

Access to Work Mental Health Support Service (MHSS)

Specification

Access to Work MHSS Detailed Specification

<u>Contents</u>	<u>Page</u>
1. Abbreviations	3
2. Definitions	3
3. Introduction to Access to Work	4
4. Access to Work MHSS	6
5. Volumes	8
6. Design and Content	9
7. The Service Requirement	14
8. Working with the Authority	20
9. Key Performance Indicators (KPI's)	27
<u>Annexes</u>	
A. Historical Service Volumes by Geographical Location	31
B. Not Used	32
C. Mental Health Support Service Referral Form	33
D. Mental Health Support Service Support Plan	34
E. Mental Health Support Service Monthly Update	36
F. Mental Health Support Service 6 Month Report	38
G. Mental Health Support Service Exit Report	40
H. Specified Standard	42
I. Issue Resolution Stencil	45

1. Abbreviations

AtW	Access to Work
BACS	Bankers Automated Clearing System
BC	Business Continuity
BCP	Business Continuity Plan
BIA	Business Impact Analysis
BS	British Standard
CD	Commercial Directorate
CPD	Continuing Professional Development
DfE	Department for Education
DWP	Department for Work and Pensions
EA	Equality Act
EG	Employment Group
GOR	Government Office Region
IT	Information Technology
JCP	Jobcentre Plus
KPI	Key Performance Indicator
MHSS	Mental Health Support Service
MI	Management Information
MPL	Minimum Performance Levels
MTPD	Maximum Tolerable Periods of Disruption
PGP	Pretty Good Privacy
PRaP	Provider Referrals and Payments (System)
RTO	Recovery Time Objectives
TPL	Tender minimum Performance Levels
URN	Unique Reference Number

2. Definitions

Authority	The Department for Work and Pensions (DWP)
Access to Work Advisors	Members of The Authority's Access to Work Team dealing with the Customer's Access to Work case
Access to Work Team	Members of The Authority's Access to Work support staff
Authority's Representative	Shall have the meaning given in the terms and conditions of Contract
Competing Contractor	One of the two contractors that the Authority will contract with, that together will deliver the specified services.
Contractor's Representative	Shall have the meaning given in the terms and conditions of Contract
Customer	Shall have the meaning given in the terms and conditions of Contract
Disability Confident Employer	Means an employer who has achieved this status through the Disability Confident scheme and has registered their commitment to recruit and retain disabled people and people with health conditions

Employer	Means the employer of the Customer
Employment	Means an individual is undertaking paid work (during the claim period a minimum of an hour in the past week)
Exit Report	DWP template completed at the end of the support and sustainment periods, providing details of the support provided and outcomes achieved through the MHSS
Mental Health Support Service	Service providing flexible and personalised support for Customers experiencing mental health conditions and issues within the workplace, to sustain employment
Support Plan	DWP template to be completed in conjunction with the Customer, outlining the support to be provided, the steps that will be taken and who is accountable for delivery
Supporting Apprentices	Delivery of the core service to apprentices – including recording them separately

3. Introduction to Access to Work (AtW)

3.1 The Access to Work (AtW) programme is a Jobcentre Plus (JCP) discretionary grant scheme that has been in existence since 1994. It assists disabled people who are in paid employment, self-employed or participating in a Jobcentre Plus agreed Job/Work Trial which may have already commenced or is due to commence. AtW provides practical support, beyond the “reasonable adjustments” that employers are required to provide under the Equality Act 2010, to overcome work related obstacles resulting from their disability. Support is also available for young disabled people to enable them to take up an offer of a supported internship and certain other limited instances of unwaged pre-employment activity in a workplace setting.

3.2 To receive AtW help the following eligibility conditions must be satisfied. Customers must:

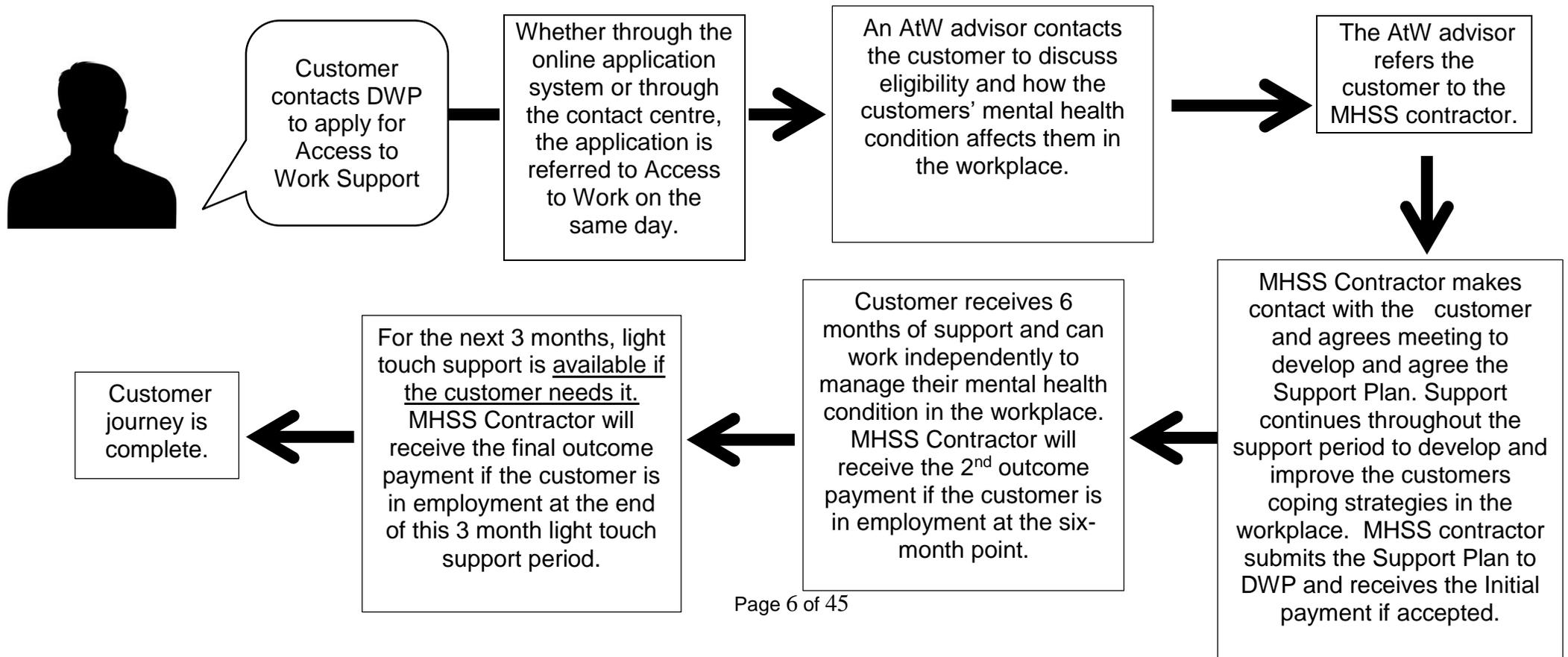
- Be disabled or have a health or mental health condition (either self-diagnosed or medical diagnosis) that impacts their ability to work;
- Be 16 or over (there is no upper age limit for support as long as the employment is likely to continue);
- Be in employment, whether as an employed or self-employed person, but not in voluntary work;

- If employed (rather than self-employed), be earning at least the relevant National Living Wage or National Minimum Wage (NMW) rate for each hour that they work (note there are additional (lower) NMW rates for some apprentices). There is no minimum number of hours to be worked and the total amount of any wage is immaterial to eligibility;
 - National Living Wage is applicable to those aged 25 or over (but not in the first year of an apprenticeship);
 - National Minimum Wage is applicable to those aged under 25;
 - People serving apprenticeships are eligible for AtW support as they receive a wage and have a contract of employment. Different NMW rates may apply to people on apprenticeships.
- Be in need of help at a job interview with an employer; or
- Be about to start employment; or
- Be about to start a Job/Work Trial (Jobcentre Plus organised or individually established where there is a reasonable prospect of employment after the Trial);
- Not be in receipt of Employment and Support Allowance (ESA) and/or NI credits only (or will cease to claim whilst in work) unless the Customer is about to start employment, a JCP agreed Work Trial; or is undertaking Permitted Work Higher Level; Permitted Work (PCA exempt) or Supported Permitted Work;
- Be resident in Great Britain, excluding Northern Ireland, the Isle of Man and the Channel Islands, with a job based in Great Britain. Help can, however, be used to cover Customer's visits overseas for work purposes;
- Support is also available for opportunities that will help disabled people get ready for employment such as DfE Traineeships, Sector-based Work Academies and DfE Supported Internships.

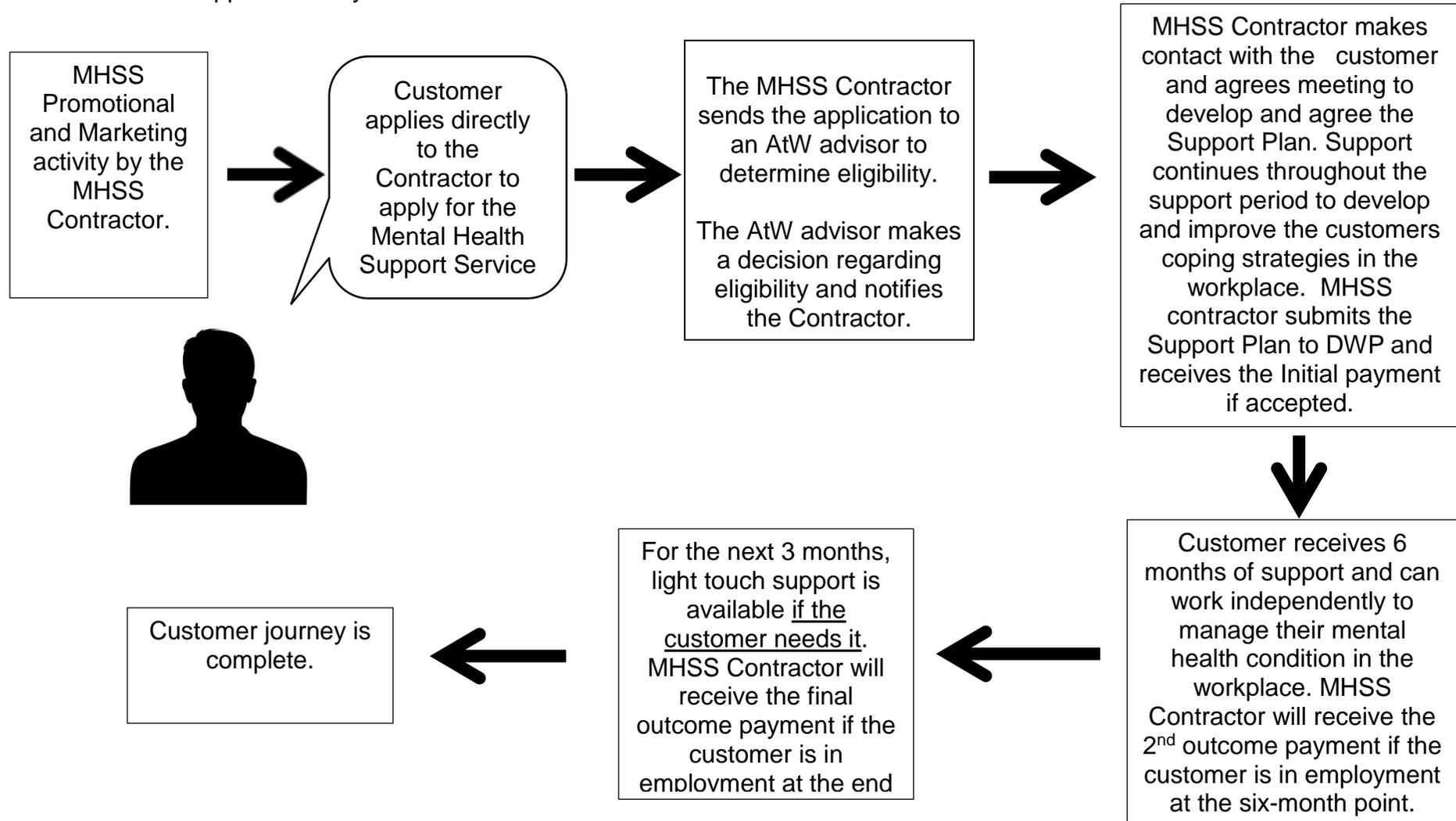
4. Access to Work MHSS

4.1 People with mental health issues and conditions have among the lowest employment rates of all disadvantaged groups. They are also at greater risk than most of falling out of work. Through AtW Customers can access the Mental Health Support Service (MHSS). This is a specific DWP support measure for Customers with a mental health issue or condition that aims to enable more people with mental health issues to stay in, advance and flourish in work.

4.2 **Customer Journey through AtW MHSS where a Customer** applies to AtW via the contact centre or online application system and is referred to the MHSS.



4.3 Customer applies directly to the Contractor for the MHSS.



5. Volumes

5.1 Governmental Mental Health Agenda

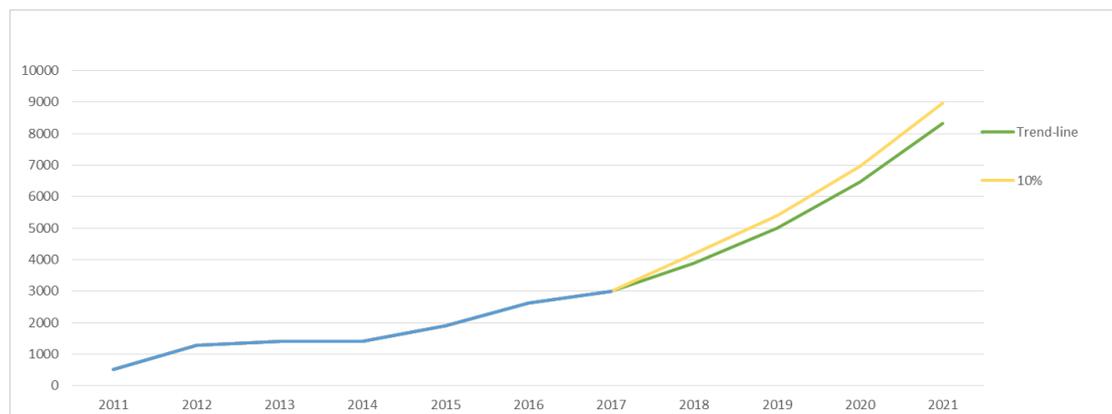
5.2 Mental Health support is a priority for the government. The Mental Health Support Service is the Authority’s highest profile contribution to the delivery of cross governmental commitments to do more for people with mental health conditions. However, it has been recognised (by the Work and Pensions Select Committee in 2014) that to better meet the ambition of government a significant increase in capacity of the MHSS is necessary. As a result, there has been an increase in the resources available to the Authority up to the value of £28.4m over the contract period in order to meet this ambition.

5.3 The table below shows the number of MHSS referrals since 2015 including year on year growth – and projects trend to 2022 (highlighted in green). This has been calculated using volume data since 2015 (highlighted in blue).

5.4 An additional 10% volume uplift on trend has been included on the graph to show projected volumes beyond 2017. The total number of national MHSS referrals for this specification are highlighted in gold.

	2015	2016	2017	2018	2019	2020	2021
Trend-line	1898	2616	3000	3873	5000	6456	8334
%	34.8%	37.8%	14.7%	29.1%	29.1%	29.1%	29.1%
Variance	490	718	384	873	1127	1455	1879
% up lift from trendline (2018 onwards)							
	10%			4,173	5,388	6,956	8,980

NB: The above data has been split by the contract years which run from December to November.



5.5 It should be noted that the demand led nature of the AtW Programme means volumes may fluctuate and the successful Contractor(s) will need to be capable of managing such fluctuations and volatile demand.

The Authority does not guarantee any volumes of work within this Contract.

- 5.6 A breakdown of volumes by geographic location, under the existing contractual arrangements are included at Annex A.

6. Design and content

- 6.1 The Authority is inviting tenders, in line with this Specification, to deliver an effective and quality focussed MHSS for AtW Customers. It is expected that the contracts for this requirement will commence in July 2017. There will be an initial period of 48 months of referrals of customers under the contract with an option to extend referrals for up to an additional 24 months. Contractors will be required to continue providing services under the Contract for 10 months and 28 Working Days after the end of the referral period.
- 6.2 MHSS provides flexible and personalised support for Customers experiencing mental health conditions and issues within the workplace.
- 6.3 The Authority shall enter into two contracts, one with each contractor (also referred to as “Competing Contractor”) that together, will deliver the specified services in Great Britain across all of the Geographical Groups listed at Annex A, excluding Northern Ireland, the Isle of Man and the Channel Islands.
- 6.4 The Authority will endeavour to refer Customers who apply directly to AtW in equal numbers to each of the Competing Contractors. The Authority reserves the right to address referrals volumes against performance of each Contractor.
- 6.5 A summary of the scope of the services required follow:
- Provision of work related support by a suitably qualified professional to help the Customer to maintain sustainable employment;
 - The service to Customers will be split into 2 parts:
 - The initial support period will be for a period of 6 months from the date of acceptance of the support plan, as specified by the Authority;
 - Following this there will be a 3 month sustainment period. This is viewed as a light touch support period, during which the Contractor can decide the extent of engagement, if any, with the Customer.

- Provision of a specified Support Plan (Annex D); a brief Monthly Update for every Customer in receipt of support (Annex E); 6 Month Report (Annex F); and Exit Report (Annex G), within the timescales specified by the Authority;
- Provision of employer education as defined in Paragraph 6.7;
- Provision of support that will test whether the MHSS has an impact on employment retention rates, specifically for the Apprentice referral group and whether the service has an impact on the disclosure rates of apprentices with mental health conditions;
- Signposting Customers to other appropriate elements of the Access to Work scheme;
- Signposting Customers to other appropriate external support provisions;
- Provision of relevant management information, as specified by the Authority.

6.6 Use of technology

6.6.1 Communication via technology has become more prevalent in recent years. The Contractor shall work with the Authority to innovate and include the use of technology within service delivery; the desire to innovate must be considered alongside potential safeguarding issues. Bidders will need to set out what innovative solutions they will offer in the delivery of this service.

6.6.2 By default the initial MHSS is a face-to-face service and technology should not be used to completely replace face-to-face communication, unless requested by the Customer.

6.7 Employer Education

6.7.1 The MHSS is a confidential service which is delivered with no cost to the Customer or their employer, and can be delivered with or without the support of a Customer's employer.

6.7.2 Should the Customer choose to include their employer and consent for the Contractor to engage with their employer, where appropriate, the Contractor must offer employer education.

6.7.3 The employer education provided could include, but is not limited to, the following:

- Advice and guidance for employers on how to support employees who have a mental health condition or issue and help to resolve practical and organisational factors related to the work environment that may be contributing to the Customer's mental health issues;
- Awareness sessions for the employer and/or colleagues on mental health conditions or issues in the workplace;
- Employer toolkit;
- Signposting to other useful tools, including self-help tools;
- Job analysis, including temporary adjustments that could support people with mental health conditions or issues;
- First aid training for mental health conditions or issues.

6.7.4 All products produced for Employer Education will require clearance at the monthly marketing meetings.

6.8 Referrals

6.8.1 The Authority's AtW Advisers will refer Customers to the MHSS, alongside training and education providers for apprentices (further details provided below).

6.9 Marketing / Promotion

6.9.1 Contractors will be expected to market the service and recruit participants externally (including apprentices).

6.9.2 To enable promotion of the service and allow for Customers to apply directly, Contractors will be expected to accept applications online and / or via telephony. AtW Advisers will retain control over Customer eligibility for all applications to the MHSS.

6.9.3 The Authority retains final approval on all marketing activities and initiatives. Contractors will prepare yearly marketing plans and work alongside the Authority at monthly marketing meetings. These meetings will ensure marketing efforts are not being duplicated and provide a forum to work collaboratively and share best practice.

6.10 Payment

6.10.1 The Contractor will use the Provider Referrals and Payment (PRaP) system to receive their referrals and to record Customer activity. The

Contractor will therefore need to have met relevant security requirements before contracts go live.

6.10.2 Payment for the provision will be via the PRaP system. Information on referrals and payments is included in the Access to Work Mental health Support Provider Guidance.

6.10.3 Direct access to PRaP will be limited to Contractors. More information on PRaP can be found at:

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

6.10.4 The Authority will negotiate a fee for the specified support, which will be paid in 3 instalments:

- The initial payment will consist of 30% of the fee. This will be paid on receipt of the specified MHSS Support Plan which has been approved as being to the required quality standard by the Authority.
- The second payment will consist of 50% of the fee. This will be paid on receipt of the specified MHSS 6 Month Report which has been approved as being to the required quality standard by the Authority, providing the Customer is in employment at the end of the 6 month support period.
- The final payment will consist of 20% of the fee. This will be paid on receipt of the specified MHSS Exit Report which has been approved as being to the required quality standard by the Authority, providing the Customer is in employment at the end of the 3 month sustainment period.

6.10.5 The Contractor is entitled to claim either or both of the second and third payments if the Customer is employed at the given stage.

6.10.6 The Contractor must rework any MHSS Support Plans, 6 Month Reports and Exit Reports which are not to the required quality standard (Annex H), as determined by the Authority, at the Contractor's own cost.

6.10.7 The Contractor must ensure that payment requests for approved MHSS Support Plans, 6 Month Report and Exit Report are input to the PRaP system within 5 working days of approval being given.

6.11 Supporting Apprentices

6.11.1 “Supporting Apprentices” is a way to deliver the same core MHSS service to a distinct customer group – Apprentices. It is not a separate service but there are some considerations that apply. These are:

- Asking all Customers whether they are apprentices and flagging those that are;
- Potentially, in agreement with the Customer, adjusting communications channels in line with the demands of an audience that tends to be from a younger demographic;
- Developing tailored literature and gateway website for direct referrals in order to market the offer more distinctly to apprenticeship providers in order for them to promote to apprentices.

6.11.2 The Authority reserves the right to change the scope of this specific requirement and develop it further to assess the impact of MHSS on the wider customer base.

6.11.3 The Authority wishes to test whether the MHSS has a direct impact on employment retention rates specifically for the apprentice market. The Authority also wishes to determine whether a directly promoted and raised awareness of mental health has an impact on the disclosure rates of apprentices with mental health conditions.

6.11.4 The Authority will work with DfE/SFA in delivering the mainstream MHSS service to apprentices, e.g. by assisting apprenticeship providers with information.

6.11.5 There will be an additional referral source within ‘Supporting Apprentices’. Education and training providers will be able to refer an apprentice to the service, with their consent. A declaration of consent will be factored into the referral gateway.

6.11.6 The Contractor will be required to keep separate Management Information (MI) on the Apprentice referral group. This will include:

- Rate of disclosure of mental health conditions (MHCs) amongst apprentices to their employers;
- Apprenticeship employment retention rates.

6.11.7 Apprentices will be required to give their consent to be referred to the service by an employer or education/training provider.

7. The Service Requirement

7.1 Mental Health Support

7.1.1 The Authority will require suitably qualified professionals (as outlined in Paragraph 7.2) to:

- Contact the Access to Work Customer within 2 working days of receiving a Mental Health Support Service Referral or confirmation of eligibility from the Authority, to initiate the workplace related mental health support;
- Undertake a visit, within a timeframe and at a venue agreed with the Customer to ascertain and agree delivery of their work related support needs;
- Provide solution focussed interventions;
- Have an awareness of other Access to Work service provision and other external support provision which may be suitable for the Customer and highlight these if appropriate;
- Have a thorough understanding of the MHSS and all relevant factors that impact on the Customer's work place barriers;
- Demonstrate a sound understanding of the breadth of mental health issues which may be experienced by Access to Work Customers and appropriate support options to address the Customer's work place barriers;
- Educate the Customer and their employer, as appropriate, to enable them to provide support to the individual in their work place;
- Deliver tailored employer education to the Customer's employer if appropriate and agreed with the Customer within the support period, at a time and venue acceptable to all parties;
- Undertake the specified support on premises that meet the requirements of the Equality Act 2010;
- Produce a written specified Mental Health Support Service Support Plan (Annex D) which shall be returned to the Authority within 1 calendar month of referral;

- Deliver the agreed, and any subsequently identified, work related support to the Customer to the agreed timescales;
- Produce a brief Monthly Update (Annex E), which shall be returned to the Authority within 10 working days of the monthly anniversary of acceptance of the Support Plan;
- Produce a specified Mental Health Support Service 6 Month Report (Annex F) within 10 working days of the end of the 6 month support period;
- Produce a specified Mental Health Support Service Exit Report, (Annex G) within 10 working days of the end of the 3 month sustainment period;
- If the Customer leaves their job, becomes long term sick, or no longer wants or needs the support within the 6 month support period or 3 month sustainment period, the Contractor should notify the Access to Work Adviser immediately. If a Customer returns to work or starts a new job during the 6 month period they will be referred back to the contractor so that they can continue to receive support. The Customer will restart their support at the point the original support ended and the contractor will not be entitled to claim the initial payment.
- With Customer's consent offer, and if accepted, carry out, employer education;
- Signpost Customers to other appropriate elements of the Access to Work Programme that may be suitable;
- Signpost Customers to other appropriate external support provision that may be suitable.

7.2 Contractor's Staff

7.2.1 The Contractor shall:

- Be responsible for ensuring that professionals engaged on the contract have a suitable and relevant qualification or a minimum of 1 year's relevant background and experience of working with people with mental health issues and conditions in an employment or workplace setting; alongside the ability to demonstrate the key competencies including, but not limited to:
 - Excellent interpersonal communication and negotiation skills, both written and verbal;

- Proven skills, knowledge and experience to support people with mental health issues to remain in work in an employment or workplace setting;
 - Understanding and able to analyse factors relating to the work environment, such as how the nature of the job, organisational practices and culture may contribute to a Customer's mental health condition or issue;
 - Demonstrate empathy and capacity to build trust;
 - The ability to work under instruction and within a team;
 - Be organised and with an ability to be flexible and respond to needs as they arise;
 - Ability to establish effective working relationships with Customers and employers;
 - Understand and follow policies and procedures relating to confidentiality;
 - Demonstrate an awareness of the responsibility for safeguarding vulnerable Customers;
 - Have an understanding of Health and Safety issues.
- Staff must be screened and vetted in accordance with the requirements described in paragraph 8.8 of this document;
 - Ensure that staff who have direct dealings with AtW Customers comply with legislation relating to safeguarding and protecting vulnerable groups. The Contractor must ensure and provide evidence that such staff are fully vetted and have passed a Disclosure Barring Service (DBS) prior to commencing working with AtW Customers;
 - Notify the Authority before changes are made in relation to staff providing support;
 - Provide, fund and support Continuing Professional Development (CPD) of staff in their area of expertise at no extra cost to the Authority. Such activity must not interfere with or interrupt the Contractor's obligations and delivery. The Contractor must have systems in place to share and improve best practice and shall make available on request by the Authority evidence of development activity undertaken by their staff;

- Provide the agreed support at a place which is convenient to the Customer;
- Encourage the Customer to take responsibility for managing their mental health condition;
- Have in place infrastructure and communication technology which meets the business requirement of the Authority;
- Have all other staff engaged on the contract fully trained with all the skills required for the work for which they are employed. Where training is required, the Contractor shall provide and fund this at their own cost and it shall not interfere with or interrupt the Contractor's obligations and delivery. In particular they shall be conversant with both the organisation and operating procedures of the Authority and how to deal with Customers of the service;
- Communicate in a timely, professional, effective and courteous manner at all times when liaising with Customers of the service;
- Complete the relevant specified reports (Annex D – G) to the specified standard and to the specified timescale;
- Return an encrypted electronic copy of the completed reports to the standard specified Annex H and return it electronically encrypted to the Authority's specified e-mail address;
- Meet any reasonable requests made by Customers to accommodate additional needs at no extra cost to the Authority. Additional needs include, but are not limited to: staff of the same gender as the Customer; an interpreter or a signer capable of British Sign Language. When an additional need is identified at the initial contact meeting and it is not practical to accommodate it immediately, the Contractor shall ensure that an alternative appointment is arranged and held within two (2) Working Days and shall ensure that the Customer's additional need is accommodated at all relevant future scheduled appointments/interventions;
- Not use any prohibited or controlled substances on duty. Staff that are, or appear to be, under the influence of alcohol, prohibited substances or abusing controlled substances shall not be permitted to provide the Service. In the event of any dispute the decision of the Authority's Representative shall be final;

7.3 Process

7.3.1 The Contractor Shall;

- Provide a telephone Help Desk that will be the contact point for both Customers and the Authority. The Help Desk must;
 - Provide an adequately staffed telephone service between the hours of 08:30 and 18:00, Monday to Friday;
 - Answer all telephone calls within ten rings;
 - Call Customers of the Authority back within three hours if enquiries cannot be concluded immediately;
 - For routine telephone enquiries, if a response cannot be provided at the time of the call, or if intended recipient is unavailable, call back to be received within 24 hours;
 - For urgent telephone enquiries an immediate response is required;
 - Monitor their own response rates and be able to demonstrate that the specified levels of service are being met;
 - Provide an electronic means of contact (i.e. email address/es) for accessibility purposes and acknowledge receipt of enquiries.
- Process requests made by Customers or Authority Representatives and be able to demonstrate that they are prioritised and processed in an efficient, quick and customer-focused and cost effective manner;
 - Be responsible for implementing a Quality Control process designed to ensure that Support Plans, 6 Month Reports and Exit Reports are completed to the standard specified;
 - Attend ad hoc meetings as and when required on the Authority's premises. At least three (3) Working Days' notice will be given by the Authority;
 - Attend regular monthly meetings with the Authority's Representative to discuss performance;
 - Attend regular monthly meetings with the Authority's Representative to discuss marketing;
 - Have a Risk Management process in place which is subject to review and approval by the Authority's Representative

on a monthly basis;

- Work with the Authority in the development of the AtW digital platform.

7.3.2 The Contractor shall securely maintain accurate and confidential records of the support provided until advised by the Authority they can be destroyed, this will be via email from the Authority once the exit report has been deemed fit for purpose except those details that need to be recorded as per the draft Terms and Conditions E9 Audit and the National Audit Office.

7.3.3 Where subcontractors are involved in delivering the provision, the Contract holder shall be required to provide names of all supply chain members and/or consortium members and their roles.

7.4 Quality

7.4.1 The Contractor shall provide the Authority with the Services specified below:

- All Mental Health Support Service Support Plans, Monthly Updates, 6 Month Reports and Exit Reports shall be completed to the specified standard in Annex H of this Specification;
- All Mental Health Support Service Support Plans, Monthly Updates, 6 Month Reports and Exit Reports shall be completed to the specified timescale and sent by encrypted email to the Authority;
- The Contractor shall ensure that a minimum of ninety nine per cent (99%) of the specified Mental Health Support Service Support Plans, 6 Month Reports and Exit Reports are to the specified standard;
- The Authority shall have sole discretion on determining whether the specified Mental Health Support Service Support Plan, 6 Month Report and Exit Report are to the specified standard;
- Any reports supplied to the Authority that are deemed as being not to the standard specified in Annex H must be resubmitted at the Contractor's expense within one (1) Working Day of return by the Authority;
- The Authority shall specify the reason for specified Mental Health Support Service Support Plan, 6 Month Report and Exit Report being returned for rework as not to the standard specified in Annex H;

- Mental Health Support Service Support Plans, 6 Month Reports and Exit Reports returned for re-work shall be provided to the standard specified in Annex H and the specified timescales and returned by encrypted email to the AtW Advisor;
- The Contractor shall ensure that it has robust arrangements in place for managing and monitoring service delivery to ensure that the provision is of a sufficiently high quality.

7.5 Out of Scope

7.5.1 The Contractor must NOT:

- Deliver the specified provision in Northern Ireland, the Isle of Man or the Channel Islands;
- Provide any assessment or diagnosis of mental health;
- Provide advice with regard to what may or may not be provided (e.g. grants) to the Customer by the AtW provision;
- Provide work related support in excess of the 6 month support and 3 month sustainment periods specified by the Authority for any individual referral. Nor shall they engage in direct marketing of individuals they have supported under the contract once the MHSS engagement period has ceased.

7.5.2 The provision does NOT:

- Replace any existing health care or support available to or being provided to the Customer;
- Replace existing employer schemes;
- Provide support such as treatment, therapeutic counselling, CBT or medical interventions. Individuals who may have a need for psychotherapeutic support that is not currently being addressed should be signposted appropriately (e.g. to their GP) and encouraged to make contact.

8. Working with the Authority

8.1 Management Information

8.1.1 Cohort Management Principles;

- A cohort is a method of grouping people together who join the provision in a given month. It allows the Authority to report performance as a rate, rather than purely volumes;
- The cohort is named after the month in which it ends;
- Performance Managers will monitor Minimum Performance Levels on a cohort basis where cohorts are grouped into months and this will be determined by the month the Contractor inputs the start into PRaP;
- Each month the performance manager will check the cohort management information rolling 12 month year to date against the Minimum Performance Levels and detail their findings as to the performance of the contract.

8.1.2 The Contractor shall supply the Authority with Management Information stated below by encrypted email on a monthly and yearly basis (by the 3rd Working Day of each month) to the AtW Team and Performance Manager. The Contractor can discuss and agree with the Authority ways to improve this format after the Contracts have been awarded.

8.1.3 The monthly MI must comprise:

- Key Performance Indicator reports;
- Number of referrals received in month and year to date;
- The number of Apprentice referrals received in month and year to date;
- Number of Support Plans completed in month and year to date;
- Number of 6 Month Reports completed in month and year to date;
- Number of Exit Reports completed in month and year to date;
- The number of Support Plans reports returned outside 1 calendar month in month, year to date and as a percentage of the total reports;
- The number of 6 Month Reports returned outside ten (10) Working Days in month, year to date and as a percentage of the total reports;
- The number of Exit Reports returned outside ten (10) Working Days in month, year to date and as a percentage of the total reports;

- The volume of withdrawals made by Customers in month and by year to date prior to completion of the minimum 6 month support period;
- Employment retention rate for Apprentices at the 6 Month Report stage and at the Exit Report stage;
- The number of complaints handled by the Contractor and time taken to resolve to Customer's satisfaction (Working Days) in month and year to date;
- The number of complaints referred to the Authority in month and year to date;
- A list of all staff engaged with Customers on the contract detailing their skills, experience, clearances and qualifications.

8.1.4 The yearly MI must comprise:

- List of Customer's primary mental health conditions;
- Key Customer demographics (e.g. age, geographical location)
- Summary report for all delivery staff detailing all continuous professional development activities undertaken in the last 12 months and a forward look plan for the next 12 months:
 - This should include how and why the activities were selected;
 - The benefits of these activities to the service delivered.
- Report provided using data from the Support Plan, 6 Month Report and Exit Report on the Customer's evaluation of their mental health and MHSS journey. Alongside this the raw data must be submitted in an anonymised format for the Support Plan, 6 Month Report and Exit Report. This should include:
 - All questions from the second table (completed by the Customer) of the Support Plan, 6 Month Report and Exit Report;
 - Mental health disclosure rates from the Support Plan, 6 Month Report and Exit Report.

8.1.5 As and when directed by the Authority's Representative, the Contractor shall collect statistical data which, in the opinion of the Authority's Representative, is relevant to the Services being provided under the Contract. The Staff shall make available for inspection all such records

and work counts upon the request of the Authority's Representative within ten (10) Working Days.

8.2 Sharing of Management Information

- 8.2.1 There are defined controls in place concerning the sharing of Management Information that the Contractor must ensure are followed.
- 8.2.2 The Contractor shall not (and shall ensure that any of its Staff does not) at any time publish, disclose or divulge any of the Management Information to any third party until the date of publication of the official and/or national statistics.
- 8.2.3 The Contractor must implement appropriate arrangements which ensure that the Authority's information and any other Authority assets are protected in accordance with prevailing statutory and central government requirements.
- 8.2.4 It is the Contractor's responsibility to monitor compliance of any sub-contractors and provide assurance to the Authority.
- 8.2.5 Any Sensitive Personal Data (as defined in the Data Protection Act 1998) transferred to the Authority must adhere to data security standards.

8.3 Enquiries and Complaints

- 8.3.1 The Contractor must have an appropriate and effective complaints process across its whole supply chain to resolve Customers' complaints. The Contractor must explain its complaints process to the participant in its first contact with them and make a clear reference to the Independent Case Examiner (ICE) and their role including contact details. More information regarding the Independent Case Examiner can be found in the Generic Guidance for DWP Providers document. The Contractor must seek to resolve problems internally.
- 8.3.2 The Contractor should refer to the Complaint Resolution Core Briefing Pack for Providers (a link to this pack is given in the Generic Guidance for DWP Providers) and the DWP Customer Charter when reviewing its processes.
- 8.3.3 The Contractor must document any discussions and their outcomes, allowing the Customer to see and sign the record. The Customer will be told the outcome of issues raised by them through the complaints procedures.
- 8.3.4 Where a Customer is unhappy about the service they receive from the Contractor and raises a complaint, the Contractor should ensure that it

follows each step of its detailed process robustly in order to bring the complaint to a satisfactory conclusion.

- 8.3.5 After following all steps in the Contractor’s process it must include in its final response to the Customer a standard text which signposts the Customer to contact ICE should they wish to pursue their complaint.
- 8.3.6 ICE will mediate between the Contractor and the participant to broker a resolution. If a resolution cannot be agreed between either party, ICE will undertake a full investigation of the complaint. To ensure that a thorough investigation can take place, the Contractor must provide all the paperwork which relates to the complaint. The ICE office will ask for these when required.
- 8.3.7 The Contractor shall forward any information required for the Authority in order to respond to, including but not limited to;
- Treat Official correspondence;
 - Ministerial correspondence;
 - Freedom of Information requests
 - Parliamentary questions;
 - Ministerial briefings;
 - Parliamentary Commissioner for Administration cases;
 - Press enquiries;
 - Other ad hoc queries from third parties.

Any approaches made directly to the Contractor by any organisation will be forwarded to the Authority and not replied to by the Contractor.

8.4 Advice

- 8.4.1 The Contractor shall keep the Authority informed of any developments in availability of new techniques and changes in relevant legislation that affect the Services. This information shall be provided in advance of any change being notified in writing to the Authority’s Representative.
- 8.4.2 The Contractor shall cooperate with the Authority in relation to making improvement to Services provided to Customers. The Contractor acknowledges that any such suggestions for improvement shall be shared with the Competing Contractor providing Access to Work MHSS Services, subject to confidentiality and commercial sensitivity of such information.

8.5 Contract Management

- 8.5.1 Monthly Contract performance reviews shall be held between the Authority's Representative and the Contractor's Representative. The Authority reserves the right to change this frequency. Such activity shall be at no cost to the Authority.
- 8.5.2 The Authority's Representative and the Contractor's Representative shall agree an appropriate method of updating the Contractor on information, data, progress, changes to processes and procedures and issues relating to the Service. Any change required to the Contract required as a result of such update shall be made in accordance with clause F3 of the terms and conditions of Contract.
- 8.5.3 Where the Contractor identifies problems relating to any aspects of the Services, they shall be responsible for ensuring that such problems are resolved in a manner approved by the Authority's Representative.
- 8.5.4 The Contractor shall report in writing to the Authority's Representative any proposed changes to the way in which the Services are accessed or suggestions for improving the efficiency of the Services provided. Any change agreed in connection with this paragraph shall be made in accordance with clause F3 of the terms and conditions of Contract.

8.6 Data Security

- 8.6.1 The Contractor shall have policies and guidelines in place to manage the use of encryption. The Contractor shall ensure that the level of encryption is appropriate to the information held. This should be of a minimum standard (FIPS140-2) and be compatible with PGP Desktop Professional Version 9.6 or any subsequent upgrades the Authority may introduce. Any upgrades or changes to the Contractor's encryption software required as a result shall be at no additional cost to the Authority.
- 8.6.2 All Customer data transmitted in connection with the Contract, including internal exchanges shall be encrypted.
- 8.6.3 Support Plans, Monthly Updates and Exit Reports (part I and II) shall be transmitted to the Authority in a secure electronic manner, as specified by the Authority. The Contractor is required to upgrade to new versions of the software if required by the Authority at no additional cost to the Authority.
- 8.6.4 Both the MHSS Referral, and the completed Support Plan, Monthly Update and Exit Reports (part I and II) will contain Sensitive Personal Data (as defined by the Data Protection Act 1998), which represents a

potential security risk. Assurances shall be provided by the Contractor in relation to the mitigation of this risk in accordance with Schedule 6 of the terms and conditions of Contract.

8.7 Data Security Requirements

8.7.1 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 Authority'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 DWP information in compliance with the Authorities Security Policy and standards.

8.8 Her Majesty's Government (HMG) Personnel Security Requirements

8.8.1 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:

<https://www.gov.uk/government/publications/data-protection-and-security-of-information-supplying-to-dwp>

8.9 The Authority's Customer Charter

8.9.1 The Authority is committed to providing high quality and efficient services to our claimants. The Authority's Charter sets out the standards that claimants can expect and what their responsibilities are in return. The Authority is dedicated to raising the standards of all our contracted provision and requires all Contractors and sub-contractors to embed the principles of the Customer Charter into the services they deliver on the Authority's behalf.

8.9.2 The Customer Charter can be found at:

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

8.10 The Authority's Code of Conduct and Merlin Standard

8.10.1 The Authority's Code of Conduct spells out the key values and principles of behaviour which the Authority expects of the Contractor which are essential for creating healthy, high performing supply chains. The

Contractor will be expected to operate in accordance with the Code of Conduct.

8.10.2 The Code is Annex D to the Authority’s Commissioning Strategy and can be found at:

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

8.10.3 Contractors need to be aware that they must attain the Merlin Standard (including any future iterations or successor standards that may be introduced during the course of the contract), if not already held, where they have a supply chain within their delivery model for this contract. Contractors will be assessed against the Merlin Standard by a third party organisation within a year of the contract go live and they must achieve accreditation within one year and every two years thereafter. For further information on the Merlin Standard, please see:

<http://www.merlinstandard.co.uk/>
<https://www.gov.uk/government/publications/the-merlin-standard-guide-for-dwp-providers>

8.11 Disability Confident

8.11.1 Contractors must attain Level 3 accreditation within 12 months of being awarded a contract. More information can be found at the link below:

<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme#level-3-disability-confident-leader>

9. Key Performance Indicators (KPIs)

9.1 The Key Performance Indicators are detailed below. These are minimum performance levels and the Authority expects them to be maintained for the duration of the contract. Where there is room for improvement, the Authority expects performance to improve over the course of the contract.

<i>Ref</i>	<i>Service or Procedure</i>	<i>Description of Standard Required</i>	<i>Monitored By</i>	<i>Compliance Risk Rating</i>
<i>KPI 1</i>	<i>Initial contact made</i>	<i>Initial contact and appointment made within 2 working days following receipt of the PRaP referral by the Authority</i>	<i>The Authority</i>	<i>96% & above Green 95.9% - 91% Amber 90.9% & below Red</i>
<i>KPI 2</i>	<i>Submission of Mental Health</i>	<i>90% of reports to be returned within 1 calendar month of</i>	<i>The Authority</i>	<i>90% & above Green 89.9% - 85% Amber</i>

Access to Work Mental Health Support Service – Specification

	<i>Support Service Support Plan to designated AtW Adviser to the required quality standard</i>	<i>referral by the Authority to the designated AtW Adviser to the required quality standard</i>		<i>84.9% & below Red</i>
<i>KPI 3</i>	<i>For any Mental Health Support Service Support Plans not deemed to be to the required quality standard, rework to be submitted to designated AtW Adviser within 1 Working Day</i>	<i>Reworks to be submitted within 1 working day of return by the Authority to the designated AtW Adviser.</i>	<i>The Authority</i>	<i>99% & above Green 98.9% - 97% Amber 96.9% & below Red</i>
<i>KPI 4</i>	<i>Submission of Mental Health Support Service 6 Month Report to designated AtW Adviser to the required quality standard</i>	<i>90% of reports to be returned to the designated AtW Adviser within 10 working days of the end of the 6 month support period to the required quality standard with confirmation that the Customer is still in employment.</i>	<i>The Authority</i>	<i>90% & above Green 89.9% - 85% Amber 84.9% & below Red</i>
<i>KPI 5</i>	<i>For any Mental Health Support 6 Month Report not found to be to the required quality standard, rework to be submitted to designated AtW Adviser within 1 Working Day</i>	<i>Reworks to be submitted within 1 working day of return by the Authority to the designated AtW Adviser.</i>	<i>The Authority</i>	<i>99% & above Green 98.97% - 97% Amber 96.9% & below Red</i>
<i>KPI 6</i>	<i>Submission of Mental Health Support Service Exit Report to designated AtW Advisor to the required quality standard</i>	<i>90% of reports to be returned to the designated AtW Adviser within 10 working days of the end of the 3 month sustainment period with confirmation that the Customer is still in employment.</i>	<i>The Authority</i>	<i>90% & above Green 89.9% - 85% Amber 84.9% & below Red</i>
<i>KPI 7</i>	<i>For any Mental Health Support Service Exit Report not deemed to be to the required quality standard, rework to be</i>	<i>Reworks to be submitted within 1 working day of return by the Authority to the designated AtW Adviser.</i>	<i>The Authority</i>	<i>99% & above Green 98.9% - 97% Amber 96.9% & below Red</i>

Access to Work Mental Health Support Service – Specification

	<i>submitted to designated AtW Adviser within 1 Working Day</i>			
<i>KPI 8</i>	<i>Accuracy (quality)</i>	<i>Minimum of 99% of reports to meet the standard of acceptability defined in Annex H.</i>	<i>The Authority</i>	<i>99% & above Green 98.9% - 96% Amber 95.9% & below Red</i>
<i>KPI 9</i>	<i>PRaP input within 5 working days</i>	<i>Date of initial contact recorded in PRaP within 5 working days of initial referral (minimum 96%)</i> <i>Within 5 working days of confirmation by AtW Adviser that required standard is met, record the following in PRaP (minimum 96% for each element listed):</i> <ul style="list-style-type: none"> • <i>Support Plan</i> • <i>Support Plan (following re-work)</i> • <i>6 Month Report</i> • <i>6 Month Report (following re-work)</i> • <i>Exit Report</i> • <i>Exit Report (following re-work)</i> 	<i>The Authority</i>	<i>96% & above Green 95.9% - 91% Amber 90.9% & below Red</i>
<i>KPI 10</i>	<i>Provide detailed Management Information</i>	<i>Monthly returns by the third (3rd) Working Day of each month. Yearly returns by third (3rd) Working Day following anniversary of the contract.</i>	<i>The Authority</i>	<i>100% Green 99.9% & below Red</i>
<i>KPI 11</i>	<i>To forward all Contractors complaints and proposed draft responses to the Authority</i>	<i>Within five (5) Working Days of receipt for approval ahead of issue to the Customer. Rework to be done within one (1) Working Day of notification by the Authority.</i>	<i>The Contractor</i>	<i>99% & above Green 98.9% - 96% Amber 95.9% & below Red</i>
<i>KPI 12</i>	<i>To forward any complaints relating to the Authority to the Authority</i>	<i>Within two (2) Working Days of receipt</i>	<i>The Contractor</i>	<i>99% & above Green 98.9% - 96% Amber 95.9% & below Red</i>

9.3 The Authority operates a robust performance management regime to hold providers to account for their performance under the contract. The aim is to ensure that Performance Levels are met.

- 9.4 Contractors will have monthly discussions with Performance Managers to review performance in month and trends achieved against contractual requirements.
- 9.5 Contractors will have monthly Contract Performance Reviews with their Performance Manager and AtW single point of contact.
- 9.6 Contractors update their Performance Manager immediately on any changes to information, data, progress, processes, procedures and issues relating to this service.
- 9.7 Performance Monitoring will be used to monitor and support continuous improvement and monitor agreed performance improvement actions.
- 9.8 At its discretion, the Authority will invoke the right to move through the four stages of intervention, as deemed appropriate by level of performance and responsiveness to meeting requirements.

The four levels are;

Level 1: Performance Management Regime (PMR) - Performance will be managed on both quantitative and qualitative aspects of the contract as detailed above.

Level 2: Informal action – Performance Manager led - An Action Plan will be used to capture all agreed actions for performance improvement including incremental performance and pipeline data that may lead to outcomes, review dates and the Management Information to inform the KPIs.

Level 3: Informal action – Nationally led – The Contractor will be invited to a meeting to discuss performance and will receive a Management letter to request that performance improves. At this stage the Provider will be informed that formal action could be taken in the event that performance doesn't improve.

Level 4: Formal action – The Authority will take formal action by issuing a notice to address failure to respond to previous intervention activities undertaken. In the event that performance does not improve to the levels stipulated in the KPIs/TPLs the Authority reserves the right to terminate the contract.

Historical Service Volumes by Geographical Location

Please note historical service volumes are based upon financial years (April – March).

Contract Year	2014/15	2015/16	2016/17 (Up to Oct 2017)
Central England	232	303	441
London & Home Counties	353	410	541
North East England	219	360	462
North West England	192	241	325
Scotland	61	112	164
Southern England	224	283	431
Wales	127	189	245

Annex Not Used

Annex C

This report framework should be flexible and open to change to allow us to respond to change throughout the life of the contract.

MHSS Referral Form

Customer Name

Customer URN

Occupation

Referral Source (GP, Self, Employer, JCP etc)

Location

Contact Method and availability:

Other Contacts

(Employer, Occupational Health, Advocate etc)

Mental Health condition

Attending work at the moment Y/N delete

Access to Work Adviser Name

Access to Work Adviser Email

Access to Work Adviser Telephone Number

Date of referral

Annex D

This report framework should be flexible and open to change to allow us to respond to change throughout the life of the contract.

MHSS Support Plan

For security purposes only include the Customer name and URN number as the method of identification.

Customer Name	
Customer URN	
Is the customer attending work at the moment?	Yes or No
What is the mental health condition or issue affecting the customer? Does not need to be a formal diagnosis.	
How does the mental health condition or issue affect the customer in the workplace? How is their condition impacting on their ability to carry out the full range of duties/work tasks? What the key issues /difficulties which need to be addressed to assist their ability to carry out their work	
Does the customer have any other health issues or disabilities? How do these, if at all, impact on their ability to carry out their full range of work tasks/activities?	

Access to Work Mental Health Support Service – Specification

Has the customer accessed their employee assistance programme?	Yes, and is attending counselling sessions No, due to not requiring therapeutic input No, as workplace does not have one
Has the customer disclosed their mental health condition or issue to their employer?	Yes or No
Is the customer receiving any other support from their employer, another provider or health services? If so, please detail.	
Provide an outline of the agreed support, it's aim, provisional timescales and key milestones	
What will the frequency of contact be, and what format shall this take? (e.g. monthly face to face meetings, fortnightly calls etc.)	

The following section of the plan is to be completed by the customer:

How often do you feel that your mental health is affecting your ability to do your job?	1 – Never affects me 2 – Rarely affects me 3 – Often affects me 4 – Affects me daily
To what extent do you feel you are at risk of losing your job due to your mental health condition?	1 – Not at all likely 2 – Not very likely 3 – Fairly likely 4 – Completely likely

Customer Signature		Date	
Support Providers Signature		Date	

Annex E

This report framework should be flexible and open to change to allow us to respond to change throughout the life of the contract.

MHSS Monthly Update

This is a living document and is designed to record activities agreed and progress made whilst you are being supported.

For security purposes only include the customer name and URN number as the method of identification.

Customer Name	
Customer URN	

Month 1 – Please provide an update on progress against the agreed support, provisional timetable and key milestones outlined in the Support Plan.

Max. 250 words

Support Provider Signature

Date

Month 2 – Please provide an update on progress against the agreed support, provisional timetable and key milestones outlined in the Support Plan.

Max. 250 words

Support Provider Signature

Date

Month 3 – Please provide an update on progress against the agreed support, provisional timetable and key milestones outlined in the Support Plan.

Max. 250 words

Support Provider Signature

Date

Month 4 – Please provide an update on progress against the agreed support, provisional timetable and key milestones outlined in the Support Plan.

Max. 250 words

Support Provider Signature

Date

Month 5 – Please provide an update on progress against the agreed support, provisional timetable and key milestones outlined in the Support Plan.

Max. 250 words

Support Provider Signature

Date

Annex F

This report framework should be flexible and open to change to allow us to respond to change throughout the life of the contract.

MHSS 6 Month Report

For security purposes only include the customer name and URN number as the method of identification.

This form is to be completed at the end of the 6 month support period, all questions relate to support given during this period.

Customer Name	
Customer URN	
Date initial support period started	
Date initial support period ended	
Date last worked with customer (if different to end date above)	
Has the customer disclosed their mental health condition or issue to their employer?	Yes or No
Outline the support accessed/provided during the support period The data should include: Mental Health awareness hand offs to employer/line managers Measure of well-being in work Self Esteem Performance and sustainability	
Was the customer signposted to any other provision/support?	Yes or No

Access to Work Mental Health Support Service – Specification

<p>Is the customer in employment?</p>	<p>Customer remains in employment with the same job and employer Customer remains in employment but has changed jobs with the same Customer remains in employment with a different employer Customer is no longer employed</p>
--	---

The following section of the report is to be completed by the customer:

<p>How often do you feel that your mental health is affecting your ability to do your job?</p>	<p>1 – Never affects me 2 – Rarely affects me 3 – Often affects me 4 – Affects me daily</p>
<p>To what extent do you feel you are at risk of losing your job due to your mental health condition?</p>	<p>1 – Not at all likely 2 – Not very likely 3 – Fairly likely 4 – Completely likely</p>
<p>Do you feel that the MHSS has helped you to remain in employment?</p>	<p>Yes No</p>
<p>Please explain how the MHSS has helped.</p>	
<p>How would you rate your overall experience of the MHSS?</p>	<p>1 – Very good 2 – Good 3 – Poor 4 – Very poor</p>
<p>Please explain why you have given the rating above.</p>	

<p>Customer Signature</p>		<p>Date</p>	
<p>Support Providers Signature</p>		<p>Date</p>	

Annex G

This report framework should be flexible and open to change to allow us to respond to change throughout the life of the contract.

MHSS Exit Report

This form is to be completed at the end of the 3 month sustainment period. All questions relate to the support given during the 3 month sustainment period.

Date light touch support period started	
Date light touch support period ended	
Date last worked with customer (if different to end date above)	
Has the customer disclosed their mental health condition or issue to their employer?	Yes or No
Outline the support accessed/provided during the 3 month light touch support period The data should include: Mental Health awareness hand offs to employer/line managers Measure of well-being in work Self Esteem Performance and sustainability	
Was the customer signposted to any other provision/support?	Yes or No
Is the customer in employment?	Customer remains in employment with the same job and employer Customer remains in employment but has changed jobs with the same Customer remains in employment with a different employer

	Customer is no longer employed
--	--------------------------------

The following section of the report is to be completed by the customer:

How often do you feel that your mental health is affecting your ability to do your job?	1 – Never affects me 2 – Rarely affects me 3 – Often affects me 4 – Affects me daily
To what extent do you feel you are at risk of losing your job due to your mental health condition?	1 – Not at all likely 2 – Not very likely 3 – Fairly likely 4 – Completely likely
Do you feel that the MHSS has helped you to remain in employment?	Yes No
Please explain how the MHSS has helped.	
How would you rate your overall experience of the MHSS?	1 – Very good 2 – Good 3 – Poor 4 – Very poor
Please explain why you have given the rating above.	

Customer Signature		Date	
Support Providers Signature		Date	

Specified Standard

1. The Authority is keen to ensure that the quality of Access to Work provision provided by the Contractor is exemplary.
2. The Contractor is responsible for ensuring that Customers and their Employers have access to suitable and high quality support in a way that provides a good service and an excellent customer experience. For Access to Work to offer the most effective support possible to Customers, a number of key features are integral to delivery. In providing the Services the Contractor is required to:
 - Focus strongly on speed and accuracy;
 - Demonstrate a sound understanding of the breadth of disability issues which may be experienced by the Customer and the appropriate support options available to address the Customer's workplace barriers to meet each Customers minimum needs;
 - Build strong links with key partner organisations.
3. In particular, the Support Plans, Monthly Updates and Exit Reports shall be in the format specified below and be fit for purpose:
 - Legible and in plain language;
 - Checked for grammar, spelling and punctuation;
 - Well-presented and of good quality;
 - In point 12 Arial font (unless alternative requirements are needed due to the Customer's disability);
 - Logically sequenced, clear, informative and complete;
 - Fully detailed and consistent (please note it will be seen by the Customer);
 - Provides recommendations based on evidence (terminology used should demonstrate an emphasis on independence and choice);
 - Each recommendation provided is detailed providing a demonstration of the improved / benefit this will provide to the Customer enabling them to sustain employment.

4. The Support Plans, Monthly Updates and Exit Reports (part I and II), Annex D – F, shall be completed and used to enable Access to Work Advisers to determine the best possible support available for the Customer.
5. It is important that the Support Plans, Monthly Updates and Exit Reports is of good quality in accordance with the standards specified in this Annex G and the Access to Work Team will define whether they are to the 'specified standard', based on the criteria below.
6. A Support Plan, Monthly Update or Exit Report may be deemed not to the standard specified in this Annex G and therefore rejected and returned for re-work if one or more of the following reasons applies:
 - Incorrect information is reported;
 - There are spelling and grammatical errors;
 - There is no full justification for the support recommended;
 - There is no explanation of how recommendations will overcome the Customer's difficulties;
 - It contains personal/confidential information reported to the Contractor's staff that is identified that the Customer requested be confidential and did not want disclosing on the report;
 - Contractor's staff should ensure that they advise the Customer that they will report anything they tell them unless otherwise stated;
 - If the Contractor's staff wants to make the AtW Adviser aware of any issues, a separate document can be added for the AtW Adviser.
7. The Contractor will be notified by email as to whether the Support Plan or Exit Report has been accepted or rejected. Wherever possible, this will be within five (5) Working Days of the receipt of the document. The standard notification stencil will be used to notify the Contractor.
8. If the AtW Team decide that the Support Plan or Exit Report is not to the standard specified in this Annex G the Contractor will be notified of the reason and will be required to review and resubmit the report within one (1) Working Day of its return.
9. If the Contractor is concerned about a Support Plan or Exit Report that has been returned for rework, The Contractor should refer to their Single Point Of Contact (SPOC) the AtW Team. In the absence of the SPOC the Contractor can contact The Authority's Representative to determine the appropriate action to take.

10. The AtW Team will monitor the quality of the Support Plan and Exit Reports and the number returned to the Contractor as unacceptable on a monthly basis.
11. This information will be discussed formally as part of regular performance reviews led by the Authority Performance Manager. Where appropriate, remedial measures in accordance with the terms and conditions of the contract will apply.

Issue Resolution Template

Issue Resolution Stencil

Complaint	<input type="checkbox"/>	Suggestion	<input type="checkbox"/>	Compliment	<input type="checkbox"/>
-----------	--------------------------	------------	--------------------------	------------	--------------------------

Once and Done (resolved on site)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Signposted	<input type="checkbox"/>
----------------------------------	------------------------------	-----------------------------	------------	--------------------------

Customer Information

Name*			
Date of Birth*			
NINO*		Postcode	
Telephone	Home	Mobile	

Does the customer wish all communication to be in Welsh?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
---	------------------------------	-----------------------------

Benefit*	
Claim Event*	
National Type*	
Sub Category*	

Brief Summary of Complaint, Suggestion or Compliment

Name of Site Where Feedback Received*		Completed By*	
Date received on Site*			
Feedback Received By*			

Email Completed Form To*	
--------------------------	--

Note: Contact Centre templates may need to be e-mailed to a Team Leader or SPOC for further action.
 In the subject line of the e-mail state: **Official: Resolved: Customer's last name** for 'Once & Done' and, for complaints needing further action: **Official: Unresolved: Customer's last name**

Update Email List...

Send Stencil