



Department
for Work &
Pensions

Specification for the Work and Health Programme Job Entry: Targeted Support

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Section 1: Overview

Introduction

Work and Health Programme Job Entry: Targeted Support Requirements

- 1.1 From October 2020 the WHP Job Entry: Targeted Support (WHP JETS) will be a separate strand of WHP that will help people who have been unemployed and in receipt of benefits for at least 13 weeks, to find sustained work. The WHP JETS will provide early support which will complement the wider labour market offer of support through a sector-based approach that responds to local priorities.
- 1.2 In broad principles, the WHP JETS will align to the core WHP programme, and the changes implemented by way of CV04. The changes brought about by the WHP JETS will be implemented by way of CV06.
- 1.3 The WHP JETS will:
 - provide a light touch provision that includes, but is not limited to, transferable skills analysis, CV writing, job search, interview skills, self-efficacy and confidence building and takes a sector-based approach;
 - be delivered and managed separately to the core WHP contract;
 - remunerate Providers on a Cost + basis similar to contract variation CV04; and
 - will be used for ESF match funding.
- 1.4 In order to achieve sustained employment outcomes, Providers will be required to:
 - provide Participants with targeted support which complements the wider labour market offer in their locality;
 - have strong links to national and local employers; and
 - link up and integrate with local services.
- 1.5 WHP JETS Providers are required to describe in their **Service Delivery Assessment**, how they would:
 - deliver to Participants a service integrated with local services;
 - link up with local provision and funding streams; and
 - support future plans for local service integration.

Critical Success Factors

- 1.6 Below are the Critical Success Factors (CSFs) which will be used by DWP to determine the overall effectiveness of the WHP JETS.

Critical Success Factor 1:

Make support available to people who have been out of work and in receipt of benefits for at least 13 weeks, to help them achieve paid employment.

Critical Success Factor 2:

Maximise the opportunities to support people to find work within the available resources/capacity.

Critical Success Factor 3:

Support each Participant to develop realistic job goals and career paths; identify suitable and achievable steps to realise these goals.

Critical Success Factor 4:

Ensure each Participant receives tailored quality support to overcome barriers to securing employment in the prevailing labour market sector conditions, including sign posting to other support available.

Critical Success Factor 5:

Ensure Providers work closely with employers, local partners and services to respond to key events or labour market changes with positive and innovative solutions.

Evaluation of Work and Health Programme Job Entry: Targeted Support

- 1.7 DWP will develop an evaluation strategy to explore the delivery of the programme and Participants and staff experiences of the WHP JETS. DWP will conduct quantitative and qualitative research to build up a picture of the support delivered. Researchers may wish to contact and interview programme Participants, the Provider, and their supply chain (e.g. partnership Providers) as part of the evaluation.
- 1.8 The Provider must support and fully co-operate with the evaluation activity conducted or commissioned by DWP or the European Social Fund (ESF) Managing Authority. The Provider will be contacted in advance about any evaluation activity and research.

Funding Model

- 1.9 The funding model will be on a Cost + basis (see Section 4 – Funding Model for further details).

- 1.10 Subject to negotiations, the Department reserves the right to introduce an alternative payment model should a decision be made by DWP to exit the Cost + payment model.

Contract Duration and Implementation

- 1.11 The WHP JETS will consist of:

- an implementation period from Contract Variation signature to WHP JETS Start Date (by which time the Provider must be ready to receive referrals); then
- referrals will take place from the agreed Start Date for a period of 12 months; then
- service delivery will continue for a maximum of 182 days after the last start on provision;
- there will be on-going contractual obligations on the Provider, e.g. document retention requirements.

- 1.12 The service must go live in October 2020, with a strong preference for early October. Provider Implementation Plans must document their anticipated Service Start Date for the provision and how they aim to meet this Service Start Date. Discussions will take place to establish the exact Service Start Date.

Maximum Duration of Participation

- 1.13 Once a Participant starts WHP JETS provision they will remain on that provision for a maximum of 182 days.
- 1.14 The Participant's end date will be automatically populated in Provider Referral and Payments system (PRaP) unless the Participant completes the programme early (see early completer at paragraph 1.18). For early completers Providers will be expected to record the end date in PRaP.
- 1.15 Providers will need to record the Participant's destination/outcomes for ESF Management Information (MI) purposes, as detailed in paragraph 1.20.
- 1.16 If a Participant moves out of the CPA in which they are attending the WHP JETS, they stay on the provision with the original Provider and the Provider must continue to support that Participant.

Early Completer

- 1.17 An early completer is someone whose time on the WHP JETS ends before the 182 calendar days' time on the programme is reached.
- 1.18 A Participant will complete the WHP JETS early in the following circumstances:

- Voluntarily leaves the programme, for Participants who are not mandated onto provision.
- Where a Participant obtains employment and reaches the earnings threshold, or a self-employment outcome is achieved, they will complete the programme.
- Participant is signposted to other specific support, including for example, when they are subsequently identified as needing more intensive support.

Completing Provision

1.19 When a Participant completes their time on the WHP JETS, and is not in employment, the Provider will be required to complete a WHP JETS Exit Report with the Participant and send it to the Participant. The Provider will also send the report to DWP on DWP's request.

Supplying Participant Completion Data

1.20 On completing provision (where a Participant completes the provision duration, or completes early), Providers are required, for the purposes of ESF, to collect Participant destination information. ESF results can be defined as:

- changes in the labour market situation (i.e. employed/unemployed/ inactive status);
- movement into education or training;
- gaining a qualification; or
- gaining basic skills.

1.21 These results must occur within the provision duration or within 28 calendar days following the Participant's completion date. Results that manifest themselves outside this period do not need to be reported.

Change of Circumstances

1.22 Providers must notify DWP (Jobcentre Plus / Universal Credit Service Centre) of the following changes about the Participant;

- has disengaged
- has re-engaged following a disengagement

Additionally, the Provider must have processes in place to receive notices of changes from DWP, consider them, and potentially take action e.g. adjust the support they provide to the Participant.

More information about Changes of Circumstances will be made available in the Provider Guidance.

- 1.23 Completion data must be evidenced. The level of evidence required will depend on whether the result is paid or unpaid. Further guidance on evidence requirements can be found at: [European Social Fund data evidence requirements - eligibility and results guidance.](#)

Work and Health Programme Job Entry: Targeted Support Provision Participant Volumes

- 1.24 For each CPA, the anticipated starts for the planned one year of referrals to the programme are shown in the following table. The figures in the table below are given on a non-reliance basis and are subject to change in the absolute discretion of DWP.

	October 2020 Start	
	Anticipated Starts	Anticipated Contract Value
CPA1 – Central England	44,000	£34.9m
CPA2 – North East England	50,600	£40.5m
CPA3 – North West England	24,200	£18.6m
CPA4 – Southern England	50,600	£39.9m
CPA5 – Home Counties	35,200	£27.5m
CPA6 – Wales	15,400	£12.5m
TOTAL	220,000	£173.9m

- 1.25 DWP will adopt a process to ensure that Participant volumes do not become oversubscribed.

European Social Fund

- 1.26 In alignment with the core WHP programme, the WHP JETS has been designed so that ESF money can be added to the programme and DWP can use WHP JETS as match funding against its other ESF contracts. DWP is a Co-Financing Organisation (CFO) for ESF in England only. As such, its provision is designed to be ESF compatible.
- 1.27 In Wales, ESF is distributed through the Welsh European Funding Office via an open call process, details of which can be found on the Welsh Government Web site (<http://gov.wales/funding/eu-funds/2014-2020/?lang=en>).
- 1.28 Throughout the life of the contract, Providers and sub-contractors will be required to meet ESF specific requirements set by the European Commission (EC). The ESF requirements are set out in the Terms and Conditions (T&Cs) of the contract and include, without limitation:
- retain evidence at all stages for Participants who have started on provision;

- keep supporting evidence of the activity underpinning claims for payment from DWP for the full retention period;
- capture, maintain and retain a complete audit trail of key documents and electronic information at all stages throughout the process;
- comply with the publicity requirements of the EC. DWP will work with Providers on the information that their material needs to cover to ensure the relevant DWP and ESF standards are met. DWP must approve all publicity material before publication or use;
- meet the requirements relating to sustained development, equality, diversity and equal opportunities;
- make all required documentation for each Participant available until at least 31st December 2027 (date subject to change/extension) so that an adequate audit trail exists. This is a key audit requirement;
- be subject to relevant European audits; and
- further details and information can be found in the Generic Guidance for DWP Providers – ESF Requirements 2014–2020 (England only), Chapter 11b, Annex 6.

1.29 MI will also need to be collected by the Provider which meets ESF requirements.

1.30 DWP Provider Compliance Officers (PCOs) will perform regular evidence based checks to ensure that Providers are adhering to the delivery models set out in their contract. More information will be detailed in the Provider Guidance.

1.31 Following the end of the transition/implementation period resulting from the UK's exit from the European Union (EU), there might be a continuing obligation on Providers to meet ESF conditionality for any funds underwritten by the Government when ESF funding ends. Providers will be notified accordingly

Section 2: Service Requirements

Aim of the Provision

- 2.1 The aim of the provision is to provide light touch support to prevent individuals from becoming long term unemployed.

The Work and Health Programme Job Entry: Targeted Support Delivery Model

- 2.2 The WHP JETS will provide light touch, personalised support for a maximum of 182 days.

Elements to include:

- **Personalised approach** including regular adviser contact, tailored action plan and using collaborative approach to getting the Participant back into employment.
- **Diagnostic screening** (inc. IT skills and Basic Skills capability assessment).
- **Job search support** (inc. CV writing; application process, Interview techniques, including on line interviewing).
- **Skills analysis including identifying transferable skills** - help with support to consider different employment sectors/routes and ways of working including home working.
- **Re-building confidence and self-efficacy in Post Covid-19 environment** (inc. support for anxieties about working in a Covid-19 environment with peer support network, potential access to mental health and wellbeing support...)
- **Advice and guidance for those wishing to change sector** (e.g. building on the sector based “Step Into” guides Providers already use)
- **Signposting** to other support (inc. Local skills provision, ESF, NEA,...)

- 2.3 In-work support is not a requirement of the WHP JETS.

- 2.4 The WHP JETS Specification focuses in general on setting out the minimum service delivery expectations and outcomes required. Providers must demonstrate through their **Service Delivery Assessment** how they will support WHP JETS Participants to gain employment.

- 2.5 The success of the WHP JETS provision will be measured against a series of Customer Service Standards (CSSs)¹, to ensure that service delivery

¹ We are currently exploring the option of aligning the CSSs to PRaP or the clerical return. Therefore, CSSs may be refined further to reflect the PRaP input requirement.

expectations are met throughout each stage of the Participant journey. The CSSs for the WHP JETS provision are broadly based on those in CV04 for consistency and are:

a. Pre-Programme Engagement

- i. The Provider will contact a potential Participant within 2 (two) Working Days of receiving a Referral, to set up an initial appointment between the Provider and the potential Participant.
- ii. The initial appointment will take place within 15 (fifteen) Working Days of the Provider receiving the Referral. The Contractor must also update PRaP with a start, did not attend or did not start by the 15th (fifteen) working day for 99% of referrals. This will be monitored through the PRaP system.

b. Programme Engagement

- i. The Provider will provide the Participant with a copy of the customer service standards within 1 (one) Working Day of becoming a Participant. The customer service standards referred to here are details on the support that the Provider can provide to the Participant.
- ii. The Provider will work with the Participant to explore the Participant's ambitions, goals, priorities and personal needs. This will help formulate an Action Plan. This Action Plan must be finalised within 10 (ten) Working Days of the Participant's start on the WHP JETS provision.

c. Pre-Work Support

- i. The Provider will engage the Participant (by telephone/video conference or any other method permitted by the Contract) every 10 (ten) Working Days as a minimum, to discuss the Participant's wellbeing, Action Plan and job goals ("Booked Meeting"). The frequency of the Booked Meetings can be amended if the Participant prefers a different arrangement.
- ii. If the Participant misses a Booked Meeting and the Provider is not contacted by the Participant with an explanation as to why, the Provider will attempt to contact the Participant within 2 (two) Working Days with a view to resolving any issues.

d. Programme Exit

- i. If the Participant is not in employment or self-employment at the point they cease to be a Participant, the Provider will produce a WHP JETS Exit Report. This will include a summary of the Participant's time on WHP JETS, along with details of additional support that can be accessed to support them going forward. The WHP JETS Exit Report will be provided to Participants within the

last 10 (ten) Working Days of the Participant being a Participant. The Provider will also maintain a copy of the WHP JETS Exit Report securely, which must be sent to the Contracting Body upon request from the Contracting Body.

e. ESF Requirements

- i. Providers must securely send a copy of the fully completed ESF1420 Initial form for WHP JETS provision to the DWP ESF Admin Team within five (5) Working Days of the Participant's start date; whilst ESF Covid easements are in place forms may be annotated COVID-19 in lieu of a wet signature. For ESF provision a copy of a fully completed ESF1420 start form needs to be sent five (5) Working Days from the Participant's eligibility and referral meeting.
- ii. Providers must securely send a copy of the fully completed ESF1420 end form to the DWP ESF Admin Team within eight (8) weeks of the Participant's completion date.

Participant Eligibility

2.6 To be eligible for WHP JETS potential Participants must:

- be of working age (16 in Wales, and 18 in England to State Pension age); and
- have the right to reside and enter employment in England or Wales; and
- be in receipt of UC in the All Work Related Requirements Group; or
- New Style JSA; and
- have been unemployed and in receipt of benefits for at least 13 weeks; and
- be motivated to find work and require light touch employment support.

2.7 The following are not eligible for this support offer:

- individuals that are identified as eligible for and require the more intensive support provided by WHP full programme or IPES.
- individuals who do not need support to find employment or (where appropriate) apprenticeship and have the skills for independent job search/use of Recruitment Agencies support.

Participant Suitability

2.8 If the potential applicant fulfils the eligibility criteria, the DWP work coach, or self-referral authorising body will identify those who are suitable and would benefit most from the support.

To be considered suitable for WHP JETS the potential Participant must want to work, require this support and satisfy one or more of the following:

- **Not expect to find work without help** - Needs support/confidence building to overcome barriers to work.
- Unable without help and direction to be able to undertake an effective job search needed to secure employment e.g. been employed for many years in same type of work or lacks IT skills.
- Need to identify **transferable skills** to widen job search opportunities in alternative sectors and/or establish new path to their career.

Participant Identification

- 2.9 All referrals to WHP JETS are expected to be made through DWP work coaches. An option for Provider self-referrals will be included in CV06, but will not be initiated unless the Department has provided advance written notification. The process for self-referral is set out in paragraphs 2.22 - 2.27.
- 2.10 DWP work coaches will use their expertise and skills to perform the key role of identifying eligible Participants for the WHP JETS and then engaging and referring them to the provision. All WHP JETS referrals, apart from self-referrals, will be at the discretion of the DWP work coach.
- 2.11 In certain circumstances, a DWP work coach will have the ability to mandate a Participant.

Participant Referral Process

- 2.12 WHP JETS Providers must acknowledge a Participant referral from DWP on PRaP within two working days of the referral being sent by DWP.
- 2.13 DWP will transfer appropriate Participant information and data held on DWP systems to WHP JETS Providers.
- 2.14 The Provider must make initial contact with the Participant by appropriate means to make arrangements for the Participant Start meeting and send the Participant confirmation of the time and date. This meeting must take place within 15 working days of the referral from DWP. The shape and content of this meeting is for the Providers to propose, but it must include the ESF requirements in paragraphs 2.15 – 2.20 (in England only).
- 2.15 The initial meeting with the potential Participant, will involve discussion of the WHP JETS provision and the needs of the individual. The Provider must retain evidence (as DWP requires) of this meeting having taken place. The Provider must inform the Participant that the provision is funded by ESF and issue the appropriate ESF leaflet. Participation in the WHP JETS must allow Participants who are in receipt of benefit to meet the requirements attached to their benefit, for example the conditionality requirements attached to their benefit.

- 2.16 Start - The point at which the individual agrees to participate in the programme, following an initial interview. This should be recorded in PRaP as the start date, this may be a retrospective date if you are entering the start date after the interview was conducted. Should the Participant not agree to participate following an initial interview this should be recorded as Did Not Start (DNS) in PRaP. You must provide evidence of this. Examples of acceptable evidence will include (in England) an appropriate completed ESF1420 (or other similar ESF) form, or evidence of initial action planning activity.
- 2.17 The Start Date - is day one of the 182 calendar day period that you have to work with the Participant
- 2.18 The Provider must also, at the initial meeting, capture the Participant's preferred method of communication. An ESF form 2 (more information will be available in the Provider Guidance) must be accurately completed for each individual and must include:
- Participant characteristic data;
 - a declaration from the Participant that they understand that the provision is funded by ESF and that they permit their information to be stored and used to register them for ESF and future ESF research;
 - endorsement (signature) from the Participant that the data provided is correct;
 - the postcode of the venue where the in-depth needs assessment is to be conducted and initial Action Plan is agreed; and
 - endorsement (signature) from the Provider that the information supplied is correct.
- 2.19 The Provider must store the original ESF form securely and send a copy to DWP within five working days of Participant signature. It is envisaged that the Provider will send the form via e-mail (more details will be defined in the Provider Guidance).
- 2.20 DWP will check information contained in the form. Inaccurate forms will be returned to the Provider within 20 working days of receipt.
- 2.21 Following the initial engagement period and start meeting, high level Action Plan activity will then need to take place. An agreed Action Plan, suitable to the WHP JETS provision, must be in place within 10 working days of the Participant's start which is a CSS, as shown at paragraph 2.5.

Self-Referral Process

- 2.22 The self-referral process for WHP JETS will be defined in contract variation CV06. DWP may at any time, in its absolute discretion, elect to remove the

option for the Provider to refer Participants via the self-referral route, further guidance will be provided as appropriate.

- 2.23 The Provider will take responsibility for the eligibility of all Provider self-referrals which will ensure that all individuals meet the eligibility criteria prior to referral to the programme.
- 2.24 When a Provider has identified an individual that they think would benefit from WHP JETS, the Provider must ensure that the individual meets the eligibility criteria. Therefore, all self-referral forms must go via the Provider, including forms in respect of potential Participants who will be receiving services from sub-contractors.
- 2.25 Providers must ensure that the customer lives within the correct Contract Package Area (CPA).
- 2.26 Ahead of providing the details of potential Participants to DWP, the Provider must collect, verify and retain the appropriate evidence to confirm eligibility for the WHP JETS in accordance with the criteria set out in the WHP JETS Specification. If any individual, whose details were provided by the Provider, is not eligible for WHP JETS then the referral of that individual shall not be deemed a valid referral
- 2.27 The number of prospective participants whose details the Provider may provide to DWP will be capped each calendar month. The value of the cap will vary and will be communicated by DWP in the preceding calendar month.

Mandation /Benefit Sanctions

- 2.28 Participation in the WHP JETS is primarily voluntary. However, DWP Work Coaches may mandate some claimants to attend the scheme, as part of their DWP Claimant Commitment. If Participants mandated to the WHP JETS fail to attend or participate in the scheme, the Provider will inform DWP via the agreed single point of contact. DWP will decide whether to refer to the DWP Labour Market and Decision Making Team, who will decide if a benefit sanction is appropriate.
- 2.29 Where appropriate and in line with the legislative provisions relating to the benefit a claimant receives, Work Coaches may set mandatory Work Focussed Interviews (WFIs) to discuss measures which potential voluntary Participants could take to enhance their employment prospects. In these circumstances, and again where appropriate, information about participation in the WHP JETS may be included as a potential option. WFIs may also be conducted with voluntary Participants if they cease to engage with the WHP JETS.
- 2.30 The Provider Guidance will set out the details of the actions to take place when a Participant has been mandated to the provision by their Work Coach.

Provider Management Information

- 2.31 To support active performance management of the contract, the Provider will be required to provide a Monthly Performance Return (MPR) as part of the MI to be provided by the Provider containing the following key data:
- the number of Provider and end-to-end supply chain staff working on this contract (including data on absences) and in what roles, including a full-time equivalent (FTE) breakdown;
 - caseload sizes per adviser; (Providers are expected to state in their **Service Delivery Assessment** the maximum caseload size each of their advisers, and their end-to-end supply chain advisers will be expected to manage);
 - the number of people participating within the main element of the Provider delivery model;
 - the performance and management of the supply chain.
- 2.32 DWP may amend/supplement the information it requires in the MPR at any time including but not limited to amendments to cover the Provider's particular organisational structures/mechanisms for delivery of the services.

Participant Journey

- 2.33 A flowchart of the end-to-end WHP JETS Participant Journey can be found at Annex 1.
- 2.34 Providers will need to state how they will deliver the WHP JETS Participant Journey as part of their initial **Service Delivery Assessment** response. A summary of all details to be included in the **Service Delivery Assessment** can be found in Annex 2.

Section 3: Delivery Expectations

Introduction

- 3.1 This section provides an overview of the delivery expectations relating to quality, performance and contract management.
- 3.2 DWP is committed to raising the standards of its contracted provision making continuous improvement an integral part of its contracting arrangements.

Performance Enhancement

- 3.3 The performance will be measured against the CSSs set out in paragraph 2.5 and DWP will seek to utilise appropriate commercial levers to ensure good quality of service for all Participants.
- 3.4 Performance against employed and self-employed outcome targets will be measured and managed on a cohort profile basis (a cohort relates to Participant starts in a calendar month). Only one outcome can be achieved per Participant and must be wholly achieved in either employment or self-employment. So the employed job outcome earnings threshold (see para 3.5) must be achieved entirely with employed earnings i.e. not include any earnings from periods of self-employment. In the same way, self-employed job outcomes may not include any periods of employed work as part of the calculation of time in self-employment, used to generate a self-employed performance outcome.

Employed Performance Outcome – £1,000 Earnings threshold

- 3.5 An Employed Outcome will be triggered when a Participant on WHP JETS commences employment in the 182-day period from the Participant's Start Date on WHP JETS and when:
 - Cumulative Earnings in RTE reach the £1,000 Earnings Threshold.
- 3.6 For automated employed Performance Outcomes, any Outcome(s) must be achieved within 238 days from the Participant's Start Date to be eligible.

Self-Employed Performance Outcome

- 3.7 For self-employed Participants a Provider's entitlement to claim Outcome Performance will be triggered when a Participant achieves and the Provider can robustly evidence:
 - **a cumulative period of not less than 56 days' self-employment.** i.e. self-employment lasting for 8 weeks, achieved within 238 days from the Participant's programme start date.

- 3.8 To achieve self-employment performance, a provider must submit a claim for self-employed performance through PRaP within the 299-day period from the Participant's programme start date.

Please note:

- for validation purposes, a week of self-employment is defined as a minimum of one day's self-employment within any seven-day period (which does not overlap with any other week of self-employment) where the Participant was for that week also either off benefit (i.e. not claiming or receiving any unemployment related state benefit) or for Participants continuing to claim Universal Credit (UC), complying with relevant UC requirements for the self-employed.
- 3.9 Any period of self-employment can only be counted once regardless of whether the Participant has one or multiple self-employed occupations during that period.
- 3.10 Any one Outcome cannot be a mix of self-employment and paid employment.
- 3.11 For self-employed Performance Outcomes, the final date that any outcomes notification can be accepted will be within a maximum of 299 calendar days from a Participant's start on WHP JETS provision. This is made up of the maximum 238 calendar days qualifying period in which self-employed Performance Outcomes are achievable, and a 61-day period to claim the Outcome Performance.

Performance Qualifying Period

- 3.12 Any Outcome must be achieved within 238 days from the Participant Start Date on WHP JETS. Only Outcomes achieved in this qualifying period are eligible for Performance Outcomes.

Performance Management and Intervention Regime

- 3.13 Within an overall framework, DWP will employ an active and consistent Performance Management and Intervention Regime (PMIR). This will centre on monthly Contract Performance Review meetings (CPRs) which will be the key vehicle through which DWP drives delivery of performance and service delivery through the WHP JETS provision.
- 3.14 CPRs will be conducted by DWP with each Provider and will focus on reviewing the Provider's delivery of services against the contractual performance levels and CSSs. Provider performance will be managed on both quantitative and qualitative aspects of the contracts, including, but not limited to, an in-month, rolling three month, rolling 12 month and cumulative basis from day one of the WHP JETS provision.
- 3.15 DWP will use MI presented by PRaP for the on-going management of the provision and for discussion with Providers. DWP will also expect Providers to

capture and use their own MI and retain evidence for contractual and performance purposes (e.g. self-employed outcomes).

- 3.16 DWP's performance teams, including local area stakeholders may visit Provider premises or undertake assurance remotely on an ad hoc (announced and unannounced) basis to investigate performance for example, under performance or high performance.
- 3.17 As DWP is committed to transparency on how its programmes are working, Providers need to be aware that MI will be shared across Providers and may also be fed into published official statistics on DWP provision. Consequently, Providers must treat information they have access to as restricted, and for their use only, ahead of formal publication. Official statistics may also cover DWP's assessment of delivery of the services against the contractual CSSs at Provider level.
- 3.18 At a national level, DWP will host regular Operations, Partnership and Stakeholder Forums to give a strategic focus to programme performance and delivery.

Provider Directly Employs Participants

- 3.19 The Provider must notify DWP when they, or a supply chain partner, employ a WHP JETS Participant within a part of their business directly related to WHP JETS contracted provision. Providers cannot claim or receive a payment for anyone they or their supply chain partner(s) have employed directly or indirectly, or use/contract with on a self-employed basis. An example of self-employed work would be:
 - a Provider or a supply chain partner uses/contracts with a Participant on the WHP JETS as a private Information Technology (IT) contractor to work on their systems.
- 3.20 The Provider must not provide any financial incentive, however funded, to employers (for example funding and/or payment) to support the employment of Participants.
- 3.21 The Provider may provide appropriate services and support to employers to help with the engagement and employment of Participants. The Provider must not make a payment, from whatever source, to an employer or offer employers either a full or part contribution towards a Participant's wage.
- 3.22 Should a Provider provide funding for equipment or training, this must not be paid directly to the employer in any circumstances.
- 3.23 If DWP discover that a Provider has failed to retain evidence of equipment or training purchases, or that the Provider has offered a financial incentive to secure an employment outcome, DWP will treat this seriously. Depending on the circumstances, DWP may seek to terminate the contract.

Section 4: The Funding Model

Payment Model

- 4.1 The Provider will receive a separate set of payments under CV06 for delivering the services under the WHP JETS, to the payments that the Provider receives under CV04 for delivering all other WHP services.
- 4.2 The way in which DWP calculates the payments that the Provider will receive each month under CV06 will be similar to the way in which DWP calculates the payments that the Provider receives each month under CV04.
- 4.3 DWP will periodically request data from the Provider in relation to the WHP JETS services, in order to enable DWP to determine the costs that the Provider incurs in delivering those services.
- 4.4 DWP will use this data to calculate the payments that are due to the Contractor in any particular period. DWP will factor in a 5% uplift to the costs incurred by the Contractor when calculating the payments that are due.
- 4.5 The full set of provisions detailing how the funding model works, including provisions relating to validation and extrapolation will be detailed in CV06.
- 4.6 All automated payments will be triggered by the DWP IT systems and paid through a Single Operating Platform (SOP) in line with CV06. DWP can only make direct payments to United Kingdom (UK) bank accounts.

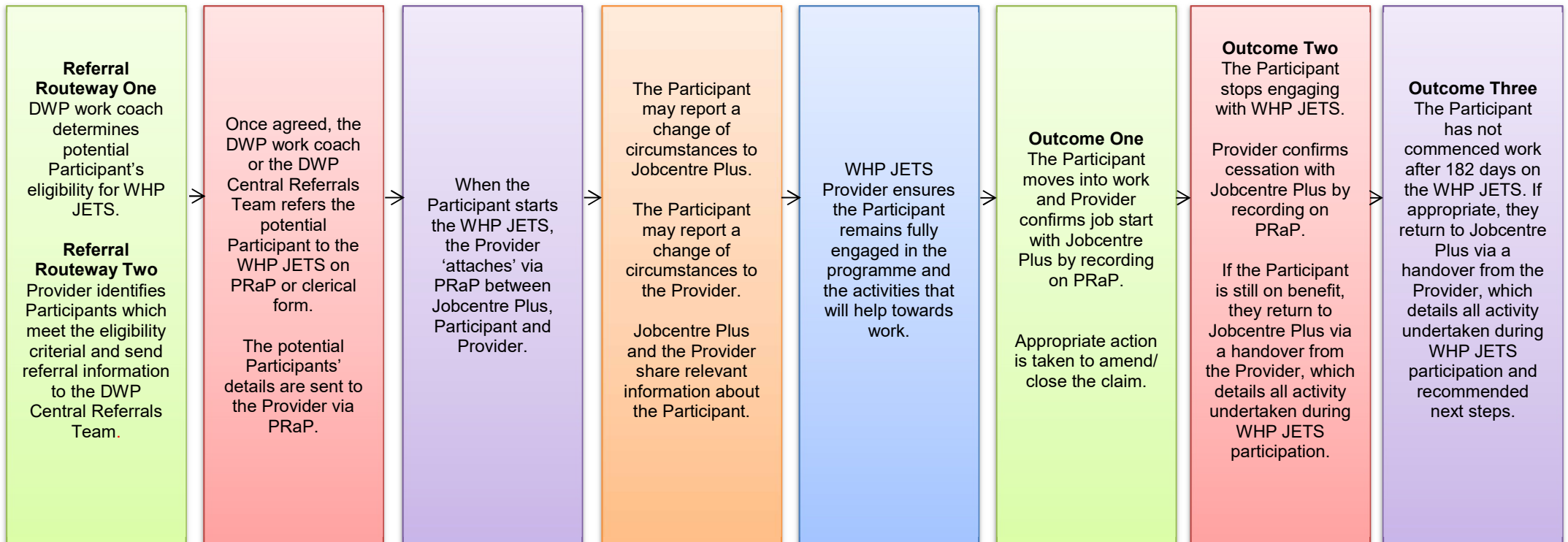
Validation

- 4.7 DWP may conduct pre and/or post payment validation checks to determine whether the Provider is entitled to receive payment(s) against the Cost Claims submitted.
- 4.8 DWP will recover any overpayment(s) including any associated with Cost Claims failing validation. This will be in accordance with the provision in Contract Variation CV06.

Annex 1: Participant Journey

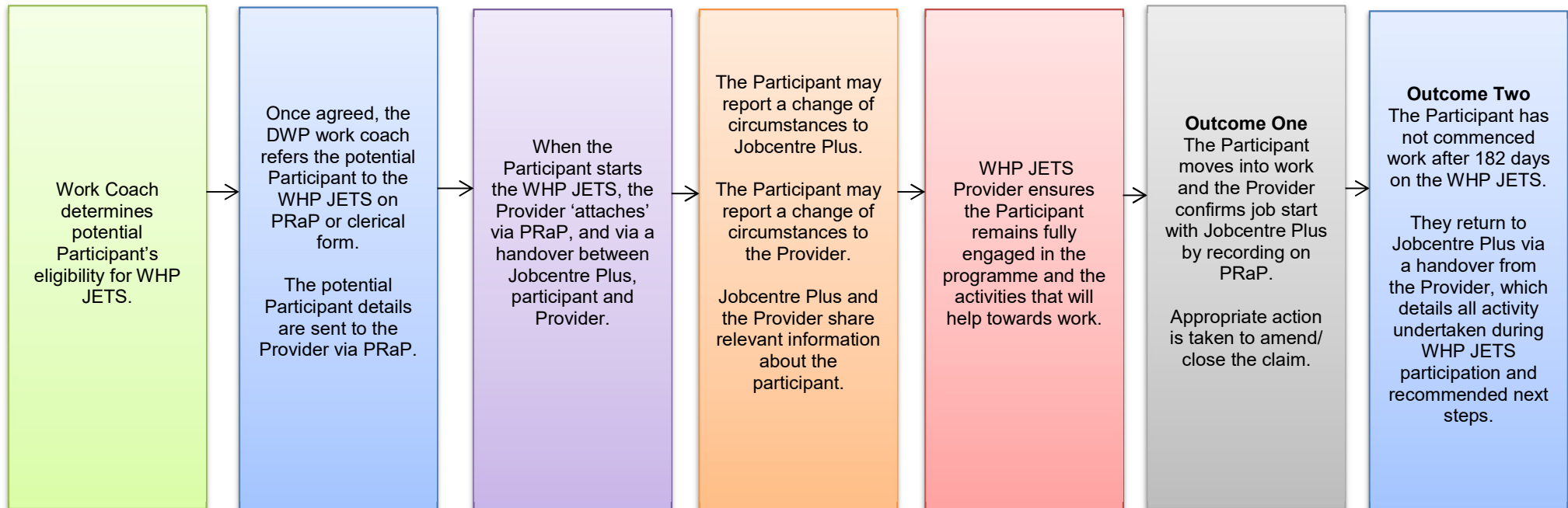
Voluntary Participant

End to End – WHP JETS Journey



Mandated Participant

End to End – WHP JETS Journey



Annex 2: Service Delivery Assessment Criteria

Q1 - Delivery Proposal: Please provide a detailed description of the design and content of your offer for the provision, including how this meets the requirements outlined within this specification and how you will facilitate digital and face to face interventions if/where appropriate.

Your response should include but not limited to the following:

- Explain how you will engage Participants at the start of the provision to ensure a high percentage of referrals start on the provision and how you will continue to ensure participants remain actively engaged with your provision throughout in order to maximise outcomes.
- Explain how an individual participant will receive regular reviews against the tailored Action Plan, and by whom, to ensure that they progress while participating in the provision and how progress will be measured in these reviews.
- Include the duration of each phase of the provision for an individual participant, the method of delivery e.g. face to face, telephone, web based, individual, group work etc. and a rationale for why this is appropriate for the target participant group. Explain how you are going to adapt the content to meet the individual needs of the customer in terms of using digital platforms and how you propose to address any potential issues of a Participant not having access to digital equipment.
- Detail the maximum caseload for each advisor and provide a rationale.
- Your proposals to ramp up the service to meet demand including a monthly profile (flightpath) of your capacity and any caveats/dependencies that underpin this (and link this to your implementation plan).
- Provide details of any additions to the supply chain, and the services these organisations will be responsible for.

Q2 - Employer Engagement: Please describe how you will engage with employers in the CPA to achieve outcomes, including how you will take a sector based approach, identify and target growth sectors within your CPA, and also focus on local priorities. How will you source job opportunities for this particular customer group?

Your response should:

- Identify the key employers and sectors in the geographic area and those which are currently experiencing, or are expected (over the life of the contract) to experience, significant growth and how you will work with them to enable participants to access these opportunities.

- Clearly explain what employer engagement you will undertake to capitalise on the opportunities to achieve outcomes for participants throughout the life of the contract. Identify how you will actively promote your services and work with local employers to create employment opportunities for the participant groups.
- Explain how you will map participant needs to the employment opportunities within the area and manage participants' expectations about the realities of their local labour market, including encouraging them to change sectors where appropriate.

Q3 - Marketing: Please describe your proposals for marketing the services to facilitate self-referrals, given this is a new service stream and referrals throughout the provision: i.e. marketing to Job Centre Plus within the CPA.

Your response should include:

- Details of your marketing strategy and implementation throughout the provision to ensure volumes and how this will be adapted to engage the customer group; and
- Meet the requirements in terms of ESF and WHP JETS branding (note all marketing will require final approval from DWP in line with contractual obligations).

Q4 - Performance Requirement: Please provide details of how you will meet the performance requirement, including how robust this is and how it will link in with your capacity.

Your response should:

- Clearly identify and explain any assumptions used to develop your Performance Requirement.
- Detail any research, evidence and/or experience from relevant past delivery which underpins your Performance Requirement for each participant group.
- Identify the three main risks to achieving your stated performance level in the CPA, how you plan to mitigate these risks and why you think these approaches will be successful.

Q5 - Human Resources, Recruitment & Training: Detail the human resources (including any known sub-contractor staff that you will use to deliver and manage this provision:

Your response should include:

- A clear explanation of the Full Time Equivalent (FTE) number of staff, job title, key responsibilities, relevant skills, experience & qualifications for each role and the maximum caseload sizes per adviser.
- A clear explanation of how you will ensure the staff recruited will have relevant skills or experience.
- Details of the number of existing staff and those who will need to be recruited.
- A clear description of how you will recruit, train and retain staff to ensure effective delivery of this provision, maximise staff retention and ensure satisfactory performance from the start of the contract and throughout its lifetime.
- What measures you have in place to mitigate the impact of staff needing to self-isolate or any local spikes in Covid-19 cases resulting in additional measures being implemented to restrict movement on a local/national level?
- A clear explanation of how you will manage sickness absences and annual leave during peak times, including contingency arrangements for managing the absence of key staff while maintaining the quality of service delivery and performance levels.
- How you will manage your staffing level as volumes increase and decrease over the life of the contract?

Q6 - Integration: Please describe the steps you have taken to understand the changes to existing services and provision within the CPA, as a result of the Covid pandemic and how your proposal will integrate with organisations and services to provide support.

Your response should:

- Explain how your provision adds value to, and complements existing services and provision already available in the geographical area of the CPA and how you have identified changes to existing services as a result of the Covid pandemic including identifying any social value that will be added.

Q7 - Implementation: Please provide an implementation plan in the form of a detailed Gantt Chart showing the critical path and interdependencies with supporting narrative.

Your response should include:

- The date on which you propose to commence service delivery (first referral date) which must be the earliest date on which you could be ready to start providing services in accordance with the Authority's requirements.

- Key milestones, timescales for activities including start and end dates for each activity and the position of the person responsible for each activity.
- The timeline for staff recruitment and training
- The timeline and key activities to secure and set up your proposed delivery locations
- A narrative to expand on the Implementation Plan which: identifies all key risks (e.g. delays to recruiting staff, IT, DWP etc.); provides a RAG (Red, Amber, Green) rating for each of these; and explains how they will be mitigated and managed, including the timeframe for doing so to ensure that service delivery will still commence on your proposed date and meet the demand profiles.

Q8 – WHP Integrity: Please provide details of how you will maintain the integrity of the core WHP, including how your service delivery proposals for WHP JETS will not destabilise or have an adverse impact on the core WHP services.

Your response should include but not limited to the following:

- What measures you have in place to ensure core WHP services are not adversely affected by the implementation of WHP JETS.
- A clear explanation of how you will continue to provide the expected level of services to the core WHP customer groups as set out in the contract.

Q9 – WHP JETS Customer Insight: In addition to the specific CSS's in the specification, you will also be required to capture customer insight, as you do for other programmes for which you hold contracts, and as included in CV04 as follows:

- Every month, the Contractor will be required to obtain information from Participants on the usefulness of the programme. This will be done by the Contractor asking the specific question(s) and follow up (by email, link to a provider portal, website or on-line survey and where no other option available, by telephone) detailed below. Participants will be required to record their response to the question(s) ("Participant Response"). Where Participants provide responses by telephone, the Contractor will create and maintain a detailed written record of the response - this also falls within the definition of "Participant Response"). Contractors are then required to collate Participant Responses split by customer groups. The Contractor will collate Participant Responses in the template as provided in Annex H to CV04. The Contractor will send the completed template to the Contracting Body by the 15th day of the following calendar month. If the 15th day happens to be a non-Working Day, then the deadline shall move to the next Working Day. The Contractor will maintain each Participant Response, which the Contracting Body may request to review in the future. Further information on the manner of differentiating different customer groups will be provided in due course. The Contracting Body reserves the right to publish Participant Responses or a summary of Participant Responses (either in the form provided for in Annex H

or in any other form it sees fit). The Contracting Body reserves the right to amend the specific question or add additional questions that Contractors ask Participants on a monthly basis. Additionally, the Contracting Body reserves the right to require Contractors to ask the Participants the question(s) on a more/less regular basis. The frequency of collating Participant Responses and the deadline for providing the Contracting Body with the completed template from Annex H to CV04 can also be varied by the Contracting Body. The Contracting Body also reserves the right to amend the template as provided in Annex H to CV04.

Question: "Thinking about your overall experience of the services provided, how satisfied are you with the WHP programme?"

Very satisfied;

Fairly satisfied;

Fairly dissatisfied;

Very dissatisfied.

Please can you tell us more about why you chose your response? Please be as detailed and specific as possible."

- At the end of each calendar month, the Contractor will complete the template as provided in Annex I to CV04. This template will be provided to the Contracting Body on the 15th day of the following calendar month. If the 15th day happens to be a non-Working Day, then the deadline will move to the next Working Day.

Please include in your response how you will deliver against this requirement

Annex 3: Additional Information

Travel Expenses

- A4.1 Participants attending provision are entitled to a refund of the travel costs they incur. It is your responsibility to pay the Participant's travel costs as travel expenses are included within the funding received from DWP as part of the overall contract package.
- A4.2 Participants are expected to travel to your provision by the cheapest method available to them. However, some Participants will be unable to travel by the cheapest method for example, due to a disability or the need to be accompanied by a support worker.
- A4.3 On commencing provision, you should advise Participants what evidence they will need to produce to claim refunds of travel costs, for example bus tickets.

Checks for the Disclosure and Barring Service

- A4.4 Should the service provision need a check as required and permitted by the Disclosure and Barring Service, Providers are responsible for the associated costs.

Provider Referrals and Payments System

- A4.5 Self-referrals will need to be captured on a DWP Self-referral form and sent individually by email to the Direct Referral Central Team.
- A4.6 Providers will use PRaP to receive their referrals, record Participant activity (when Participant starts, completes, ends provision, starts a job and remains in a job for the specified sustained period) and make claims for payments.
- A4.7 Providers will need to have met relevant security requirements before the WHP JETS provision goes live. More information on PRaP can be found at:

<https://www.gov.uk/government/publications/provider-referrals-and-payments-prap-system-for-dwp>

A4.8 Direct access to PRaP will be made to the Prime Provider. Further information regarding PRaP actions will be detailed in the Provider Guidance.

Interaction with other Provision/Participation in other Programmes/Initiatives

A4.9 For each specific provision, DWP Provider Guidance will detail information relating to participation in other programmes and initiatives.

A4.10 Providers are expected to help Participants to access other relevant services for which they are eligible. When Participants are referred to other services, Providers must ensure an effective exchange of information to help deliver a seamless service to the Participant. Any exchange must be in accordance with the Data Protection Act.

Partnership Working

Providers Working with Government, DWP and Jobcentre Plus

A4.11 During the lifetime of the contracts, there will be regular interactions between Providers and DWP to ensure the effective delivery of the provision. Providers should ensure they establish robust links with local Jobcentre Plus representatives to facilitate effective partnership working.

A4.12 The Provider will be required to work collaboratively with both DWP and sub-contractors (where applicable) throughout the life of the contract to resolve any delivery and/or supply chain issues and deliver continuous improvement.

A4.13 Transparency throughout the Supply Chain will be key to collaborative working and DWP will require the Provider to share market information and good practice via contract review meetings.

Working with Strategic and Local Partners

A4.14 Partnerships are central to the delivery of DWP objectives and statutory duties and DWP believes that effective partnership working will be key to effective delivery of WHP JETS provision. As a result, Providers are required to work with a wide range of local partners to ensure the best possible experience for every Participant.

A4.15 Providers are required to work with local partners to ensure that proposals reflect the specific needs of Participants across the CPA and take into account local strategies and services. Providers should aim to improve performance and individual service wherever possible and improve the effective use of public funds in a locality/area.

A4.16 Local partners may include, but are not limited to:

- DWP/Jobcentre Plus;
- Local Enterprise Partnerships;
- Local Authorities;
- Regional ESF Partners;
- Employers;
- National Offender Management Service (NOMS);
- Skills Funding Agency (SFA);
- Local Health Services;
- Voluntary and Community Sector and Specialist Organisations; and
- Big Lottery.

A4.17 Regular contract review meetings will be used to explore continued and increased use of SMEs where appropriate throughout the life of the contract.

Participant Feedback and Complaints Handling

A4.18 Providers must have an appropriate complaints process (this should apply to the whole supply chain, if appropriate) to attempt to resolve Participants' complaints. Where complaints cannot be resolved, a Participant can complain to the Independent Case Examiner (ICE), who will mediate between the Provider and Participant to attempt to broker a resolution.

A4.19 Providers must explain the feedback and complaints processes to Participants at the start of provision as part of their induction.

DWP Customer Charter

A4.20 DWP is committed to providing high quality and efficient services to our customers. The DWP Customer Charter sets out the standards that customers can expect and what their responsibilities are in return. DWP are dedicated to raising the standards of all

our contracted provision and require all Providers and sub-contractors to embed the principles of the Customer Charter into the services they deliver on DWP behalf. The customer charter can be found at: <http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

Data Sharing and Data Protection

A4.21 DWP treats its information as a valuable asset and considers that it is essential that information must be protected, together with the systems, equipment and processes which support its use.

A4.22 DWP and Providers will be sharing sensitive personal data about Participants and potential Participants. In order to ensure that data is shared only when appropriate and necessary and in accordance with the GDPR and the Data Protection Act 2018, all data sharing between DWP is tested in a privacy impact assessment. This is an internal document designed to provide assurance to DWP that the data sharing is lawful and appropriate processes are in place to protect DWP information “

A4.23 In order to protect Departmental information appropriately, Providers and their supply chain (if appropriate) must put into effect and maintain the security and safeguards appropriate to the nature and use of the information. All Providers of services to the DWP must comply with the DWP’s relevant policies and standards. The Standards are based on International Standards 27001, but with specific reference to the DWP’s use.

WHP JETS Marketing and Branding

A4.24 The Provider must only use WHP JETS branding which has been agreed with DWP and in compliance with the Terms and Conditions set out in the WHP contract.