

### **Part[2.3.1] – Knowledge and Experience**

The Supplier will be required to work collaboratively with all parties, providing tailored expert advice, support and education regarding work and health services to all 15 (fifteen) Vanguards.

Please describe your organisation's knowledge, skills and capabilities, and explain why these are appropriate to the delivery of the Services.

Please provide a minimum of three (3) examples from within the last three (3) years, that demonstrate knowledge and experience which is relevant to the WorkWell NST. Your examples should include:

- A description of the service that was delivered;
- The knowledge and experience you provided which demonstrates your capability to deliver the Services, and why this is relevant to the provision of the Services;
- Contract values and dates; and
- Previous or current customer details

Please describe how lessons learned from those examples can be used to inform the design and delivery of the Services.

Your response will be assessed against the extent to which it demonstrated the following evaluation criteria:

- Evidence of working with NHS, local authorities and other public sector bodies, providing strategic leadership support and evidence-based planning and delivery, including a description of the types of tools and resources utilised.
- Experience of developing and conducting maturity assessments to determine the current state of maturity of processes/practices and identify areas for improvement.
- Experience of developing evidence-based integrated strategies (including evidence of strategic planning tools you have used), supported with detailed delivery plans to turn strategic plans into tangible outcomes.
- Experience of working with partners and a range of wider stakeholders (individuals, communities and organisations) to build shared understanding, knowledge and practices which can be used to support innovation.
- Evidence of embedding a culture of supportive improvement through education and shared learning, to facilitate national and regional cross-system continuous improvement and build improved leadership opportunities/networks.
- Evidence of developing cross system strategic leadership partnerships in employment or health services at a national level, to meet a common goal.
- Evidence of creating and maintaining interrelationships and how you built a culture of collaboration.

- Evidence of Lessons Learnt from the examples provided and how these will be used to inform the design and delivery of the Services.

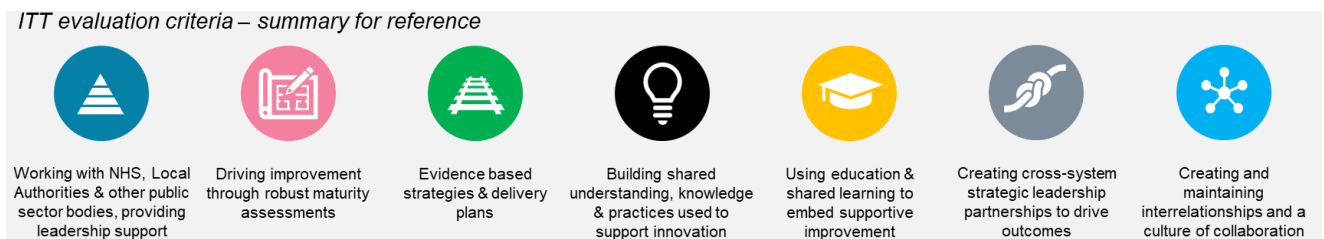
**Response Limit – four (4) pages, excluding diagrams.**

Responses must be presented using Arial font size 12 (English Language and black typeface) and single line spacing.

<b>Supplier Name</b>	<i>WorkWell Together – a partnership of PA, Mutual Ventures and Collaborate</i>
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### 2.3.1 Knowledge and experience

**“WorkWell Together”** brings together PA, Mutual Ventures, and Collaborate – three organisations with a strong history of supporting transformational change across employment, health, and wider public services (see Fig. A). Our team is passionate about helping individuals and organisations to overcome physical and mental wellbeing barriers. In this response we provide four recent examples of our work that is both directly relevant and informs our approach to delivery of the WorkWell National Support Team services. Each example has also been selected to demonstrate the evaluation criteria set out in the ITT documents:



**Example 1** Helping 500,000 people into work  
**Client** DWP Way to Work Programme  
[Redacted], D/D, DWP, [Redacted]  
**Duration** March to August 2022  
**Value** £500,000

#### Services delivered

Programme governance and performance team working with DWP regional operations, data, marketing, and communications teams alongside job centres, employers, and local voluntary organisations. Supported **strategic leadership** (SRO to Ministers) through all **governance activities and forums**. **Baseline data established upfront**; building a dynamic data model to ensure **evidence-based interventions** directly supported individuals back into work. This data improved ministerial visibility, benefit realisation tracking and contingency plans to be proactively developed based on proven labour market interventions. **Ran stakeholder engagement and communication plan** including an extensive **lessons learned** exercise, interviewing internal stakeholders as well as Job Centre staff and employers. Created [Redacted] for the central decision-making hub. Built relationships within and across workstreams to break down barriers through a **culture of understanding and support**, enabling effective problem solving and **collaboration** between policy and operations.

*“In less than six months we’ve helped half a million people – who have so far been struggling to find employment – into work. This is a massive success, especially in the context of some of the global economic pressures we’ve been facing.”*

**Boris Johnson, for Prime Minister**



<b>Example 2</b>	Creating tangible PHM interventions for over 30,000 people
<b>Client</b>	NHS Place Development Programme [Redacted], D/D System Support [Redacted]
<b>Duration</b>	October 2021 to October 2022
<b>Value</b>	£6,300,000

### Services delivered

**Delivery partner to support 41 of 42 ICSs improve joined up working, governance, and finance, digital, and population health management (PHM) approaches. Delivered innovation and problem-solving sessions to over 2,500 people across 400 different organisations including NHS primary and secondary care providers, commissioners, local government, and VCSEs. Deployed tools including [Redacted] to understand population characteristics, needs and risk, allowing us to prioritise population cohorts that could be positively impacted through the service design. Conducted 50+ Place maturity assessments informing evidence-based prevention and health economic strategies. Used tools such as [Redacted] for multi-stakeholder programme management and developed a bespoke [Redacted] guide to help partners and stakeholders transform how they used their data. Facilitated joint working sessions to share knowledge, best practice, and lessons. Designed and delivered over 150 action learning sets, peer learning round tables and 1000+ hours of coaching. Facilitated a culture of collaboration through a structured approach, building on Collaborate's "Foundations of Successful Collaboration" and concepts from "Human Learning Systems".**

*"The PDP has enabled these transitional arrangements, bringing national guidance and policy to life through real-time, action learning supporting the development of Place leadership and establishment of governance arrangements, all strengthened by adoption of Population Health Management approaches to transform models of care."*

### Philip Walker, NHSE System Leadership

Example 2: Creating tangible PHM interventions for over 30,000 people – NHS Place Development Programme



 = example provides direct evidence against the evaluation criteria

<b>Example 3</b>	Transforming outcomes for children in 32 local areas
<b>Client</b>	Department for Education (DfE) SEND (Special Education Needs and Disabilities) and AP (Alternative Provision) Reform Programme [Redacted], D/D SEND/AP [Redacted]
<b>Duration</b>	August 2023 – ongoing
<b>Value</b>	£7,500,000

### Services delivered

**Providing delivery partner support to test reforms targeting improved education, health and care outcomes for children, parent & carer experience, and financial sustainability. PA-led consortium working at national, regional, and local level across systems covering DfE policy teams, NHSE, ICBs, Local Authorities, Multi-Academy Trusts, and Parent Carer**

Forums. Designed **evidence-based delivery plans** for all areas, completed **comprehensive maturity assessment** of local areas (combining **leadership led self-assessment** of maturity and capability, local context **research**, **benchmarking** and **identification of best practice**, local priorities based on areas with lower maturity). Deployed specialist tools including [Redacted] (to drive programme management), [Redacted] (a community of practice platform for peer-to-peer collaboration and innovation), and [Redacted] (to expand our ability to capture and analyse ideas from the broadest range of stakeholders). PA developed a programme of **evidence based “teach-in” webinars and tailored regional workshops** on areas of reform to promote **shared learning** across the local areas. **Established a trusted feedback loop** between local delivery and the DfE to **drive collaboration and produce actionable insights**.

*“REACH (consortium) has been amazing with the momentum, clarity and focus, sensitivity to our context, emotional intelligence of the team, subject matter expertise, trust to work in real partnership, and willingness to ‘do stuff’ not just tell us what to do has been really transformational.”* **Anon. Local Area Representative**

Example 3: Transforming outcomes for children in 32 local areas – DfE SEND and AP Reform Programme



**Example 4**      Improving foster care recruitment and retention  
**Client**        DfE Fostering Recruitment and Retention Programme (FRRP)  
                      [Redacted], Head of Foster Care, [Redacted]  
**Duration**     August 2023 – ongoing  
**Value**          £1,000,000

### Services delivered

**Delivery partner for the FRRP**; executing HMGs ‘Stable Homes, Built on Love’ policy to provide more loving homes for vulnerable children. Providing **strategic leadership support** to DfE, local leaders and local authorities. Building a **shared understanding of the policy and programme goals**. With local authorities, creating compelling **visions and strategic plans** for all new services. Completing **maturity assessments**, supporting **evidence-based prioritisation** for funding, support requirements, and learning opportunities. **Local implementation support** (all FRRP ‘clusters’ on course to ‘go live’ to time and budget). Shared learning captured in real-time, supporting ‘clusters’ to go further, faster. Mix of in-person and virtual events to **share best practice**, build capability and capacity, and **create and share toolkits** across the ‘clusters’.

Example 4: Improving foster care recruitment and retention – DfE Fostering Recruitment and Retention Programme



These examples provide a sample of the breadth and depth of expertise, experience, and relationships that we bring to the WorkWell campaign. We would be happy to share more details of our leading track record in this space.

We also recognise that the key question for you is what insights and lessons we learnt from these examples, and how will use that to tailor our support to the WorkWell programme as the National Support Team. This is summarised in the table below and reflected in our approach.

**Insights, and lessons, and how we are applying that to the WorkWell NST**

[Redacted]