



Wellbeing and Work Trials - Group Work

UI_DWP_101686

Specification

For the following Work Service Districts:

Avon, Severn, and Thames

Durham and Tees Valley

Mercia

Merseyside

Midland Shires

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GLOSSARY

Mental Health Issue	<p>Mental health issue (MHI) is a broader term that includes those who:</p> <ul style="list-style-type: none"> • have Mental Health Conditions; • are post-treatment; • have elevated but not clinical levels of a symptom (for example, the experience of unemployment); • have symptoms but may not recognise they have a condition, • are aware of their condition or situation but choose not to disclose; and, • individuals with MHIs who are found to struggle with their jobsearch.
Common Mental Health Conditions	<p>Common mental health conditions (CMHCs) are the most commonly occurring mental health disorders. CMHCs include:</p> <ul style="list-style-type: none"> • depression; • generalised anxiety disorder; • panic disorder; • obsessive-compulsive disorder (OCD); • post-traumatic stress disorder (PTSD);and, • social anxiety disorder. <p>Research indicates CMHCs may affect up to 15% of the population at any time and around 25% of the unemployed (JSA) population (see McManus et al., 2012).</p> <p>There is considerable variation in the severity and duration of common mental health disorders, but all can be associated with significant long-term disability. Depression and anxiety disorders can have a long-term course of relapse and remission</p>
Description of the six psychological and wellbeing measures	
The JSSE Index (Modified)	<p>A nine item measure of the strength of an individual's belief that they have the skills to undertake a range of jobsearch tasks. The Job Search Self Efficacy (JSSE) Index (Modified) gathers</p>

	information about a key predictor of return to work.
The General SE Scale	The three item General Self Efficacy (SE) Scale is a broad measure of the strength of an individual's beliefs that they are effective in handling life situations.
The WHO (5) Wellbeing Index	A five item measure of wellbeing. The World Health Organisation (WHO) 5 Wellbeing Index is a unidimensional measure with a good research pedigree.
The GAD 7	The seven item Generalised Anxiety Disorder Assessment (GAD 7) is designed primarily as a measure for generalised anxiety
The PHQ-9	The nine item Patient Health Questionnaire (PHQ-9) is designed to facilitate the recognition of the most common mental disorders.
The FIOH JSA Scale - Revised	This seven item job search activity scale, "The FIOH JSA Scale (Revised)", measures the frequency with which individuals undertake key jobsearch activities, for example contacting employers or searching for job vacancies on the internet.

Summary

1. The Government is taking a number of steps to promote wellbeing and jobsearch. Research has found that claimants who struggle with their jobsearch or work related activity include those with deteriorating health, mental health conditions or are in a post treatment situation.
2. All of these circumstances have been found to have implications for jobsearch and employment [see, for example, McManus¹, 2012]. Research indicates that a quarter of people who claim Jobseekers Allowance (JSA) and around 40% of these who claim Employment and Support Allowance (ESA) have mental health issues [McManus, 2012]¹. This has costs for individuals, society and the UK economy. Research also indicates that helping unemployed people to actively jobsearch and obtain employment is beneficial for wellbeing.
3. The Department for Work and Pensions (the department) intend to carry out a trial that will test and evaluate the JOBS II model (UK version, 2015) (hereafter known as JOBS II)² in the UK labour market. JOBS II is a group based Programme delivered in five half-day sessions, averaging 4 hours a day over the period of a working week.
4. The purpose of this provision is twofold:
 - The provision will test the effectiveness in the UK labour market of the JOBS II Programme and Manual, and whether it improves the employment and wellbeing prospects for the departments claimants; and,
 - to collect pre and post evaluation Management Information (MI) from the six psychological wellbeing and jobsearch measures (see the glossary) from participants, and transfer this information securely to the department.
5. The trial is expected to support 3,000 starts and to run for up to 13 months from the first referral. There is the potential for an extension of up to 12 months if the required number of starts has not been met. We expect referrals to start at the latest on 9 January 2017.
6. However, we would welcome an earlier start date if successful bidders can provide assurance to the department that they have the required number of fully competent trainers to deliver the Programme as described in the JOBS II Manual. The evaluation will explore whether this Programme is more effective for some participants compared to others. The trial is also designed to produce MI that will enable the department to understand the cost effectiveness and scalability of this form of support.

¹ McManus, S, Mowlam, A, Dorsett, R, Standfield, S, & Clark, C, et al. (2012). Mental health in context: the national study of work – search and wellbeing. DWP Research Report No 810, London:

² M. Meehan, R. Birkin, K. Ruby & H. Moore-Purvis (Eds.) (2015). UK JOBS II: A Manual for Teaching People successful Jobsearch Strategies. London: DWP. (The UK addition is a revision of Curran, J., Wishart, P., Gingrich, J. & The JOBS Project Staff. (1999). JOBS: A Manual for Teaching People Jobsearch Strategies. Ann Arbor, MI: University of Michigan). embedded at Annex A

7. This is a voluntary provision and therefore no sanctions will apply if a claimant decides not to attend the Programme, or if they withdraw part way through. Referrals will be made exclusively by work coaches and will consist of a range of welfare support benefit recipients who are struggling with their jobsearch or work related activity.
8. Claimants who are participants of the Work Programme, Specialist Employability Support or Work Choice are not eligible to attend this provision.
9. There is a maximum budget of £1.1m available for Provider contracts to be apportioned across all five Work Service districts and based on a cost per Programme . Payment for the delivery of the contracts will be made via Provider Referral and Payment system (PRaP).
10. PRaP is the departments Online System for automated referrals and payments. Please see link below for further information and guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/274326/prap-tandc.pdf

Introduction

11. The Department for Work and Pensions is a major Government Department, formed in 2001 from the former Department for Social Security and parts of the Department for Education and Employment. It has responsibility for customer delivery and policy formation on all aspects of the Government's Welfare to Work Strategy and Social Security Provision. Further information about the department can be viewed on our website www.gov.uk
12. The department supports government priorities through delivery of a range of services via Jobcentre plus, who play a major role in helping people to find employment and stay in work. It provides services based on individual customers' needs to support employment outcomes, while continuously building on performance, efficiency and value for money for the tax payer.
13. The department is seeking to procure the services of up to five Provider(s) who are able to deliver the Group Work Programme with high fidelity to the JOBS II Manual (UK Version 2015). It is essential that the Provider delivers the mandatory elements and key areas set out in the manual and the addendum to the manual set out at annex's A and B. This includes selecting appropriate group leaders, and following the guidance set out in the manual to train them. The selected Provider must deliver the JOBS II participant sessions as described in the manual.
14. While the requirement is for the Provider to deliver JOBS II as detailed, the department is keen to learn from live running. Therefore, successful

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Providers are invited to offer feedback and suggest improvements. Please email chiefpsychologist.office@dwp.gsi.gov.uk

15. The selected Provider(s) must play a critical role both in delivering the JOBS II Programme and collecting the data from participants in order to allow the department to conduct robust evaluation. Providers are expected to maintain on-going effective engagement with the local Jobcentres throughout the life of the contract.
16. A research organisation will be procured to collect evaluation data from participants at 6 and 12 month stages after completion of the intervention.
17. We expect that the Provider(s) will deliver 3000 participant starts on the provision over a 12 month period, with an additional month for case loading and final administration. The department expects referrals to begin at the latest on 9 January 2017 and to cease on 8 January 2018 unless the option to extend the contract term is used.
18. Where referrals do not meet the required expectation the department will adjust referral volumes to meet the trial objectives.
19. The department does not guarantee frequency, or volumes of referrals and the department is seeking a Provider(s) with flexibility to meet these needs.
20. Further information, to compliment the details found within this Commercial Specification can be found within the Provider Guidance which will be made available and published as separate document.

Group Work - JOBS II (UK 2015)

21. JOBS II is a week-long, facilitated employment Programme. It was developed and tested in the US and shown to have positive effects on job entry, emotional functioning and wellbeing. The Programme was originally designed to be a preventive intervention for those at risk of depression as a result of job loss. The JOBS II Programme was initially trialled in Michigan and subsequent research included California, China, Ireland and Finland.
22. Participants were tracked at various stages following completion of the Programme and compared against control groups. The findings broadly showed that the JOBS II Programme significantly decreased depression, improved jobsearch capability and emotional functioning and also increased rates and quality of re-employment. Additional research indicates a restorative affect for those with Mental Health issues and beneficial effects for participants at a two year follow-up, including those who were long-term unemployed.
23. In Michigan, for example, 53% (928 participants) of Programme completers find work within 4 months compared to 29% in the control Wellbeing and Work Trials Group

group. In Ireland (192 participants) 47.7% were employed at the one year follow up stage compared to 16.8% in the control group. The quality of the employment resulted in better prospects for advancement and sustainability for participants. Participants rated the quality of their working life as significantly higher than the control group.

24. The JOBS II Manual has been amended to include terminology appropriate for a UK audience and e-based jobsearch. The decision to amend the manual was agreed with the JOBS II project leader and manual lead editor Professor Richard H. Price, Institute for Social Research, University of Michigan, on the proviso that the changes preserved the key principal of the JOBS II model and Programme. The changes to the manual have been overseen by the department's Policy Psychology Division.

Aims

25. The aim of this provision is to test the JOBS II Programme in the UK labour market, and to look at the impact of the Programme on participants' employment outcomes, jobsearch activities and their self-reported wellbeing and mental health. These findings will help inform future considerations on the types of support that will assist participants to progress in the labour market. It is therefore critical that the Provider has the capability to:

- deliver Group Work as set out in the JOBS II Manual (UK Version 2015);
- work collaboratively with the department;
- select, train, monitor and develop group leaders and deputies as detailed in the Manual (UK Version 2015);
- gather psychological, wellbeing and jobsearch measures at start and end of the JOBS II Programme ; and,
- securely transfer the MI collected to the department.

Departmental Support

26. The department will provide a single point of contact (SPoC) per Work Service District so that the Provider(s) has a clear routeway into the department. The department will expect the Provider(s) to reciprocate with an identified liaison points.

Customer Journey

27. This provision is for claimants who their work coach deems to be struggling with their jobsearch or work search related activity (WRA), and

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for those who describe (self-report) a mental health issue and express concern about:

- the challenges of jobsearch or WRA and their Mental Health Issues, and/ or,
- undertaking jobsearch or WRA and their wellbeing.

28. It is a voluntary provision and therefore no sanctions will apply if a claimant decides not to attend the intervention, or they withdraw part way through. Referrals will be made exclusively by work coaches and will consist of a range of welfare support benefit recipients. The Provider must work with all claimants referred to Group Work.

29. The department reserves the right to refer Universal Credit (UC) claimants post contract “go live” to test the success of the provision against the department’s 2020 delivery model.

30. Annex C provides a comprehensive flow chart depicting the customer journey.

Reception Interview

31. The Provider must provide a face to face Reception Interview with the participant within five working days of the referral. Referrals to the Provider will be made by the work coach via a telephone conversation whilst the claimant is present. Providers may be required to speak directly to the claimant to arrange this appointment.

32. At the Reception Interview the Provider must in 100% of cases issue the participant with an induction pack (an outline example of what this may consist of is provided at annex D) with:

- an overview of the aims and benefits of the Group Work;
- the Programme of activities;
- information about who will lead the groups;
- what to expect when the participant arrives at the location;
- directions to where Group Work Programme will take place; and,
- a start date for the Programme, which must commence within 10 working days of a participant’s Reception Interview.

33. The Provider must be able to address any questions or concerns posed about the Programme and must ensure participants are aware that their attendance in Group Work is voluntary.
34. Providers must fully engage with participants post Reception Interview to maximise attendance on the programme. Full details on the processes to be undertaken at the Reception Interview are contained within the Group Work Provider Guidance.

Group Work Programme

35. The Provider must deliver the Group Work Programme as laid out in the JOBS II manual (see annex A for full information). This will include ensuring that:
- group leaders are selected and trained to provide effective facilitation of the group sessions;
 - trainers and group leaders understand and effectively apply the group facilitation skills detailed in the manual;
 - reserve group leaders are trained to provide additional capacity and cover for absences;
 - the staff have the management and professional skills to oversee, underpin, monitor report and evaluate the service delivery;
 - close monitoring of group leader performance;
 - provision of remedial training support where required; and,
 - Providers will be required to facilitate the attendance of monitors to observe sessions on a regular basis.

Group Leaders

36. Group leaders should be selected and trained to provide effective facilitation of group sessions. Selection should ensure the leaders have the skills and personality characteristics that are important for effective delivery of the manual including the ability to:
- be supportive and be respectful of participants at all times;
 - listen actively³;
 - be comfortable standing, talking or presenting in front of groups;

³ Active listening is the ability to carefully attend to and hear what participants have to say and to accurately reflect back.

- actively engaging in role plays;
- spontaneously form positive interactions with their participants⁴; and,
- display and act out effective job seeking behaviours that participants can observe.

37. JOBS II group leader training involves following the guidance in the manual which involves understanding the concepts and the principles of the model and having the opportunity to develop the skills and knowledge required.

38. It is also essential the group leaders experience and have the opportunity to go through the whole Programme themselves to experience what JOBS II is like from the participant point of view. It is also important that they observe how the Programme is actually delivered by skilled trainers⁵.

Monitoring Visits

39. To ensure compliance with the JOBS II Manual, monitoring visits will be undertaken throughout the life of the contract, including during the training period. The department's Policy Psychology Division (PPD) will co-ordinate Work Psychologist (WP) attendance at courses to monitor delivery. The WPs will return feedback to PPD and will not provide feedback directly to Providers.

40. Where appropriate PPD will arrange to speak to the provider to give feedback and suggest areas for improvement,

41. Providers must advise the department's SPoC of course dates and locations, to facilitate attendance in advance. Whilst the department will normally advise of attendance we reserve the right not to provide prior notice.

42. Described below are the suggested monitoring visits that policy psychologists and other departmental officials may undertake.

- Group Leader Training Courses –three Work Psychologist monitoring visits;
- Group Leader JOBS II Programme Delivery – First two Programmes (for all new Group Leaders): - one Work Psychologist monitoring visit per programme;

⁴ Individuals who are committed didactic and authoritarian lecturing style with participants do not make effective JOBS II facilitators.

⁵ In the JOBS II research literature there has been discussion about the requirement for group leaders to have been recently unemployed. IN recent correspondence between the department and Professor Richard Price, Professor Price commented "The importance of "having being previously recently unemployed" really has to do with having had to engage in jobsearch and therefore having appreciation and even empathy for the uncertainty and the anxiety that unemployment and a jobsearch engenders. Most people have experienced this at some point in their careers."

- Group Leader JOBS II Programme Delivery – Subsequent Programmes - of one Work Psychologist monitoring visits every five programmes. Plus a minimum of two visits per delivery centre by Trial Management Officers over the duration of the contract; and,
- Group leaders JOBS II reception meeting delivery- minimum of two visits per delivery centre by Trial Management Officers over the duration of the contract.

43. Policy psychologists are developing a check list which will be available to successful bidders, which will cover the minimum criteria that each visit will cover. In advance of this being finalised as a minimum the checklist will cover:

- Observation of what area of the JOBS II Programme should be delivering on that day;
- the content of the sessions observed and if they are being delivered in accordance with the JOBS II Manual description, including;
 - following the content of planned sessions;
 - following the timing of the sessions;
 - following the planned sequence of sessions;
- Are the observed sessions facilitated by the Group Leaders in the manner detailed in the JOBS II Manual and in the addendum to the Specification; including;
 - being supportive and respectful of participants at all times;
 - listening actively⁶;
 - being comfortable standing, talking, reflecting back or presenting in front of groups;
 - actively engaging in role plays;
 - spontaneously form positive interactions with their participants⁷;
 - display and act out effective job seeking behaviours that participants can observe;

⁶ Active listening is the ability to carefully attend to and hear what participants have to say and to accurately reflect back.

⁷ Individuals who are committed didactic and authoritarian lecturing style with participants do not make effective JOBS II facilitators.

- provide timely feedback;
- maintain group momentum, and,
- be sensitive to individual's needs.

44. The department may provide the Provider with feedback which could identify training requirements and improvements. Outcomes from the monitoring will be linked to the department's Customer Service Standards.

Programme Attendance

45. The Provider must:

- engage with the department's Work Service Districts to maximise the attendance on each course;
- notify the district SPoC within 6 working days if claimants do not attend the reception interview;
- notify the district SPoC by noon on day one of the if there are less than 10 participants in attendance, as the course must be postponed;
- discuss the postponement with the participants and ask them to contact their work coach as soon as possible;
- continue with the course if numbers in attendance on the course subsequently fall below 10, if they feel it is the best interest of the attendees.
- In a small number of cases, where a Provider feels that the group dynamics are compromised due to a fall in attendance numbers. The provider must seek advice from the Chief Psychologist as to whether the course should be postponed. If this is the case the provider must contact the district SPoC within 24 hours and refer participants back to their work coaches.
- maintain administrative records including a participant daily attendance record to kept on the premises and to be made available to the departments representatives on request .

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How to record a participant's information on PRaP

46. To verify attendance on this provision both at the Reception Interview and the Programme the provider must in 100% cases follow the process set out below.

Reception interview

47. The Provider must record on PRaP within six working days of the Reception Interview taking place, whether the participant either attended/did not attend/ or did not wish to proceed on the course.

The Group Work Programme

48. For the participant to be recorded as a start on the Programme the following requirements need to have taken place on day one;

- the participant signs the attendance register; and,
- completes the six psychological wellbeing and jobsearch measures except where consent is withheld at Jobcentre referral point.

49. The Provider must then, record on PRaP, a start within 6 working days of commencement of the Programme.

50. Where a participant fails to attend the provider must within 6 working days record on PRaP did not attend.

51. If a participant leaves part way through the Programme the provider must within 6 working days record that the participant has left the Programme early.

Data Gathering & Evaluation

52. The Provider must play a critical part in the process of collecting data from participants which will be used by the department's analysts to undertake the statistical evaluation that will determine if the support has been effective. (See Annex's F, G and H) The same data will be collected, via a separate research contractor, from the participant at both 6 and 12 months after completion of the intervention.

53. The trial is designed to use a Randomised Control Tool to determine whether eligible claimants are placed into either a control group or onto the Programme. Those placed into the control group will continue to receive the department's core offer, which provides claimants with access to labour market intervention and work coach advice and guidance.

54. The onus is on the department to obtain a consent form signed by the participants, so that their data can be used as part of the evaluation of this trial.

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55. Providers will be advised if a participant has not consented for their data to be used. These participants will not be excluded from the trial and should not be treated any differently from other participants. However, their data must not be used or gathered. A full explanation will be provided within the Provider Guidance.
56. It is important that the department collects information about participants and to this end the department has specific data requirements, which the Provider must adhere to. The department's analysts will work with the Provider to agree the final data collection tool but at its core will be the following six physiological wellbeing and jobsearch measures (as described in the glossary and annex F which cannot be changed:
- The JSSE Index (modified);
 - The General SE Scale;
 - The WHO (5) wellbeing index;
 - The GAD 7;
 - The PHQ-9; and
 - The FIOH JSA Scale – (Revised).
57. The department will supply copies of these to successful bidders. The bidders must arrange for these to be completed at specific times during day 1 and day 5 of the intervention. The measures will not be scored by the Provider.
58. The Provider must return the completed measures to the department. These questionnaires must be transferred via an electronic data file.
59. Once transferred the Provider must securely delete the wellbeing and Jobsearch measures from their electronic systems. The hardcopies must be stored securely and kept for up to 6 years as per Cabinet Office rules.
60. For bid and Programme planning purposes Providers should work on the assumption that the instruments will take approximately 30 minutes to complete in total.
61. For participants who have not given consent for their data to be shared alternative arrangements need to be put in place for them, whilst the others are completing the psychological measures.
62. The Provider will work with the department to proactively address any quality concerns around the data being gathered and these will be

discussed regularly during monthly data monitoring discussions with the contract management team.

63. Evaluation of the Programme will seek to determine the success of the provision. The department (or a contracted representative) will analyse MI and conduct quantitative & qualitative research with the department's staff, participants and Providers to build up a picture of the support delivered. Researchers may wish to visit and interview Providers as part of the evaluation. Providers will be contacted in advance of any fieldwork. Providers are expected to fully co-operate with evaluation activity commissioned by the department.

Management Information

64. The department will require MI, (except the psychological wellbeing and jobsearch measures which must be transferred to the department following the process set out above), to be provided monthly on the 3rd working day of each month as set out in the MI schedule. Data must be sent to a specified secure email account within the department.

Funding and Payment Model

Funding

65. Bidders are advised that the budget for the Group Work provision sits at a maximum of £1.1m which will be allocated across all 5 participating Work Service Districts.

Payment Model

66. The Payment Model will comprise of the following elements as follows:

- The Provider will be paid a unit price on completion of each Programme and on submission of a valid claim. The department will endeavour to pay each claim within 10 days of receipt;
- A programme being defined as a minimum of 10 to a maximum of 20 people attending and signing an attendance register and completing the psychological wellbeing and jobsearch measures where they have agreed to on day one.

67. Providers must send invoices covering all courses run in month to the department on a monthly basis. Successful bidders will be made aware of department's contact point.

68. All claims must be accompanied by the verifying evidence in the form of, a completed excel spreadsheet which will be supplied by the department to successful bidders. The department will make payment within 10 days of receipt.

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69. All volumes will be split across the five Work Service Districts as follows (see annex E, which also gives information about the hub locations the department requires the courses to be run in):

Work Service Districts	Hub locations where the provision should be delivered	Refferal numbers based on an average of 15 participants per course
Avon, Severn and Thames	Bristol Gloucester	450 390
Durham and Tees Valley	Middlesbrough	525
Mercia	Coventry	390
Merseyside	Liverpool	900
Midland Shires	Derby	390

70. The department provides no guarantee, warranty or assurance as to the actual volumes, process and timings that will apply during the life of the Contract. It is at the Provider's risk and their responsibility to consider the specification and price accordingly.

Provider claims for payment

71. Before submitting any claim, the Provider will need to assure themselves that they only submit claims for payment to which they are entitled based on the expected timescales and standards outlined in the Service Delivery Standards

<https://www.gov.uk/government/collections/dwp-procurement-policies-and-procedures>

72. The Provider will be expected to make a declaration to this effect. To do this, the Provider will be expected to maintain a robust system of internal control which must include appropriate checks, monitoring arrangements and adequate records to demonstrate that they are entitled to make a claim.

73. The records maintained need to be sufficient not only to support any claims but also to allow internal management checks and independent validation. The records maintained should document how and when the performance information was obtained and should be available to test by the department and other external bodies.

Validation

74. The Provider will be required to hold adequate information to support delivery of the Reception Interview and attendance at the Group Work Sessions to evidence claims for payment.

75. The department reserves the right to carry out pre or post payment checks, of fees paid to the Provider under these contracts. This may include sampling and extrapolation of payments.

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76. Where the Provider does not adhere to the minimum performance levels and/or customer service standards, the department reserves the right to recoup payments made.
77. The Provider must keep key documentation about the delivery of provision for a period of six years following the end of the contract period. It is the Provider's responsibility to ensure that documents and data are compliant with the department's standards. The Provider must have robust systems in place to ensure that documentation (paper or electronic) is securely held and are easily accessible.
78. Further information on the Minimum Performance Levels and the Customer Service Standards are contained at Annex H.

Costs / Expense

79. Participants should not be worse off by virtue of attending the trial and Providers are responsible for travel costs in full for return journeys from their home to the agreed delivery venue(s), and additional support costs while the customer is on the trial. The following paragraphs provide the guidelines used by the department when determining financial support in these areas.

Childcare Costs

80. Where it is a barrier to participation in the trial, childcare should be funded by the Provider. Childcare for attendance should only be funded for an approved activity, if it is funded the childcare must adhere to the following standards:

- Carers registered with Ofsted (Office for Standards in Education);
- A carer accredited under the Childcare Approval Scheme, run on school premises out of school hours or as an out of hours club by a LA; or,
- Schools or establishments exempted from registration under the Children's ACT 1989 or operated on Crown property

81. The child/children must satisfy the age requirement (see below) and a dependant of and residing with the individual.
82. The department currently sets its costs for childcare up to the Tax Credit limits. The Provider should consider the following limits when developing and pricing their proposals.
- Help with childcare costs can be paid up to, but not including, the first Tuesday in the September following the child's 15th birthday;

- Parents requiring childcare for five days a week can claim up to a maximum of £175 per week for one child and £300 per week for two or more children; and,
- If the participant is attending an approved activity of less than five days a week, they can claim up to the maximum daily rate of £35 per day for one child and £60 per day for two or more children.

83. The Provider must not recommend particular childcare facilities to participants. This is to ensure that the department and/or the Provider do not take on the liability for the safety of children. It is the parents' responsibility to decide with whom they entrust the care of their children.

Additional Support Costs

84. The Provider will also be responsible for the payment of any associated support costs with regards to providing a fully accessible service for all participants. Providers are also responsible for providing interpreters (e.g. for hearing impairment which should be paid for out of the delivery costs.

Locations

85. The department intends to contract up to five Providers to deliver this trial in five Work Service Districts across England, to test the JOBS II Programme in the context of the UK labour market. Below are the main delivery locations although participants could be referred from a wider area.

- Bristol
- Coventry
- Derby
- Gloucester
- Liverpool
- Middlesbrough

86. Further detailed information on the locations describe above can be found at Annex G.

87. The Provider must be able to demonstrate and evidence their ability to deliver the provision within the town / city centre as indicated in the list above and have the flexibility to also deliver the provision to the outlying areas of the hub location(s).

88. The premises identified must be easily accessible to all participants using public transport and should be central of the geographical area and referring Jobcentre and in a known location where possible. All premises must be appropriate to the provision and address any potential welfare, accessibility and legal requirements.

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89. As a general rule we would not expect participants to have to travel for more 20 miles or for more than 30 to 45 minutes to the delivery venue.

Timing

90. The Provider must Go Live within 15 weeks following the contract award. Go Live is defined as being ready to receive referrals in all locations. An implementation period will be built into the timeline. The Provider will be required to demonstrate how they will implement and mobilise the service by no later than 9 January 17.
91. However, we would welcome an earlier start date if successful bidders can provide assurance to the department that they have the required number of fully competent trainers to deliver the Programme as described in the JOBS II Manual. During implementation and mobilisation the Provider will need to recruit Group Leaders, in adherence to the JOBS II Manual.
92. We anticipate that referrals are to be made over a 12 month period, with a further month for caseload and administration. In addition, an external evaluation contractor appointed by the department will undertake a 12 month follow up with a sample of participants.
93. There is the possibility that the department may wish to extend the contract for a period of up to 12 months to maximise the number of participants to ensure effective evaluation of the model. This will be dependent upon various factors including the agreement of parties, satisfactory performance, availability of funds and business need.
94. The department reserves the right to terminate with a months' notice if the contract proves to be not viable or we have achieved the sample size early.

Volumes

95. Volumes are not guaranteed and may be subject to increase or decrease on demand. Annex E sets out the expected number of courses to run per district and the total number of participant starts. The department will manage the flow of referrals to ensure that Providers have every opportunity to maximise the number of starts per course.

Contract and Performance Management

96. This section provides a summary of the information requirements to meet contractual obligations relating to quality, evaluation, performance and contract management. Further details will be set out in Group Work Provider Guidance.

97. The department is committed to raising the standards of its contracted provision, making continuous improvement an integral part of its contracting arrangements.
98. The department will manage Group Work contracts, considering a range of factors including contract value, compliance with the contract, performance and security.
99. The Provider will be responsible for managing sub-contractors, including addressing poor performance. The Provider will need to ensure that all systems and processes used for the monitoring and recording of performance are robust, provide a clear audit trail of evidence, and give confidence to the department that the prime Provider and its supply chain are delivering the provision in accordance with the Provider's overall contractual obligations.
100. The department will monitor performance and will use MI to inform Provider Performance Reviews, as required.
101. Where the department requires additional information, for example to support performance management, the Provider must supply this within agreed time limits as set out in the Provider guidance.
102. The department will use MI presented by PRaP for the ongoing management of the provision and for discussion with the Provider. The MI will be presented on a course basis of actual starts each month, with monthly percentage-based expectations towards achievement of the required number of starts.
103. As the department is committed to transparency on how its programmes are working, the Provider needs to be aware that MI and performance information may be published may also feed into published Official Statistics. Consequently, the Provider must treat information they have access to as restricted, and for their use only, ahead of formal publication. Official Statistics may also cover performance expectations at Provider level.

Participant feedback and complaints handling

104. The Provider must ensure systems are in place to allow participants to resolve any grievances, concerns or complaints promptly and with the minimum level of bureaucracy, without causing them embarrassment. This includes complaints in relation to discrimination.
105. The Provider must always try to resolve problems internally. If a participant needs to escalate, it should be referred through the ICE (Independent Case Examiner) process.

106. The Provider must record any discussions and their outcomes, allowing the participant to see and sign the record. Participants will be told the outcome of issues raised by them through the complaints procedures.

Sharing of Management Information

107. There are rules around the sharing of MI. These are detailed within the terms of the contract.
108. The Provider must not (and must ensure that any of their sub-contractors do not) at any time publish, disclose or divulge any of the MI to any third party until the date of publication of the official and/or national statistics or without prior written consent of the department.
109. The Provider must implement appropriate arrangements which ensure that the department's information and any other departmental assets are protected in accordance with prevailing statutory and central government requirements. These arrangements will clearly vary according to the size of the organisation.
110. It is the Provider's responsibility to monitor compliance of any sub-contractors and provide assurance to the department.
111. Failure to comply with any of these Policies or Standards could result in termination of current contract.
112. Any data transferred to the department must adhere to data security standards.

Health and Safety

113. All participants involved in any way with the department's provision are entitled to train and work in a healthy and safe environment with due regard to their welfare. Under Health and Safety Law they are regarded as the Provider's employees, whether or not they are paid. Providers must, therefore, comply with their Duty of Care under the [Health and Safety at Work Act 1974](#) and the Act's associated regulations in the same way as they would do for any other member of their workforce.
114. The Provider must ensure that participants receive health and safety induction, training and supervision which are appropriate to the provision being delivered, and that systems are in place for checking this, both within their own organisation and at any sub-contractors. The Provider must complete risk assessments, instruct, inform and train participants on the control measures identified. There are specific risk assessments for young people, pregnant workers, lone workers and employees who are engaged in manual handling activities. This list is not exhaustive.
115. The department may therefore visit the Provider and their sub-contractors for a variety of reasons. When doing so they will, in the course
- Wellbeing and Work Trials Group

of their duties, adopt an 'awareness' approach to health and safety. In doing this they will not be conducting a health and safety inspection, nor will they be in a position to offer advice on whether something is safe or not.

116. Instead they will approach this from the position of any layperson. If, however, they do spot something on which they require assurance or clarification they will raise this with the Provider or their sub-contractor's representative at the location they are visiting. If it is subsequently decided that the issue raised is one that requires follow up, this will be arranged with the Provider through their single point of contract.

117. Owing to the specific nature of this provision service Providers should establish policies, procedures, resources and training, to recognise and respond to the wellbeing and mental health issues of participants.

Data Security Requirements

118. Cabinet Office has introduced mandatory requirements relating to data handling, security and information assurance in government contracts. Information must be protected, together with systems, equipment and processes which support its use. The department's contractors must provide an appropriate level of security. Bidders will be required to submit a Security Plan with their Tender, which details all activities required to safeguard information in compliance with the departments Security Policy and standards.

Her Majesty's Government (HMG) Personnel Security Requirements

119. The HMG Baseline Personnel Security Standard is a staff vetting procedure. It requires that a number of checks are made on persons who are to be given access to Government assets (premises, systems, information or data). Full details of the contractual obligations required to comply with the above procedures can be found in the guidance document "HMG Baseline Personnel Security Standard - A Guide for DWP Contractors". A PDF version can be viewed at: HMG Baseline Personal Security Standards.

<https://www.gov.uk/government/publications/government-baseline>

DWP Customer Charter

120. The department is committed to providing high quality and efficient services to our claimants. The department's Charter sets out the standards that claimants can expect and what their responsibilities are in return. The department is dedicated to raising the standards of all our contracted Wellbeing and Work Trials Group

provision and require all Providers and sub-contractors to embed the principles of the Customer Charter into the services they deliver on DWP behalf.

121. The Customer Charter can be found at;

<https://www.gov.uk/government/publications/our-customer-charter>

Business Continuity

122. As part of the contract start up, the Provider (s) will be asked to supply details of how business continuity arrangements will be implemented and how these requirements will be covered. We expect the successful bidder to provide:

- robust business continuity plans and disaster recovery arrangements for all services;
- the department with sufficient evidence to demonstrate that these are in place;
- regularly test all contingency arrangements, providing relevant evidence and outcomes of tests to the department via Account Managers ; and,
- immediately notify the department in the event of a business continuity incident or a significant disaster.

The Department's Code of Conduct and Merlin Standard

123. The department's Code of Conduct spells out the key values and principles of behaviour which the department expects of organisations which are essential for creating healthy, high performing supply chains. Organisations that contract with the department will be expected to operate in accordance with the Code of Conduct.

124. The Code is in Annex 1 to the DWP Commissioning Strategy and be found at;

<https://www.gov.uk/government/publications/dwp-commissioning-strategy-2014>

125. Providers must adhere to the principals of the Merlin Standards Accreditation. Further information about the Merlin Standard is included on the Merlin Standard website

<http://www.merlinstandard.co.uk/about-merlin.php>

Off Shoring (including Landed Resources and Near Shoring)

Wellbeing and Work Trials Group

126. Prior written consent from the department must be sought where Bidders (and/or their sub-contractors) are proposing to host or access the departments systems, services or official information outside of the United Kingdom, or to bring foreign nationals to the United Kingdom to provide services in delivery of the contract. Bidders must submit an application for approval together with their bid. Further details can be found in the guidance document 'A Guide for Contractors on the DWP Off Shoring Policy V2.0'. A PDF version of this can be viewed at:

<https://www.gov.uk/government/collections/dwp-procurement-policies-and-procedures>

Legislation and Principal Regulations

127. Providers must ensure that they remain compliant with current and future changes in the law and the department's Policy. For example:

- Ensuring that Group Work supports the department's Public Sector Equality Duty as outlined in the Equality Act 2010;
- Providing appropriate services to ensure compatibility with the Equalities Act, for example to enable communication with claimants who do not speak English as a first language or who are deaf, hearing impaired or have a speech impediment;
- Where the Provider is operating in an area with a high minority ethnic population, materials in the appropriate ethnic minority language must be made available on request.

Sustainable Development

128. The department supports the main goal set out in the UK Strategy for Sustainable Development (Securing the Future, 2005) which is to 'enable all people to satisfy their basic needs and enjoy a better quality of life without compromising the quality of life of future generations.

129. This includes four main aims - social progress recognising the needs of everyone; effective protection of the environment; prudent use of natural resources; and maintenance of high and stable levels of economic growth.

130. The department's contractors are required to ensure that they and their sub-contractors use all reasonable endeavours to comply with the principles set out in the UK Strategy and the Sustainable Operations on the Government Estate (SOGES) targets.

131. More information can be found on the <https://www.gov.uk> Sustainable Development. The department's contractors are required to provide a policy statement within **six** months of the contract start date to

demonstrate how they will satisfy and adhere to the principles of sustainable development, together with an action plan.

Annex A

Please see attached The UK 2015 version of the JOBS II Manual and Annexes.



JOBS II (UK
Version 2015) Tr...



JOBS II (UK
Version 2015) SE...



JOBS II (UK
Version 2015) SE...



JOBS II (UK
Version 2015) SE...



JOBS II (UK
Version 2015) SE...



JOBS II (UK
Version 2015) SE...

JOBS II addendum

Providers must adhere to the JOBS II Manual as attached at Annex A in all circumstances.

However, the department recognises that the UK labour market and Provider local experience in some cases may be more effective. Where Providers judge that some flexibility on the content of the manual may be advantageous, such as the advertising process for Group Leaders or distance participants are expected to travel to the venue; prior agreement may be sought from the department to vary the relevant elements.

Further to the above the following elements of the Jobs II Manual form part of the Terms and Conditions of the contract and must not under any circumstances be altered.

- Personal traits to be exhibited by the trainer as the success of the Programme relies on their interpersonal skills and experience, some of the indicators are (see pages 11 through to 13) of the JOBS II Manual for more information:
 - Committed to the project;
 - Willing and able to stick to the Programme protocol (the manual);
 - Sociable;
 - Flexible;
 - Empathetic;
 - Nurturing;
 - Likes to work with people.
- Adherence to the audition interview (page 16 of the manual)
- Each course must have two trainers delivering the content – we would expect the Provider to have the necessary multiple teams of trainers, to deliver the required number of courses per district.
- Each trainer must complete a period of up to 7 weeks full time training, including experiencing the JOBS II Programme themselves.
- Must deliver the daily content set out in each of the sessions
- Must administer the psychometric testing pre and post psychological wellbeing and jobsearch measures;

- Must appoint a supervisor who will monitor the quality of the trainers and will lead the training forums, and review of the previous weeks Programme to support the Group Leaders. to locate and rent a site to deliver the training large enough to hold 20 participant's – if the Providers premises is not available

Customer Process map



Group Work High
Level Provider...

Suggested contents to be included in an Induction pack for participants to be issued at the Reception interview

The following list is the indicative content to be included in an induction/welcome pack. This list is not exhaustive and is provided for illustration only. Successful providers will be required, as part of implementation, to submit an induction/welcome pack for agreement prior to service commencement.

- The provider commitment to the participant
- Protecting privacy
- Safeguarding
- Date and time of course
- Course start arrangements – expectations on arrival
- Map to the venue
- Suggested travel arrangements to the course
- Tutor details
- How the Provider and participant will keep in contact with one another
- Conduct standards the Provider requires from the Participant
- Equality and diversity policy
- Accessibility standards
- Expenses that can be claimed and how
- Health and Safety
- Feedback and complaints policy

Annex E

Volume, locations and indicative no of courses

Work Service Districts and hub locations	Course Numbers of between 10 to 20 participants	Referral Numbers based on an average of 15 participants per course
Avon, Severn and Themes		
Bristol	30	450
Gloucester	26	390
Durham and Tees Valley		
Middlesbrough	35	525
Mercia		
Coventry	26	390
Merseyside		
Liverpool	60	900
Midland Shire		
Derby	26	390

Group Work Data Collection

The data requirements detailed below must be collected by the provider - The department will provide a spreadsheet to successful bidders with instructions on how to complete.

The completed spreadsheet must then be sent to the department via PGP encrypted email to specified mailbox by the 3rd working day of each month.

Participants must be identified by their unique PRaP registration number.

<u>Data To be collected at the reception meeting</u>
Participants personal details (Name, PRaP Number, gender, age and benefit type)
Number of participants who attend an reception meeting
Numbers of participants who accept/decline to participate in the Group Intervention;
Reason for declining participation
<u>Data To be collected at the start of the JOBS II course</u>
Number of participants who start the Group Intervention
The six Psychological wellbeing and jobsearch measures, which include wellbeing, jobsearch, self-efficacy and mental health status.
<u>Data To be collected at the end of the JOBS II course</u>
Number of participants who complete the Group Intervention
Reasons for drop-out / non-completion
Participant Characteristics; (including: gender, age, benefit type) of completers and non-completers
The six Psychological wellbeing and jobsearch measures, which include wellbeing, jobsearch, self-efficacy and mental health status.
Participant's satisfaction with the JOBS II Programme delivery and their engagement

Management Information

Information to be collected:	Collected by:
Numbers attend reception/induction meeting	Provider
Numbers who start the Group Intervention	Provider
Numbers who complete the Group Intervention	Provider
Number of Background surveys and psychological state measures completed	Provider
Refusal Rates for completing surveys	Provider
Participants satisfaction scores for Programme delivery	Provider
Participants level of engagement score in the Programme	Provider

District information

Avon, Severn & Thames Work Service District

There are 27 offices in Avon, Severn & Thames (AST) covering 3000 sq. miles. The district covers the counties of Buckinghamshire, Oxfordshire, Gloucestershire, Bristol (LA area) and Somerset.



There are 21 Local Authorities (LA) and 5 Local Enterprise Partnerships (LEP).

The district has a number of large towns and cities including Bristol (428,100); Milton Keynes (229,941); Oxford (159,994); Gloucester (149,820); High Wycombe (120,256); Cheltenham (116,495) and Bath (88,859).

The district has three key motorways: the M5 running North and South in the West of the district, the M40 running North West to South East in the East of the district and the M4 which runs between West and East across the bottom of the district. The major towns and cities have reasonable public transport. Some rural areas, do, however, have more sporadic public transport links.

Major employers across the district include, Universities (including the Open University), Ministry of Defence, GCHQ, Royal Mail, Red Bull Racing, Zurich Insurance, Allied Healthcare, NHS and Cabot Circus Outlets.

Overall Avon, Severn and Thames have a buoyant labour market with a low level of unemployment (around 4% against the Great Britain average of 5.2%) and a high level of employment (78.6% against a Great Britain average of 73.6%).

Whilst broadly affluent in national terms, AST has 76 Lower-layer Super Output Areas (LSOAs) which rank in the top 10% most deprived in England. The City of Bristol has 42 of these areas (located in 18 wards) and also contains the two most deprived LSOAs in the district (65th and 67th nationally).

Wellbeing and Work Trials Group

As well as urban deprivation, there are areas of both rural and coastal deprivation with all four LSOAs in the Weston-super-Mare Central ward ranking in the 10% most deprived in England.

Durham and Tees Valley Work Service District

There are 21 offices in Durham and Tees Valley (DTV) district, divided into 5 Clusters: South Durham & Darlington, North Durham, Stockton Hartlepool and East Durham, Middlesbrough and Redcar & Cleveland. In addition to these sites, there are several outreach programmes being supported with work being undertaken in partnership with Local Authorities (Troubled Families) and Prisons (Prison Advisers).

The district stretches from Consett in the North to Loftus in the South, and from Hartlepool in the East to Crook in the West.



The district links to 6 Local Authorities (LA); they are Durham, Darlington, Redcar & Cleveland, Middlesbrough, Stockton and Hartlepool. Some of our 21 sites link specifically to one LA but others link to multiples.

With such a wide ranging geographical base, it is inevitable that there will be a mix of urban and rural offices. Large urban sites are Middlesbrough, Stockton and Hartlepool with smaller rural sites of Crook, Loftus and Guisborough.

Transport links are, as you would expect particularly in rural areas, varied in frequency and type; some of the rural areas do experience issues with restricted transport availability.

Main occupational industries within the district are contact centre, Local and National Government, hospitality, care and production / factory.

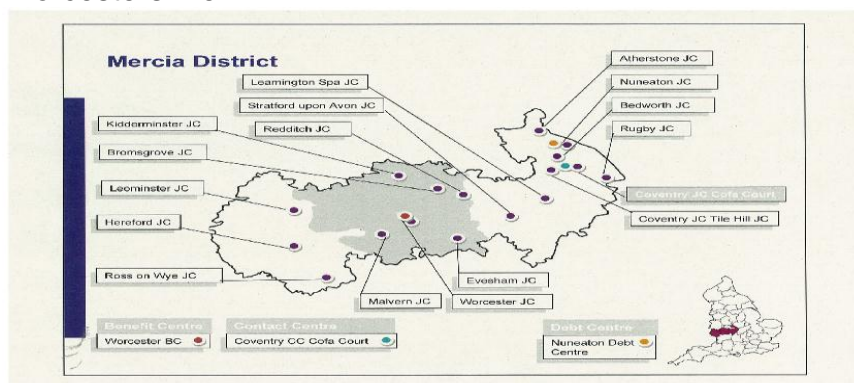
Our aim is to change people futures and we do this by supporting our customers into sustainable employment. Our Employer Advisers work closely with employers, the local community and external organisations to form excellent working relationships and build real opportunities for our claimants. As a result of the partnership and quality work undertaken, the Jobseekers Allowance claimant count for DTV in March 2016 was 21,310. This has reduced significantly from 32,374 in April 2014.

Middlesbrough has 2 of the 10 most deprived wards within its LA boundaries (according to the indices of multiple deprivation).

Mercia Work Service District

There are 17 Sites in Mercia. The 17 sites are split amongst 3 clusters, East Mercia, Mid Mercia and West Mercia. 5 of these are now co-located sites working alongside Local Authorities, Police & Libraries in order to provide a single site service to communities.

Mercia is in the heart of the country. It covers around 6,000 square kilometres and includes the 3 largely rural counties of Warwickshire, Herefordshire and Worcestershire.



Warwickshire and Worcestershire have a mix of market towns. Herefordshire is mostly rural.

Coventry is the urban metropolitan borough of the West Midlands.

The district covers a variety of areas from Ross-on-Wye in the South West to Atherstone in the North of the district.

With such a wide diverse geographical area it is inevitable that there is a diverse mix of rural and urban Offices.

Coventry and parts of Warwickshire and Worcestershire form the traditional manufacturing areas in Mercia.

Wellbeing and Work Trials Group

The district currently has a claimant count of approximately 13,149 claimants on JSA/UC, 55,600 on ESA and 9,830 on IS.

The current employment rate in the district is 75.5%.

Travel links are good within the urban areas of Merca with good road and rail links, however as expected in some rural areas transport links vary in frequency and type, some areas do experience issues with restricted transport availability.

Warehouse, Retail, Car Manufacturing, Public admin, education and health are the biggest areas of employment in Urban Areas, manual labour in more remote rural areas.

Merseyside Work Service District

Merseyside is the largest district in the North West Region delivering our services through 7 cluster sites made up of 23 Jobcentres.

Merseyside is a dynamic and diverse county covering some 2,118 sq km, with a population of more than 1.3million.



The district has 6 Local Authorities (LA), City of Liverpool, Knowsley, St Helens, Sefton, and Wirral. Our sites link specifically to one LA

Local Authority	Jobcentre's within LA
Liverpool	Aintree, Belle Vale, Edge Hill, Toxteth, West Derby, Everton, Wavertree, Williamson Square, Garston, Norris Green,
Halton	Runcorn, Widnes
Knowsley	Kirkby, Huyton, Bootle
Sefton	Southport, Crosby
St Helens	St. Helens, Newton-le-Willows
Wirral	Birkenhead, Bromborough, Wallasey, Upton

Merseyside is home to the historic port city of Liverpool with many famous and cultural attractions; from the scenic coastline surrounding the Wirral peninsula, and expansive beaches at Southport, to the wealth of open spaces and countryside.

Transport links across the Metropolitan area are very good; however in more rural areas it is more restricted.

Occupational industries range from Warehouse, Retail, Hospitality, Manufacturing, NHS.

Merseyside has a higher than average number of people claiming out of work benefits at 3.1% against 1.9% nationally. The number of claimants receiving Employment Support Allowance is 10.1% against a national average of 6.3%.

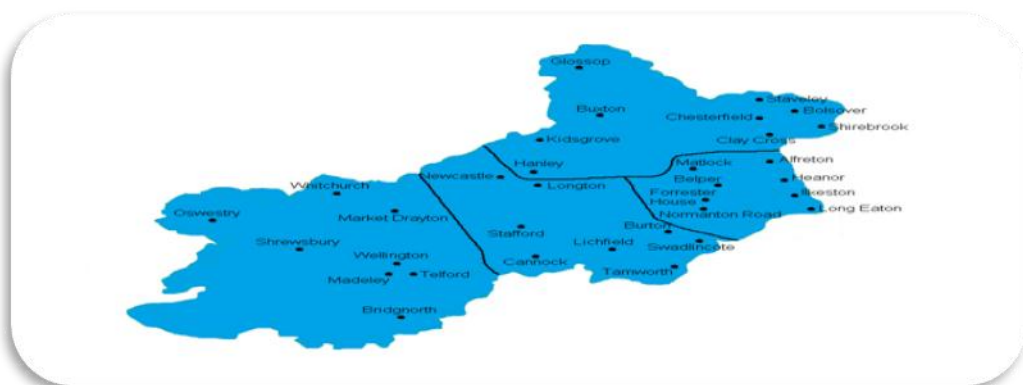
Liverpool has 6 wards and Wirral has 1 that are in the top 50 wards using the indices of multiple deprivation.

Midland Shires Work Service District

There are 33 offices in Midland Shires District, divided into 4 Clusters: North, Central, South and Shropshire.

In addition to these sites, there are several outreach programmes being supported with work being undertaken in partnership with Local Authorities (Troubled Families) and Prisons (Prison Advisers) along with our Programmes and Provisions Team.

The district stretches from Shropshire in the South, through Staffordshire and up to Derbyshire in the North.



Shropshire – The population and economy is centered on five towns. The county has many other market towns, including Whitchurch in the north, Newport north-east of Telford and Market Drayton in the north-east of the county.

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Staffordshire - The largest city in Staffordshire is Stoke-on-Trent, which is administered separately from the rest of the county as an independent unitary authority.

Derbyshire - is a county in the East Midlands of England. A substantial portion of the Peak District National Park lies within Derbyshire. The city of Derby is a unitary authority area, but remains part of the ceremonial county of Derbyshire. The non-metropolitan county contains 30 towns with between 10,000 and 100,000 inhabitants. There is a large amount of sparsely populated agricultural upland: 75% of the population lives in 25% of the area.

With a wide ranging geographical base, there is a mix of urban and rural offices. Large urban sites are Hanley and Derby Forester House with smaller rural sites of Shirebrook and Bolsover.

Transport links are, as you would expect particularly in rural areas, varied in frequency and type; some of the rural areas do experience issues with restricted transport availability.

Main occupational industries within the district are Call Centres, Warehouse and Distribution, Local and National Government, Hospitality, Care, Production / Factory.

Minimum Performance Level

- Fidelity to the JOBS II Manual and the addendum;
- In 100% of cases the Reception Interview must take place within 5 working days of referral.
- The Provider in 100% of cases must record on PRaP within six working days of the Reception Interview taking place, whether the participant either attended/did not attend/ or did not wish to proceed on the course.
- The JOBS II Programme must start in 100% of cases within 10 working days of the Reception Interview.
- The Provider must in 100% of cases, record on PRaP, a start/did not attend, or left the course early, within 6 working days of a participant starting on the intervention.

Customer Service Standards

- Course with less than 10 participants on day one must be postponed; the provider must contact the department, and arrange for attending participants to be referred. The provider must annotate PRaP with did not start.
- The Provider 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;
- The provider must issue participants with an induction pack in 100% of cases at the reception interview ;
- The provider must keep a daily attendance record on all participants;
- The provider must facilitate the participants' completion of the six psychological wellbeing and jobsearch measures on day one and five of the course (providing they have signed and given consent for their data to be used); and,
- The Provider must submit the completed psychological and jobsearch measure Management Information within 6 working days of completion to the department.

Annex I

Key Research Instruments and Measure descriptions and background information;

The JSSE Index (Modified)

A nine item measure of the strength of an individual's belief that they have the skills to undertake a range of jobsearch tasks. The Jobsearch Self Efficacy (JSSE) Index (Modified) gathers information about a key predictor of return to work. The original JSSE Index was developed at the University of Michigan (Vinokur et al., 1995) and contained six items. This was modified by R. Birkin and M. Meehan in 2014 with the addition of three items to address using IT for jobsearch and job applications, and also getting help to become familiar with a new job. The new items follow a similar structure and wording to those in the original instrument

The General SE Scale

The three item General Self Efficacy (SE) Scale is a broad measure of the strength of an individual's beliefs that they are effective in handling life situations. The original General SE Scale was developed for a study exploring whether self-efficacy predicts return to work following sickness absence (Labriola et al., 2007).

The WHO 5 Wellbeing Index

A five item measure of wellbeing. The World Health Organisation (WHO) 5 Wellbeing Index is a unidimensional measure with a good research pedigree. The Wellbeing Index was developed and published by the World Health Organisation in 1998.

The FIOH JSA Scale – (Revised)

This seven item jobsearch activity scale, "The FIOH JSA Scale (Revised)", measures the frequency with which individuals undertake key jobsearch activities, for example contacting employers or searching for job vacancies on the internet.

The original version of this measure was developed at the Finnish Institute of Occupational Health (Vuori and Tervahartiala, 1994; and see Vuori and Vesalainen, 1999). The revised version has been modified for use in the UK labour market by R. Birkin and M. Meehan, 2004 & 2016. It has two additional items, to address e-based jobsearch and CV submissions to internet search sites.

The GAD 7

The seven item Generalised Anxiety Disorder Assessment (GAD 7) is designed primarily as a measure for generalised anxiety.

The PHQ-9

The nine item Patient Health Questionnaire (PHQ-9) is designed to facilitate the recognition of the most common mental disorders.

SOURCES OF ADDITIONAL INFORMATION

Further background information can be found in the following:

- Census Output Area Data on Workless Benefit Customers:
http://campaigns.dwp.gov.uk/asd/asd1/tabtools/census_output_area_data/index.php?page=census_output_area_data
- Data Protection Act 1998, Chapter 29:
http://www.opsi.gov.uk/acts/acts1998/ukpga_19980029_en_1
- Development of a Claimant Experience Metric for Contracted Employment Provision:
<http://research.dwp.gov.uk/asd/asd5/rports2009-2010/rrep655.pdf>
- DWP Information Directorate Statistical Tab Tool:
<http://research.dwp.gov.uk/asd/index.php?page=tabtool>
- DWP Provider Guidance:
<https://www.gov.uk/government/collections/dwp-provider-guidance>
- Equality and Human Rights Commission
<http://www.equalityhumanrights.com/advice-and-guidance/>
- Independent Safeguarding Authority: <http://isa.homeoffice.gov.uk/>
- JSA – Help while you look for work:
<https://www.gov.uk/government/publications/jobseekers-allowance-leaflet>
- NOMIS Official Labour Market Statistics:
<https://www.nomisweb.co.uk/Default.asp>
- Office of public sector information - UK legislation:
<http://www.opsi.gov.uk/legislation/uk.htm>
- Office for National Statistics at www.statistics.gov.uk or www.ons.gov.uk
- The Law Relating to Social Security:
<http://www.dwp.gov.uk/law%2Dvolumes/>
- The Scottish Parliament: <http://www.scotland.gov.uk/>