

Specifications:

Individual Placement and Support (IPS) training



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1. PURPOSE

The Office for Health Improvement and Disparities (OHID), part of the Department of Health and Social Care (DHSC), wishes to procure training in Individual Placement and Support (IPS) to support the roll-out of IPS across England. The training requirement is for:

* Core IPS training
* IPS supervisor training
* Practical training in employer engagement

The training requirement will run from 1st January 2023 to 31st December 2024.

1. BACKGROUND

The expansion of the Individual Placement and Support (IPS) model of employment support in community drug and alcohol treatment across all of England was announced in the government’s 2021 Drug Strategy *From harm to hope: A 10-year drugs plan to cut crime and save lives[[1]](#footnote-2)*.

The expansion of IPS (including this training) is funded by the Department for Work and Pensions (DWP) and managed by the Department of Health and Social Care, Office for Health Improvements and Disparities (OHID). OHID is driving the expansion of IPS by working with local authorities around England, who are funded to commission local providers from the voluntary sector or NHS to deliver IPS in their community drug and alcohol treatment services.

As IPS is still a developing field in the United Kingdom and the likelihood of services establishing IPS teams being able to recruit experienced IPS practitioners is low, DHSC intends to offer all services establishing new IPS teams a comprehensive training package consisting of the three categories of training above.

1. THE REQUIREMENTS

DHSC requires the following categories of training. Units of training needed are estimated and will be refined on collaboration with the appointed supplier and as demand requires as the programme develops.

| Training type | To include | Estimated units needed |
| --- | --- | --- |
| Core IPS training | The guiding principles of IPS; marketing an IPS service; working with clinical teams; welfare benefits advice; profiling, assessment and action planning; employer engagement; job carving; overcoming barriers to employment including managing sensitive personal information; in-work support; and ongoing development | Up to 33 courses for groups of 10-14 people |
| IPS supervisor training | Critical success factors; role of the IPS supervisor; strengths-based approaches to coaching and supervision; managing conflict; building and maintaining service quality and fidelity to the IPS model; performance management; and partnership working | Up to 10 courses for groups of 10-14 people |
| Employer engagement training | Led by a highly experienced IPS practitioner and delivered in the community and with businesses local to the IPS team(s) being trained; onsite briefing; demonstration of employer engagement by the trainer; observation of trainee employer engagement; and post-training feedback and advice to the trainees | Up to 67 courses, based on 1-2 teams being trained in the same location |

1. CONTRACT PERIIOD

The Contract will be for a period of 12 months from 1st January 2023 to 31st December 2024, with an option to extend for a further 18 months: 12 plus up to 6. The last 6 months will be contingent on the available budget not being used.

The Department or its Representative shall Inform the Service Provider of the requirement for an Extension no later than 1 month prior to the expiry of the initial 12 months.

1. BUDGET/PAYMENT SCHEDULE

The budget assigned for this contract is from a minimum of £195,00 to a maximum of £215,000.

DHSC aligns the cost and payments to the financial years for the department that start on 1st April and end on 31st March each year.

It is anticipated that the breakdown by financial year will be as set out in the table below, however, this may vary depending on demand.

The estimated units for each type of course will need to be delivered with the available budget.

|  |  |
| --- | --- |
| Description | Value |
| IPS training 2022-23 (January to end March) | 30,000 – 50,000 |
| IPS training 2023-24 (April to March) | 65,000 |
| IPS training 2024-25 (April to December) | 100,000 |
| *IPS training (optional extension contingent on funding)* |  |
| *MAXIMUM TOTAL* | *£215,000* |

1. DELIVERABLES AND OUTPUTS

List of deliverables and outputs:

* Details of courses available and dates, ideally hosted on a dedicated page of the supplier’s website
* Detailed procedures to book courses, receive confirmation and access to training.
* Details of IPS specialists booked on each course and dates.
* IPS specialists’ attendance data.
* Details of IPS specialists’ that do not complete the courses and the reasons given.
* Details of IPS specialists that completed the course to the supplier’s satisfaction.
* Review reports and planned courses over the duration of the contract.
* Satisfaction survey collected from each IPS specialist at the end of the course.
* Records of any IPS specialist complaints are kept for inspection.
* Improvements are developed and implemented taken into consideration users’ satisfaction survey

1. PERFORMANCE DATA AND MANAGEMENT INFORMATION

The contract will require reports containing information on key deliverables and key performance indicators as set out below:

|  |  |
| --- | --- |
| Deliverable/output | Frequency |
| Details of IPS specialists booked on each course and dates. | At least two weeks in advance of the start of each course |
| IPS specialist attendance data. | Within 2 working days of the end of each course |
| Details of IPS specialists that completed the course to the supplier’s satisfaction. | End of each course |
| Details of IPS specialists failing to complete and reasons | Within two working days of the end of each course |
| Planned courses | Start of the contract and quarterly thereafter |
| Survey satisfaction | End of each course/quarterly |
| Number and details of complaints raised by IPS specialists | Quarterly |

1. KPIs

| **Quality Key Performance Indicators** | **Threshold** | **Method of measurement** | **Consequence of breach** |
| --- | --- | --- | --- |
| Percentage of IPS specialist feedback on surveys that rates satisfaction as good or excellent | >85% | As set out in heading 7 | Remedial action plan |
| Number of IPS specialists making complaints about the Service (verbal or written) | <1% | As set out in heading 7 | Service Provider to notify DHSC  Remedial action plan |
| Reports provided on time | 100% | As set out in heading 7 | Remedial action plan |
| Website Accessibility for services 24 hours a day 7 days a week | 100% outside of planned downtime for maintenance | Quarterly | Remedial action plan |
| Percentage of IPS specialists that have successfully completed the courses | 90% | As set out in heading 7 | Remedial action plan |
| Social Value: Percentage and/or confirmation of the service provider and of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees. | 100% | Quarterly | Remedial action plan |
| Social Value: Percentage and/or confirmation of the service provider and of all companies in the supply chain under the contract to have implemented the 6 standards in the [Mental Health at Work commitment.](https://www.mentalhealthatwork.org.uk/commitment/) | 100% | Quarterly | Remedial action plan |
| Data breaches reported immediately | 100% | Within 2 hours of breach coming to the attention of provider | Agreed Remedial action plan |

1. Representatives and contact points

Name of Authority's Contract Representative(s): Liz Naylor, operational lead for IPS training

Name of the Authority’s Contract Representative(s) for scalation process: Paul Anders, IPS Programme Manager

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Security

The Service Provider shall deliver the service in accordance with the HMG Security Policy Framework.

<https://www.gov.uk/government/publications/security-policy-framework>

The Service Provider shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the commencement date of the contract. Cyber Essential Scheme requirements can be located at: <https://www.ncsc.gov.uk/cyberessentials/overview>.

The Service Provider shall ensure that Authority’s and IPS specialists’ information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL.

[May-2018\_Government-Security-Classifications-2.pdf (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/715778/May-2018_Government-Security-Classifications-2.pdf)

The Service Provider shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Authority’s requirements.

The Service Provider shall, where required, have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full of the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the Authority’ requirements.

The Service Provider shall ensure that any suspected or actual security breaches are reported to the Customer’s representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.

The Service provider shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

## Standards

The Service provider shall provide secure solutions that comply with any restrictions or requirements arising out of Authority’s security policies. This shall include, but not be limited to:

Cyber Essentials Scheme Basic Certificate; or

NHS Data Security and Protection Toolkit; or

ISO 27001 Information Security Management as agreed;

The service provider shall not charge a premium to Buyers for any additional standards and/or security compliance applicable to a Call Off contract, unless otherwise agreed in advance by Buyers.

1. Meetings

Frequency of contract management meetings: quarterly review meetings will take place between the appointed service provider representative and the authority’s contract representatives.

Location of contract management meetings: online

The meetings will be an opportunity to check performance and discuss any arising matters concerning the delivery of the service.

1. SOCIAL VALUE

The Authority has set out what they see as the priority Social Value areas for this contract.

The contract will support Social Value Theme 5 Wellbeing: Improve health and wellbeing; Improve community cohesion

MAC 7.2: Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health.

Metrics the supplier will need to submit and report during the life of the contract:

● Percentage and/or confirmation of the service provider and of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees.

● Percentage and/or confirmation of the service provider and of all companies in the supply chain under the contract to have implemented the 6 standards in the [Mental Health at Work commitment.](https://www.mentalhealthatwork.org.uk/commitment/)

1. <https://www.gov.uk/government/publications/from-harm-to-hope-a-10-year-drugs-plan-to-cut-crime-and-save-lives> [↑](#footnote-ref-2)