**PMIR**") detailed in the Provider Guidance.