



Department  
for Work &  
Pensions

**Commercial Directorate**

**Flexible Support Fund Dynamic Purchasing System 2 (FSF  
DPS 2) - For the Provision of Work Focused Activities in England,  
Scotland and Wales**

**Project Reference- 23908**

# **Specification of the Commercial Requirement**

**Version 1.1**

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## **1. BACKGROUND**

- 1.1 The Flexible Support Fund (FSF) is intended to help Jobcentre Plus District Managers Deliver elements of our Service for our Customers in the best way they see fit for their Districts. In particular, the FSF enables District Managers to trial different approaches to tackling worklessness. Greater autonomy for District Managers enables Jobcentre Plus to respond to one of the priorities of the Government - public Service reform and the devolution of power from the centre to the front line. District Managers are best placed to Deliver elements of our Service effectively and efficiently, procuring external Services where appropriate, in order to meet the needs of local Customers.
- 1.2 The FSF DPS 2 contract (the “**DPS**”) is intended to provide a route to procure such external Services.
- 1.3 The DPS is for the procurement of social and other Services referred to in Regulation 74 of the Public Contracts Regulations (2015) and, as such, the intention is to use a light touch regime, rather than the full regime described in Regulation 34 (Dynamic Purchasing System). Accordingly, this DPS will be conducted in accordance with Regulations 74-76 of the Public Contracts Regulations (2015) and Regulation 34 does not apply to this DPS. The DPS will be operated by Work and Health Services in all Jobcentre Plus Districts in England, Scotland and Wales.

## **2. DYNAMIC PURCHASING SYSTEM**

- 2.1 The DPS will be operated as an electronic process for setting up and maintaining a list of Suppliers from who commonly used goods and Services can be procured as and when the need arises. Operating the DPS offers a number of commercial and operational advantages for both the buyer and for the potential Suppliers, compared to traditional contracting methods.
- 2.2 Evidence shows that the DPS can be a more effective and responsive tool, with the potential to create administrative savings and allow the buyer to respond to individual requirements more swiftly. The DPS will follow a Request for Quote (RFQ) model, with buyers accessing the list of accredited Suppliers to ascertain the Suppliers able to support the required provision and eligible to receive a RFQ for response.

## **3. OPERATION OF THE DPS**

- 3.1 Potential Suppliers will be required to agree to the Core Terms of the DPS Contract which includes the Call Off Award Process and Terms, at the Accreditation stage. DWP will not enter into any negotiation regarding the terms.
- 3.2 Although the DPS Contract includes the Core Terms for subsequent Call-Off Contracts, it places no obligations on the Authority to purchase any Services. The DPS Contract governs the relationship between parties for future Call-Off Contracts.
- 3.3 One of the key benefits of operating a DPS is that it allows additional potential Suppliers to subsequently apply and be accepted for inclusion onto the DPS, throughout its lifetime.
- 3.4 Suppliers who are successful in securing a place on the DPS will be invited to complete an entry on Basware indicating the Services they can support in relation to the Employability Journey (See Annex 3 on Filters). The DWP buyer will access Basware to determine the list of Suppliers to be invited to each RFQ.

- 3.5 Following the RFQ process, a subsequent evaluation exercise to determine the Preferred Bidder will be conducted. For further details on the RFQ, Evaluation and Award process, please refer to Schedule F3: Call-Off Procedure and Award Criteria, Annex 1 and the Instructions to Potential Suppliers.
- 3.6 Subject to the Award Process, the successful Supplier will be issued with an Order Form, which will set out the specific requirement. The DWP Incorporated Terms are not negotiable and will apply to each contract called off under the DPS.
- 3.7 Acceptance onto the DPS does not guarantee that an organisation will be awarded any contracts and DWP does not guarantee any volumes whether before or after a contract is awarded.

#### **4. TERM AND BUDGET**

- 4.1 The DPS will commence on the 1<sup>st</sup> November 2021 and the DPS will remain open until terminated in accordance with its terms.
- 4.2 The maximum total value of all Call-Off Contracts for the DPS will be approximately £11 million from the commencement of the DPS until 5<sup>th</sup> April 2022. Thereafter funding for DPS procurements will be determined by DWP at its sole discretion and may include monies from other funding streams.

#### **5. PROVISION REQUIRED AND LOCATIONS**

One of the requirements in order to gain accreditation onto the DPS is that potential suppliers must be capable of delivering some or all of the content of one or more of the categories listed below

- Engagement & Motivation
- Supporting the Hardest to Help
- Removing Barriers
- Jobsearch Skills
- Skills for Work
- Vocational Skills
- In Work Support

More detail of what, as a minimum, is included within each of the above categories is provided at Annex 1, 'The Employability Journey'.

Additional local labour market information can be found through the following link:  
<https://www.nomisweb.co.uk/>

- 5.1 The DPS will operate across all Jobcentre Plus Districts in England, Scotland and Wales. The Work and Health Services structure can be found in Annex 2 together with a list of the Jobcentre Plus Districts which fall within each Work and Health Services group.

- 5.2 Suppliers on the DPS will not be required to deliver in all Jobcentre Plus office locations and required Delivery location for an individual Call-Off Contract will be set out in each RFQ.
- 5.3 When suppliers request to join the DPS they will be asked to indicate as part of their Basware application the customer groups, delivery type and location they support. This information will be used by the Authority to filter their requirement in order to determine the Suppliers who will be eligible to receive the RFQ. Suppliers are asked to carefully consider the filters they select as part of the accreditation process.

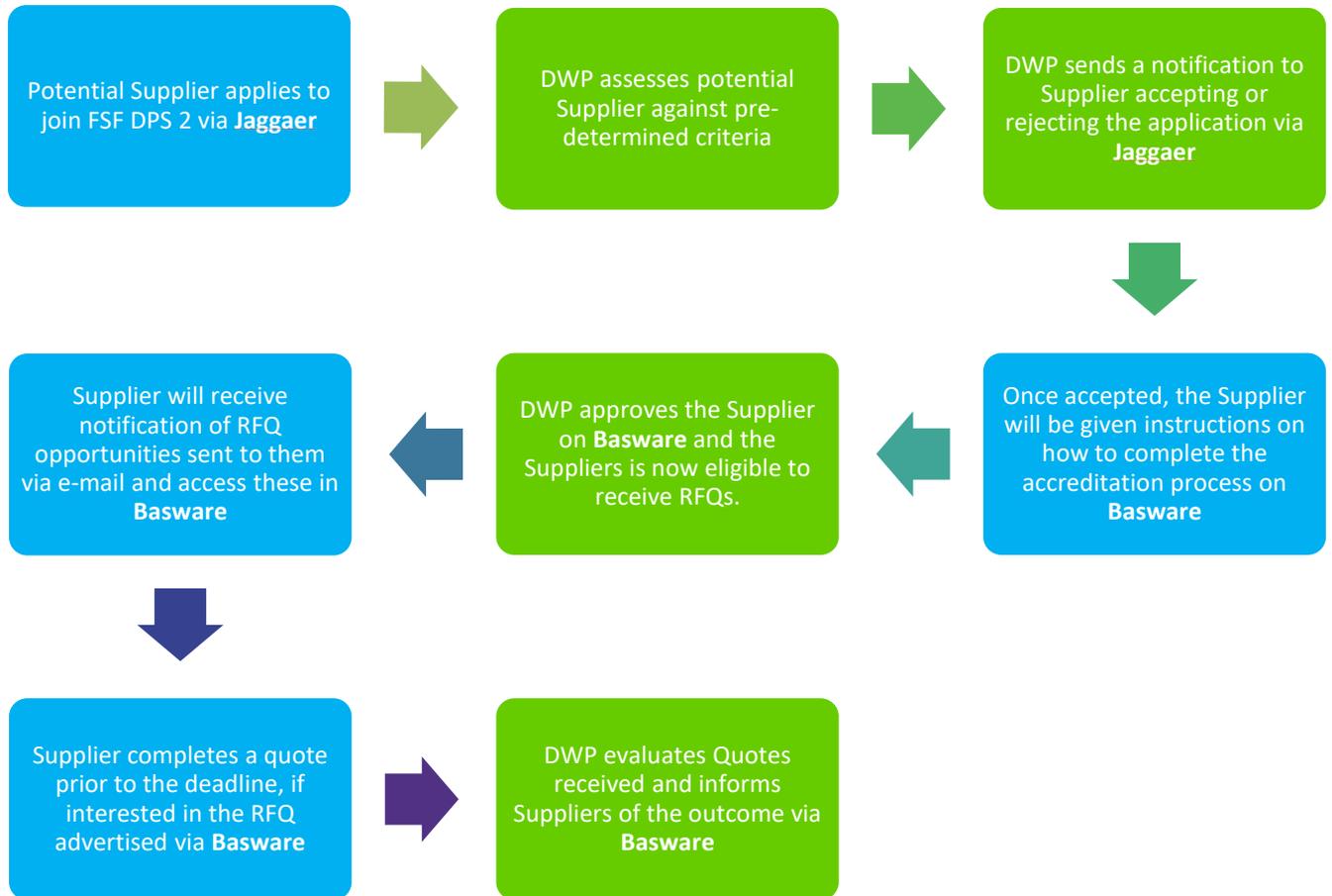
## **6. CONTRACTS TO BE LET AND CLAIMANT GROUPS**

- 6.1 Innovative provision that encourages Claimants into Employment, by helping them to find and remain in work, is required. Support for those Claimants furthest from the labour market to move into Employment is of particular importance.
- 6.2 The financial value of each Call-Off Contract under the DPS will be limited to a maximum of £499,999.00 (although it is expected that the vast majority of contracts will be for significantly less than this).
- 6.3 Services procured will be additional to and not replace any existing contracted or non-contracted provision (including Low Value Provision (LVP) which is currently purchased through our Shared Services partners). With regards to Call-Off Contracts let by DWP, Services procured will be for Claimants not already on DWP contracted provision.
- 6.4 The type of provision we may procure through the DPS includes single interventions, courses and mentoring support tailored to meet the specific requirements of very diverse Claimant groups. This will include young people aged 18-24 years, aged 25 - 49 and those over 50, lone parents, those with caring responsibilities, care leavers, those Not in Education, Employment or Training (NEET), those with health or disability issues, including mental health issues, those from Black, Asian and Minority Ethnic (BAME) communities, Self Employed, Refugees, LGBTQ+ communities and those with specific employment related barriers. However, this list is not exhaustive.
- 6.5 When a requirement for provision is established, the Authority will use the Basware filters to identify Suppliers who have indicated that they are able to support the provision identified. A RFQ will be issued to all Suppliers identified, who will receive a notification advising them to review the RFQ and submit a response before the deadline stated. For each provision bought, the winning Supplier will be offered a Call-Off Contract. The value and funding model of each Call-Off Contract will be determined by the package of support required and the pre-determined funding breakdown as set out in the Employability Journey and the RFQ.
- 6.6 Only the Authority will make purchases under the DPS.

## **7. SELECTION ONTO THE DPS**

- 7.1 The accreditation process (referred to as the “**Qualification Envelope**”) and criteria are described in detail in the Instructions to Potential Suppliers.
- 7.2 Acceptance onto the DPS will be through completion of the Qualification Envelope on the BravoSolution portal, also referred to as Jaggaer. This will include acceptance of the DPS Contract which includes the Call Off Award Process and Terms

Suppliers who are successfully accredited onto the DPS will be issued a notification advising of the next steps which will include a requirement to complete an entry on Basware indicating the Services they can support in relation to the Employability Journey (See Annex 3). More information can be found in the Award Letter.



## 8. Award of Call-Off Contracts

### 8.1 Filters/Qualifiers

8.1.1 Following identification of a specific requirement the list of accredited DPS Suppliers on Basware will be accessed and the data filtered down to identify Potential Suppliers who have indicated they are able to Deliver the requirements in the required location, category and to the required Claimant group.

The following is a list of the filters that will be applied:

- Location – Has the Supplier indicated that they wish to Deliver provision in the required location? Y/N?
- Service Category – Has the Supplier indicated that they wish to Deliver provision in the required Category? Y/N
- Customer Group(s) – Has the Supplier indicated that they will Deliver to the required Claimant Group(s)? Y/N

- Delivery Type (If required) – Has the Supplier indicated that they can offer the required means of Delivery? Y/N

All Potential Suppliers who satisfy all of the filter criteria will progress to the RFQ stage.

## 8.2 RFQ Stage

- 8.2.1 The Authority will use the business case requirements to complete the RFQ template, which will be issued to Eligible Suppliers who have been identified by the selection of the appropriate filters on Basware (incl. Service Category) in line with the Employability Journey.
- 8.2.2 Suppliers will receive a system generated notification by email and in Basware, inviting them to determine if they would like to respond by the given deadline. The deadline will be set at 17:00 hours on the given date, which will be a minimum of five (5) Working Days after the RFQ is issued.
- 8.2.3 If a Supplier wishes to bid, they complete the RFQ template and submit with the relevant documents e.g. FVRA, Financial Information, Legal Entity Template etc. If a Supplier chooses not to respond or closes the RFQ, they will not be able to respond at a later date. Further details can be found in the Instructions to Potential Suppliers.
- 8.2.4 After the deadline has passed, the responses and attachments will be downloaded for evaluation.
- 8.3 Please note any RFQs for one hundred thousand pounds (£100,000.00) and over will include an additional mandatory Social Value question. Exact details of requirements for an individual Call-Off Contract will be set out in the corresponding RFQ and recorded in the specification for the Call-Off Contract.

## 8.4 Evaluation Criteria

- 8.4.1 Please refer to Schedule F3 (Call Off Procedure and Award Criteria) and the Instructions to Potential Suppliers for full details of the evaluation methodology, and scoring that will be applied.

## 8.5 Testing financial stability via a Financial Viability Risk Assessment (FVRA)

- 8.5.1 The aim of the FVRA is to assess the Potential Supplier's financial stability and to ensure they have sufficient resources to successfully Deliver a Contract, with a minimal risk of failure. The assessment will be undertaken at the point of Call-Off and will consist of an evaluation of the data the Supplier submits on the following templates:
- **FVRA Template:** Suppliers are required to submit details of their most recent key financial data (e.g.: Turnover, Assets, and Liabilities etc.)
  - **Legal Entity Template:** Suppliers are required to submit details of their organisational structure (e.g.: Company Registration Number, VAT Registration Number etc.) and additional financial narrative to support the financial details submitted in the FVRA Template
- 8.5.2 The Authority will assess the Potential Supplier's financial stability in accordance with Annex 1 of the Instructions to Potential Suppliers.

## 9. DELIVERY OF DWP PROVISION

The following generic requirements will apply to all Contracts called off the DPS by the Authority.

### 9.1 Premises

- 9.1.1 All premises used to Deliver provision must meet all legal requirements (including compliance with the Disability Discrimination Act) and contain appropriate and adequate facilities.
- 9.1.2 Each venue must be accessible, by public transport, to all Claimants within each of the Jobcentre Plus office locations required by the individual Call-Off Contract.
- 9.1.3 It is anticipated that, as a general rule, Authority Premises will not be made available for Delivery of provision called off the DPS and Suppliers should work on this assumption. It is however possible that occasionally Suppliers may be invited onto Authority Premises, for example to conduct warm handovers.

### 9.2 Attendance

- 9.2.1 The requirement of Claimants to attend provision is facilitated through the Claimant commitment. One of the objectives of the Claimant commitment is to reduce the numbers of people who fail to start and fail to complete provision which has been identified as a necessary step in a Claimant's progression towards work.
- 9.2.2 If a Claimant fails to participate in provision, then a Supplier is required to inform the Jobcentre Plus office, within twenty-four (24) hours, by completing the appropriate Referral form for any Claimant who fails to comply, and to keep supporting evidence, which includes information regarding:
- failure to participate in or complete the training;
  - refusing a place on the training programme when notified of the requirement to attend by the Authority, demonstrated by a failure to attend the first day;
  - failure to attend or participate in any meeting or activity, having been notified of the requirement to attend by the Supplier, without the previous agreement of the provider; and
  - losing a place on the training programme through misconduct.
- 9.2.3 **Work experience:** where a RFQ includes an element of 'Work Experience', Jobcentre Plus Work Coaches must make clear to potential participants that their benefit cannot be sanctioned if they fail to take up the work experience element of the provision. Sanctions could be imposed, however, if they fail to start the main element of the provision. Suppliers therefore cannot enforce the Work Experience element but should encourage participants to undertake it, as it would improve their employment prospects.

### 9.3 Travel Costs

- 9.3.1 The Supplier is responsible for paying travel expenses directly to Claimants, in full, for return journeys from their home to the agreed delivery venue.

9.3.2 On commencing provision, the Supplier should advise participants what evidence they will need to produce to claim refunds of travel costs, for example bus tickets.

## 9.4 Childcare/Caring Costs

9.4.1 The Authority is responsible for paying any childcare/carer costs which a Claimant may incur in order to participate in the provision. Payment of childcare costs will only be made in respect of a registered childcare provider while carer payments will only be made in respect of a carer registered with the Care Quality Commission. Suppliers should note that all such costs must be agreed with the local Jobcentre Plus office in advance of any agreement reached with the participant.

## 9.5 Performance Requirements & Referrals

### A Performance Definitions

(I) **Employment** is defined as:

- A period of four (4) weeks during which the participant was employed (be that under contract, PAYE, self-employment or otherwise with the exception of volunteering) where the participant worked for sixteen (16) hours or more per week and commencing from the start of employment for an early leaver or within the thirteen (13) week tracking period following completion of time on provision.
- The period of four (4) weeks may be continuous or broken. The days counted towards the cumulative period of employment for a job outcome can be isolated days, blocks of days or weeks.
- If the four (4) week period constitutes several separate periods, any employment must commence within the thirteen (13) week tracking period for it to count towards the four (4) weeks (but for the avoidance of doubt employment commenced during the thirteen (13) week period can end after the thirteen (13) week tracking period but the final period of employment has to be continuous).
- To be considered as employed, the participant should either:
  - i) not be claiming or otherwise in receipt of a **relevant benefit**;

(Relevant benefit means any combination of Incapacity Benefit, Carer's Allowance, Severe Disablement Allowance, Jobseekers Allowance, Employment Support Allowance, Income Support (and/or other such benefits detailed in guidance issued by the Authority from time to time) as claimed or paid to the participant in respect of any day contributing to a period of employment.)

- ii) or, in the case of a participant continuing to claim/receive **Universal Credit**, have earned, in a period of employment, at least the Minimum Threshold.

(Minimum Threshold means net earnings in all cases of at least three hundred and forty-three pounds (£343) (Administrative Earnings Threshold (AET)) for a Month (equating to 4 weeks in work) or other such

amounts as detailed in guidance issued by the Authority from time to time, as these thresholds may be updated each year).

(II) A **Job Outcome Payment** can be claimed when:

- the initial job Start Date falls after the date on which provision starts i.e. after day one of provision **and**
  - **for Claimants of relevant benefits**
- there has been either a continuous or cumulative period of Employment of four (4) weeks (Job Outcome payment trigger point) and this period begins to accrue from and including the job Start Date;
- a participant has been in Employment and off benefit for the four (4) week period; and
- where a single day or accumulation of days within a week, from each job start day, removes a full seven (7) days of benefit (there is no claim to benefit), the full seven (7) days can be counted towards the job outcome.

Days in work that do not remove a claim for a whole week's benefit will be counted for each day that benefit is not claimed. Employment of less than a week can never count as more than a week of 'no claim'.

- **for Universal Credit Claimants**
- when the Claimant has been in work for 4 weeks and achieved the Minimum Threshold.

Minimum Threshold means net earnings in all cases of at least three hundred and forty-three pounds (£343) (AET) for a Month or other such amounts as detailed in guidance issued by the Authority from time to time as these thresholds may be updated.

**Only one Job Outcome Payment can be claimed for each participant per period of Referral.**

(III) **Referral** is defined as:

- A Claimant who has been referred to the provision and who may or may not subsequently attend.

(IV) **Starter** is defined as:

- A Claimant who commences provision on day one.

(V) **Optional Milestone** is defined as:

When a Claimant has continuous attendance (without a break), the Optional Milestone payment will become payable at the 50% point of provision. This may be weeks or hours dependent upon the delivery.

(VI) **Completer** is defined as:

A Claimant who completes the full duration of the provision or who leaves early to commence Employment

**(VII) Claimant** is defined as:

- An individual who is currently in receipt of a Social Security benefit, or who has been in receipt of a Social Security benefit within the previous 4 weeks.

## **B Performance Targets**

### **Category 1 (Engagement and Motivation)**

- The Supplier will ensure that 100% of Completers have a full diagnostic interview and Action Plan with next steps.
- The Supplier will ensure that 100% of Completers have an agreed Social Justice Outcome.

### **Category 2 (Supporting the Hardest to Help)**

- The Supplier will ensure that 100% of Completers have a full diagnostic interview and Action Plan with next steps.
- The Supplier will ensure that 100% of Completers have an agreed Social Justice Outcome.

The Supplier will be given an expectation percentage value for job outcomes of Claimants commencing provision to move into Employment (though potential Suppliers may propose a higher performance offer should they wish to do so). This will be specified in the call of RFQ and linked to job outcomes. Successful performance of any provision within this category will be indicated by the given % of Claimants entering and remaining in Employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4-week period must commence within the 13 week tracking period. For broken periods of Employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

### **Category 3 (Removing Barriers)**

- The Supplier will ensure that 100% of Completers have a full diagnostic interview and Action Plan with next steps.

The Supplier will be given an expectation percentage value for job outcomes of Claimants commencing provision to move into Employment (though potential Suppliers may propose a higher performance offer should they wish to do so). This will be specified in the RFQ and linked to job outcomes. Successful performance of any provision within this category will be indicated by the given % of Claimants entering and remaining in Employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4-week period must commence within the 13 week tracking period. For broken periods of Employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

#### **Category 4 (Jobsearch skills)**

- The Supplier will ensure that 100% of Completers have a full diagnostic interview and Action Plan with next steps.

The Supplier will be given an expectation percentage value for job outcomes of Claimants commencing provision to move into Employment (though potential Suppliers may propose a higher performance offer should they wish to do so). This will be specified in the RFQ and linked to job outcomes. Successful performance of any provision within this category will be indicated by the given % of Claimants entering and remaining in Employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4-week period must commence within the 13 week tracking period. For broken periods of Employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

#### **Category 5 (Skills for Work)**

- The Supplier will ensure that 100% of Completers have a full diagnostic interview and Action Plan with next steps.

The Supplier will be given an expectation percentage value for job outcomes of Claimants commencing provision to move into Employment (though potential Suppliers may propose a higher performance offer should they wish to do so). This will be specified in the RFQ and linked to job outcomes. Successful performance of any provision within this category will be indicated by the given % of Claimants entering and remaining in Employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4-week period must commence within the 13 week tracking period. For broken periods of Employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

#### **Category 6 (Vocational Skills)**

The Supplier will be given an expectation percentage value for job outcomes of Claimants commencing provision to move into Employment (though potential Suppliers may propose a higher performance offer should they wish to do so). This will be specified in the RFQ and linked to job outcomes. Successful performance of any provision within this category will be indicated by the given % of Claimants entering and remaining in Employment for 4 weeks of their early exit or completion of the provision. For those completing provision, the 4-week period must commence within the 13 week tracking period. For broken periods of Employment, the last period must commence within the 13 week tracking period for it to count towards the 4 weeks.

#### **Category 7 (In-Work Support)**

This provision will entail a long term relationship with a Claimant in order to keep them in a job. 100% of Starters will have a signed Mentoring Agreement detailing the agreed level of support that they will receive. 75% of individuals who have a signed Mentoring Agreement will be in Employment for a continuous period of 13 weeks from the date that the mentoring agreement was signed and evidence will be provided of the activities carried out.

## C Referrals

All Referrals must come via DWP. If a Supplier encounters an individual who may benefit from the provision they should refer them to their Jobcentre Plus office for Referral.

### 9.6 Payment Model

The payment model will comprise the following payments, dependent upon the type of provision being offered and the payment model for each requirement will be indicated in the RFQ.

The DPS will operate using a flexible payment model, with JCP able to set the payment model to their requirements within the parameters outlined below. The payment model depends on the category of Service and will contain a range of components which may include:

- **Start Fee** (All Categories)
- **Optional Milestone** (Categories 1-3 only) – This may be used as part of the payment model and is intended to encourage participant engagement. The milestone payment will become payable at the 50% point of provision subject to participant continuous attendance, without break (This may be weeks or hours dependent upon the delivery type). Where a milestone payment is not used as part of the payment model, the completion fee will be adjusted.
- **Completion Fee** (All Categories)
- **Job Outcome** (Categories 2-6 only) – See section 9.5(A) for definition of Job Outcome

Each component of the payment model will be within the % ranges outlined below, dependent on the Category. Each payment model once components are combined will equal 100%.

Evidence must be provided to support individual claims for payment. Specific evidence requirements will be set out in the Call Off Order Form and further explained in the Post Contract Award Briefing (PCAB).

Please **see Annex 1** for more detailed information on the 7 categories of The Employability Journey:

#### Category 1: Engagement & Motivation

- A **Start Fee**. Payments will represent **30%** of the Supplier's unit price and is payable when a Claimant enters the provision
- An **Optional Milestone payment**. Payment will represent **35%** of the Supplier's unit price and the milestone payment will become payable at the 50% point of provision subject to participant continuous attendance, without break. (This may be weeks or hours dependent upon the delivery)
- A **Completion Fee**, based on the completion of the specified delivery. Payments will represent **35-70%** of the Supplier's unit price

## Category 2: Supporting the Hardest to Help

- A **Start Fee**. Payments will represent **30%** of the Supplier's unit price and is payable when a Claimant enters the provision
- An **Optional Milestone payment**. Payment will represent **30-35%** of the Supplier's unit price and the milestone payment will become payable at the 50% point of provision subject to participant continuous attendance, without break. (This may be weeks or hours dependent upon the Delivery)
- A **Completion Fee**, based on the completion of the specified Delivery. Payments will represent **30-70%** of the Supplier's unit price
- A **Job Outcome Fee**. Payments will represent **0-10%** of the Supplier's unit price. Please see section 9.5(A) for the definition of a Job Outcome

## Category 3: Removing Barriers

- A **Start Fee**. Payments will represent **10-30%** of the Supplier's unit price and is payable when a Claimant enters the provision
- An **Optional Milestone payment**. Payment will represent **15-30%** of the Supplier's unit price and the milestone payment will become payable at the 50% point of provision subject to participant continuous attendance, without break. (This may be weeks or hours dependent upon the Delivery)
- A **Completion Fee**, based on the completion of the specified Delivery. Payments will represent **15-60%** of the Supplier's unit price
- A **Job Outcome Fee**. Payments will represent **10-60%** of the Supplier's unit price. Please see section 9.5(A) for the definition of a Job Outcome

## Category 4: Jobsearch Skills

- A **Start Fee**. Payments will represent **10-30%** of the Supplier's unit price and is payable when a Claimant enters the provision
- A **Completion Fee**, based on the completion of the specified Delivery. Payments will represent **30-50%** of the Supplier's unit price
- A **Job Outcome Fee**. Payments will represent **20-60%** of the Supplier's unit price. Please see section 9.5(A) for the definition of a Job Outcome

## Category 5: Skills for Work

- A **Start Fee**. Payments will represent **10-30%** of the Supplier's unit price and is payable when a Claimant enters the provision
- A **Completion Fee**, based on the completion of the specified Delivery. Payments will represent **30-50%** of the Supplier's unit price
- A **Job Outcome Fee**. Payments will represent **30-60%** of the Supplier's unit price. Please see section 9.5(A) for the definition of a Job Outcome

## **Category 6: Vocational Skills**

- A **Start Fee**. Payments will represent **10-30%** of the Supplier's unit price and is payable when a Claimant enters the provision
- A **Completion Fee**, based on the completion of the specified Delivery. Payments will represent **30-50%** of the Supplier's unit price
- A **Job Outcome Fee**. Payments will represent **40-60%** of the Supplier's unit price. Please see section 9.5(A) for the definition of a Job Outcome

## **Category 7: In Work Support**

- A **Start Fee**. Payments will represent **25%** of the Supplier's unit price and is payable when a Claimant enters the provision
- A **Completion Fee**, based on the completion of the specified Delivery. Payments will represent **75%** of the Supplier's unit price

## **9.7 Claimant Feedback and Complaints Handling**

- 9.7.1 The Supplier should put in place a range of mechanisms for encouraging feedback from participants. Claimant feedback will be an integral part of the Supplier's performance monitoring system.
- 9.7.2 The Supplier 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.
- 9.7.3 The Supplier must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact the Authority or the JCP office for additional advice.
- 9.7.4 The Supplier must record any discussions and their outcomes, allowing the participant to see and sign the record of such discussions. Participants will be told the outcome of issues raised by them through the complaints procedures.

## **9.8 Management Information**

- 9.8.1 Management Information will be used to measure the performance and success of the programme. The information helps to:
- evaluate the effectiveness of the provision called off the DPS;
  - measure the uptake and Delivery of the provision; and
  - monitor and manage the Contract (including financial monitoring and external quality inspection)
- 9.8.2 DWP will monitor performance of Call-Off Contracts under the DPS and will use Management Information to inform Supplier Performance Reviews, as required.
- 9.8.3 The Authority will require Management Information about individuals who have been referred to the programme by jobcentres. The Authority will request Management

Information from the Supplier, therefore the Supplier will be required to maintain records to allow Management Information to be provided to the Authority on:

- volume of Referrals;
- volume of participants starting on the provision;
- Action Plans agreed;
- volume of participants completing the provision;
- Social Justice Outcomes;
- Job Outcomes; and
- Social Value provided in connection with the Contract where applicable

This list is not exhaustive.

9.8.4 Where the Authority requires additional information, to support performance management for example, Suppliers will be expected to supply this within the agreed time limits.

## **9.9 Sharing of Management Information**

9.9.1 There are rules around the sharing of Management Information. These are detailed in clause 2 of Schedule C1: Contract Management.

9.9.2 The Supplier shall not (and shall ensure that any of their Sub-Contractors shall not) at any time publish, disclose or divulge any of the Management Information to any third party without the consent of the Authority.

9.9.3 The Supplier 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. These arrangements will clearly vary according to the size of the organisation.

9.9.4 It is the Supplier's responsibility to monitor compliance of any Sub-Contractors and provide assurance to the Authority.

9.9.5 Failure to comply with any of these policies or Standards could result in termination of any Call-Off Contract.

## **9.10 Health and Safety**

9.10.1 All participants involved in any way with the Authority 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 Supplier's employees, whether or not they are paid. Suppliers 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. Suppliers must ensure that Customers receive health and safety induction, training and supervision which are appropriate to the programme being delivered, and that systems are in place for checking this, both within their own organisation and within any Sub-Contractors. Suppliers must complete risk assessments and instruct, inform and train Customers 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.

9.10.2 Authority staff may visit Suppliers and their Sub-Contractors for a variety of reasons. When doing so they will, in the course 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. 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 Supplier 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 Supplier through their local Jobcentre Plus contact.

## **9.11 Data Security Requirements**

9.11.1 Cabinet Office mandates certain 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. DWP Suppliers must provide an appropriate level of security; this will be described in Schedule C2: Security. See Instructions to Potential Suppliers for details of how to comply with this requirement. Further information can be found at: <https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>

## **9.12 Her Majesty's Government (HMG) Personnel Security Requirements**

9.12.1 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/uploads/system/uploads/attachment\\_data/file/514781/baseline-personnel-security-standard-for-dwp-contractors.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/514781/baseline-personnel-security-standard-for-dwp-contractors.pdf)

## **9.13 Offshoring (including Landed Resources and Nearshoring)**

9.13.1 See Schedule C2: Security. Further details can be found in the guidance document 'A Guide for Contractors on the DWP Offshoring Policy V4.0'. A PDF version of this can be viewed at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/508996/guide-for-dwp-contractors-offshoring-policy.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/508996/guide-for-dwp-contractors-offshoring-policy.pdf)

## **9.14 DWP Code of Conduct**

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

9.14.2 The Code is Annex 1 to the DWP Employment Provision Commissioning Strategy and be found at: <https://www.gov.uk/government/publications/dwp-commissioning-strategy-2020/dwp-employment-provision-commissioning-strategy-2020>

## **9.15 Sustainable Development**

9.15.1 The Authority 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. 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.

9.15.2 Suppliers 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 (SOG E) targets. More information can be found can be found on the DWP Sustainable Procurement page which can be viewed at: <https://www.gov.uk/government/publications/dwp-sustainable-procurement-strategy>

Category	Engagement and Motivation (1)	Supporting the Hardest to Help (2)	Removing Barriers (3)	Jobsearch Skills (4)	Skills for Work (5)	Vocational Skills (6)	In work support (7)
<b>Overview</b>	Support for those who are unlikely to look for work or engage with other programmes without some help to increase their motivation and improve their confidence.	Tailored, intensive support for people with complex needs who are mostly too far from the labour market to move straight into work.	Support for those whom work is an immediate, realistic prospect once those final barriers to employment are addressed.	Support people to be proficient and self-sufficient in the latest job hunting techniques. This could include returners to the labour market and those lacking skills in up to date job hunting techniques.	A package of support to provide the individual with everything they need including Skills training & support with the latest job hunting techniques.	Skills Training, <u>but only</u> If the contract is over £50,000	Support people to stay in work, progress and increase earnings, whether employed or self-employed and/or look for better more secure paid work.
<b>Content</b>	<p>Innovative activities to encourage engagement/ participation with JCP, and to be part of society including addressing cultural differences.</p> <p>Local or specialised delivery for specific communities</p> <p>Mentoring/Counselling</p> <p>Assessment of ESOL/ Literacy/Numeracy</p>	<p>Suitable support for people with moderate learning difficulties, complex/multiple needs and entrenched worklessness</p> <p>Signposting to support from other agencies/interventions to improve journey to Employment</p> <p>Support to overcome one or</p>	<p>Support for people with mild learning difficulties</p> <p>Signposting to support from other agencies/interventions to enable them to start Employment</p> <p>Support to improve motivation and confidence and overcome practical barriers to work</p>	<p>Personal skills - presentation and communication</p> <p>Job hunting skills – clerically and digitally</p> <p>Interview skills including mock interviews, techniques and handling feedback. Provision will</p>	<p>Short Sector specific training and skills shortage training leading directly to a job, preparation for work and certificates, accreditation and or qualifications as appropriate</p> <p>Ongoing support in work for Claimants gaining Employment as an outcome of the provision to prepare people for</p>	<p>Short certificated courses leading directly to a job</p> <p>Short Sector specific training and skills shortage training leading directly to a job</p>	<p>Planning to stay in work</p> <p>Finances</p> <p>Contingency</p> <p>In work support buddying and mentoring to progression</p> <p>Support to improve</p>

	<p>Evaluation of personal circumstances</p> <p>Challenging negative &amp; promoting positive attitudes</p> <p>Encouraging confidence and motivation of themselves and their efforts to start looking at the benefits of work.</p> <p>Signposting to other sources of support</p>	<p>more complex needs such as:</p> <ul style="list-style-type: none"> <li>• Health and disability issues including Mental Health</li> <li>• Drug, Alcohol &amp; substance misuse</li> </ul> <p>This list is not exhaustive</p>	<p>Support to overcome final barriers to Employment</p>	<p>also include awareness/overview of digital assessments/mock interviews</p> <p>Skills experience</p> <p>Review of personal circumstances/experience to identify transferable skills.</p> <p>CV's/Job Application techniques</p> <p>Ongoing support in work for Claimants gaining Employment as an outcome of the provision</p>	<p>maintaining a job they have obtained and prepare for future enhancement in their new role. Including an awareness of issues that could impact ability to retain Employment, access to mentor support, budgeting and money management and Access to Work application support.</p> <p>Personal Skills</p> <p>Clerical and Digital job hunting, application and interview support</p>	<p>motivation and confidence and overcome practical barriers to progress in work</p> <p>IT skills</p> <p>Personal skills, better progressive job search - presentation and communication</p> <p>Better more secure employment contracts, job hunting skills</p> <p>CV's/Job Application techniques</p> <p>Skills experience / transferrable skills</p> <p>This list is not exhaustive</p>
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Category	Engagement and Motivation (1)	Supporting the Hardest to Help (2)	Removing Barriers (3)	Jobsearch Skills (4)	Skills for Work (5)	Vocational Skills (6)	In work support (7)
<b>Flexible Funding Model (must equal 100%)</b>	Start Fee 30% Optional Milestone 35% Completion Fee 35%-70%	Start Fee 30% Optional Milestone 30-35% Completion Fee 30-70% Job Outcome 0-10%	Start Fee 10-30% Optional Milestone Payment 15—30% Completion Fee 15-60% Job Outcome 10-60%	Start Fee 10-30% Completion Fee 30-50% Job Outcome 20-60%	Start Fee 10-30% Completion Fee 30-50% Job Outcome 30-60%	Start Fee 10-30% Completion Fee 30-50% Job Outcome 40-60%	Start Fee 25% Completion Fee 75%
<b>Performance</b>	100% of Completers having a full diagnostic interview and action plan with next steps.  100% achieve social justice outcome.	100% of Completers having a full diagnostic interview and action plan with next steps.  100% achieve social justice outcome.  Suppliers will be given an expectation percentage value for job outcomes performance for Claimants commencing provision to move into Employment. This will be specified in the RFQ and will be the same as the % set within the funding model. (see section 9.5(A) of FSF DPS2 Specification for the definition of a Job Outcome)	100% of Completers having a full diagnostic interview and action plan with next steps.  Suppliers will be given an expectation percentage value for job outcomes performance for Claimants commencing provision to move into Employment. This will be specified in the RFQ and will be the same as the % set within the funding model. (see section 9.5(A) of FSF DPS2 Specification for the definition of a Job Outcome)	100% of Completers having a full diagnostic interview and action plan with next steps.  Suppliers will be given an expectation percentage value for job outcomes performance for Claimants commencing provision to move into Employment. This will be specified in the RFQ and will be the same as the % set within the funding model. (see section 9.5(A) of FSF DPS2 Specification for the definition of a Job Outcome)	100% of Completers having a full diagnostic interview and action plan with next steps.  Suppliers will be given an expectation percentage value for job outcomes performance for Claimants commencing provision to move into Employment. This will be specified in the RFQ and will be the same as the % set within the funding model. (see section 9.5(A) of FSF DPS2 Specification for the definition of a Job Outcome)	Suppliers will be given an expectation percentage value for job outcomes performance for Claimants commencing provision to move into Employment. This will be specified in the RFQ and will be the same as the % set within the funding model. (see section 9.5(A) of FSF DPS2 Specification for the definition of a Job Outcome)	100% - signed Mentoring Agreement  75% signing Mentoring Agreement will be in Employment 13 weeks after date mentoring agreement was signed



## **Annex 1 – The Employability Journey (Narrative)**

### **Work Focused Activity**

The Authority is committed to helping people out of poverty.

We encourage people into Employment by helping them to find work, stay in Employment and progress in Employment. We support those furthest from the labour market to move, where possible, into work.

To do this we want to access a wide range of provision to address the complex needs and barriers to work experienced by different groups of Claimants, including those who experience disadvantage in the labour market.

Such groups include but are not limited to:

- People aged 18 - 24
- People aged 25 – 49
- People Aged 50+
- Caring Responsibilities
- Care Leavers
- NEET (Not in Employment, Education or Training)
- those with health or disability issues including those with mental health issues
- those from Black, Asian and Minority Ethnic (BAME) groups
- those with employment related issues & barriers
- Self Employed
- Refugees
- Those from LGBTQ+ communities

We also want to support people as they move towards work or are in work and deal with a range of issues which prevent successful job hunting and progression in work. This includes those who are currently self-employed or wanting to move into self-employed work.

At the start of the journey each provider must commit to carrying out a full one to one diagnostic interview to assess employability, employment related activity, transferable skills towards work, finding work, job goals (linked to defined occupations or sectors) and, when in work, progress in work and potential to increase their earnings. Some of our most disadvantaged Claimants will need help to establish and clarify their employment needs, to understand what their individual barriers are when they are looking for work and when in work how to progress and increase their earnings. They will need help to prepare a realistic and time bound work plan with agreed milestones, for them to follow as their journey to Employment and, once in Employment, how they can progress in work.

We want flexible provision - modules which cover specific knowledge and skills or address different barriers to work, barriers when they are in work and stand-alone, short interventions which will set people on the right track to Employment and, once in Employment, how they can progress in work.

We want local provision, tailored to suit the demands of local labour markets and travel to work patterns.

We want people to have the skills to work in different settings with different media, including modules for homeworking and virtual ways of working.

We want innovative provision delivered via a variety of methods including one to one intervention, group sessions, stand-alone interventions and mentoring.

We want to encourage small and medium-sized Suppliers to enter the market and tap into new ideas and approaches to deal with entrenched worklessness, support those who are working but on low incomes to increase the options available for our Claimants who are both in and out of work.

We are keen to encourage innovative activities to address individual and specific needs.

We want quality outcomes which clearly demonstrate value for money and how individuals have progressed towards and into work and progress when in work to increase their earnings.

The Employability Journey is made up of the following:

- Engagement and Motivation
- Supporting Hardest to help
- Removing Barriers
- Jobsearch Skills
- Skills for Work

- Vocational Skills
- In Work Support

We have provided brief overview and narrative of each category on the following pages. We ask that you read the Employability Journey thoroughly and select the categories that you are interested in bidding for.

## 1. Engagement and Motivation

We want to ensure that all our Claimants and those who could benefit from our help are able to do so. We want to encourage and help people who are furthest away from the labour market or who are in work and on a low income to help them to progress and increase their earnings and are unlikely to look for work or better paid work or engage with DWP or other programmes without some help to increase their motivation and improve their confidence.

We require a package of support and innovative activities that are flexible, structured, and appropriate to different groups/individuals but clearly links Services that the DWP deliver, including those interacting with DWP for the first time. We want to ensure that all of our Claimants are able to engage with, are motivated and understand how to benefit from these Services. This will mean that they will develop self-esteem, confidence and motivation and be equipped with the necessary tools to look for work. This should include mentoring support for the Customer.

Suppliers will need to demonstrate a sound knowledge of their local communities and existing support to widen the Claimants' view of the world of work and the sources of assistance available. Suppliers will fully engage individuals via one to one or group sessions, delivering either single or multiple activities using a variety of delivery methods including face to face, telephone and remote virtual delivery.

Suppliers will support Claimants to think positively about themselves and the possibility of Employment in the future. We want the Claimant to gain additional communication and budgeting skills which will improve their chances of gaining, remaining in work and progressing in work and increase their earnings.

**Support and activities shall include (on Supplier's premises and outreach) but are not limited to: -**

- A full diagnostic interview to assess employability, employment related activity, transferable skills and critically, barriers to employment and barriers to progression.
- Development of an individual, realistic, time bound, action plan with agreed next steps for the Claimant to follow as their journey to Employment progresses.
- Suppliers to undertake initial assessment of ESOL / Literacy/ Numeracy levels, and evaluate the Customer's personal circumstances. This may include health, both physical and mental, financial circumstances, substance misuse, convictions or tenancy issues. This list is not exhaustive.
- Challenging negative attitudes and build on positive attitudes; developing tools and techniques to encourage and embed a more positive approach to themselves, to work and to progression in work.
- Understanding the financial, social and personal benefits of working, the contribution they can offer an Employer, the community, and as a role model for other family members.

- Support with skills to enable working virtually and/or from home (pros and cons, wellbeing, connectivity requirements)
- Support with skills to lead and participate in virtual meetings and events including etiquettes.

## **2. Supporting the Hardest to Help (Complex Needs)**

We want people to receive the appropriate support to overcome complex needs (real and perceived) that are preventing them from getting and keeping a job.

Many of our Claimants have wide ranging, multiple and complex needs which prevent them from getting a job or which disadvantage them in the labour market. These Claimants would benefit from a period of tailored, intensive support with signposting to other agencies/interventions as necessary to help them on their journey to Employment.

### **We would welcome provision which covers one or more of the following complex needs:**

- Support for those with Health and Disability Issues including those with Mental Health Issues excluding provision for Cognitive Behavioural Therapy and/or access to Condition Management Support
- Support for Drugs, Alcohol and Substance Abuse
- Support for those with mild and moderate Learning Difficulties
- Homelessness & Supported Accommodation
- Dealing with Offending Issues
- Tackling Entrenched Worklessness
- Literacy, Numeracy and Language Barriers
- Debt/Money Management
- Support for those with Caring Responsibilities including Lone Parents
- Support for gender identity related issues
- Tackling lack of motivation to progression in work

This list is not exhaustive

### **Support and activities shall include but are not limited to: -**

- A full diagnostic interview to assess employability, employment related activity, transferable skills and critically, identify and address multiple and complex needs

- Development of an individual, realistic, time bound, action plan with agreed next steps for the Claimant to follow as their journey to Employment progresses and to progression when in Employment.
- Signposting to other specialist agencies where required
- Basic financial information
- ESOL/Literacy/Numeracy provision where an intensive intervention is clearly linked to getting a job
  - ESOL provision for individuals or groups where English Language skills are considered to be at Pre Entry (Complete beginner) or Entry Level 1 (Starter) levels; to include addressing full diagnostic requirements;
  - Literacy/numeracy provision for individuals or groups where skills are considered to be at Entry Level 2 (Literacy only - Access Level 2 and below in Scotland); to include addressing full diagnostic requirements.
- Support with skills to enable working virtually and/or from home (pros and cons, wellbeing, connectivity requirements)
- Support with skills to lead and participate in virtual meetings and events including etiquettes.

### **3. Removing Barriers**

We want to ensure all our Claimants for whom work and the ability to progress in work is an immediate, realistic prospect have access to a package of support to address any specifically identified final barriers to employment and progression. The final barriers (real and perceived) could be preventing them from taking the final steps towards and into work or disadvantaging them in the labour market to a better job and a better paid job when they are in work.

Support specific to improving motivation, confidence and overcome practical barriers to work should form part of the Claimant's journey into work or progressing in work. Interventions need to include an element of employability support as well as addressing the specific barriers.

**We would welcome provision which covers one or more of the following final barriers to work**

- Support for those with mild Learning Difficulties
- Literacy, Numeracy and Language Barriers
- Debt/Money Management
- Support for those with Caring Responsibilities including Lone Parents
- Support for gender identity related issues

**The package of support can include but is not limited to:**

- A full diagnostic interview to assess employability, employment related activity, transferable skills and critically, the final barriers to employment.

- Development of an individual, realistic, time bound, action plan with agreed next steps for the Claimant to follow as their journey to Employment progresses.
- Signposting to other agencies/specialist providers as required
- Mentoring support
- Progressing Claimants to other DWP provision
- Workplace behaviours and employer expectations – timekeeping, flexibility, attendance, reliability, dress code, home working, wellbeing etc.
- Basic job hunting techniques including digital Jobsearch
- Basic financial information/advice in the context of work e.g. PAYE, National Insurance, pension scheme contributions and the financial benefits of work in general
- Basic information on travelling to work, using public transport in the local area
- ESOL/Literacy/Numeracy provision where a short intensive intervention is clearly linked to getting a job: -
  - ESOL provision for individuals or groups where English Language skills are considered to be at Entry Level 2 (Elementary) or above; to include addressing full diagnostic requirements;
- Literacy/numeracy provision for individuals or groups where skills are considered to be at Entry Level 3 or below (Literacy only - Access Level 2 and below in Scotland); to include addressing full diagnostic requirements
- Support with skills to enable working virtually and/or from home (pros and cons, wellbeing, connectivity requirements etc.)
- Support with skills to lead and participate in virtual meetings and events including etiquettes.

### Self-Employment and Social Enterprise

We recognise that for some self-employment is the right way out of poverty. We want to help people who are considering self-employment make the right decision by offering a short intervention designed to make people fully aware of all the implications of becoming self-employed.

#### **4. Jobsearch Skills**

We want people to be proficient and self-sufficient in their job hunting. This could include people who are returners to the labour market and those lacking skills in up to date job hunting techniques.

##### **We are looking for provision as short courses to cover:**

- A full diagnostic interview to assess employability, employment related activity, transferable skills and critically, the final steps to employment;
- Development of an individual, realistic, time bound, action plan with agreed next steps for the Claimant to follow as their journey to Employment progresses;
- Realistic career/work planning with goals and milestones based on the local labour market, personal skills, knowledge and aspirations, including activities broadening job choices;
- Personal skills: importance of personal presentation and communication (language, behaviours, body language and eye contact); approaching interviews positively; coping with rejections, seeking and making use of feedback, dealing with negative and positive comments and managing fear of rejection/failure;
- Job hunting both clerical and digital techniques; identifying jobs, following up job leads, advertised vacancies, making speculative calls, tailor made electronic CVs, online applications, registering and navigating Job search websites, using social media for Jobsearch, written applications, interview preparation and techniques, practice interviews, – (both face to face and via digital platforms), telephone interviews, group interviews, assessment centres, recruitment tests;
- Employer contact: an opportunity to liaise with employers to find out more about the company, looking at specific aspects of the employer such as Standards or industry expectations. The employer would be expected to support the provider with presentations that could be sector specific, open discussions and application/interview support;
- Support with skills to enable working virtually and/or from home (pros and cons, wellbeing, connectivity requirements etc);
- Support with skills to lead and participate in virtual meetings and events including etiquettes.

## Redundancy Support

We may need redundancy support, as part of a wider Rapid Response Service which JCP provides for any paid employee, at the discretion of the Jobcentre District, who has lost their job or had their contract terminated as a result of workforce management.

This Service supports employees employed directly by companies affected and those sub-contracted to them to help them move into new jobs. The Service is delivered locally and is tailored to the individual's needs.

### **5. Skills for Work (A combination of both Jobsearch Skills & Vocational Skills)**

We require a comprehensive package of support to provide the individual with everything they need both in terms of jobsearching skills, work-related skills and relevant and current licenses.

We require short certificated courses/Sector specific training and skills shortage training leading directly to a job, preparation for work and certificates, accreditation and or qualifications as appropriate. We also want to be sure that our Claimants are able to keep the job they have worked hard to obtain and also, and in line with the requirements for Universal Credit, prepare for paid progression/enhancement.

This element of the provision should be flexible with the Supplier working with the Customer to establish on-going support needs and agree the level of in-work support required.

Training courses must provide nationally recognised accreditation/qualifications by appropriate awarding bodies such as NVQ, City & Guilds, ASDAN, NCFE and recognised industry-specific organisations and any Scottish equivalents.

#### **We are looking for provision as short courses to cover:**

- A full diagnostic interview to assess employability, employment related activity, transferable skills and critically, the final steps to employment;
- Development of an individual, realistic, time bound, action plan with agreed next steps for the Claimant to follow as their journey to Employment progresses;
- Nationally recognised accreditation/qualifications;
- Awareness of the issues which could impact the ability to retain Employment – making work pay; transferring to a waged income; domestic arrangements; contingency planning; impact on family and /or partner; clothing and equipment requirements; transport; impact on well-being and health;
- Access to in work support or a mentor where required;

- Helping the Claimant to understand the organisation they are working for and how to progress in their career;
- Support with Access to Work applications where appropriate;
- Personal skills: importance of personal presentation and communication (language, behaviours, body language and eye contact); approaching interviews positively; coping with rejections, seeking and making use of feedback, dealing with negative and positive comments and managing fear of rejection/failure;
- Job hunting both clerical and digital techniques; identifying jobs, following up job leads, advertised vacancies, making speculative calls, tailor made electronic CVs, online applications, registering and navigating Job search websites, using social media for Jobsearch, written applications, interview preparation and techniques, practice interviews, telephone interviews, group interviews, assessment centres, recruitment tests;
- Support with skills to enable working virtually and/or from home (pros and cons, wellbeing, connectivity requirements etc);
- Support with skills to lead and participate in virtual meetings and events including etiquettes.

**Examples of short certificated courses include:**

Security Industry Authority (SIA) Certificate; Construction Skills Certification Scheme (CSCS) cards; Health & Safety certificates; Manual Handling certificate; Basic Food Hygiene certificate; 18th Edition BS7671 electrical wiring regulations update.

**Examples of sector-specific training and skills shortage training include:**

Administrative/Clerical/Secretarial	IT Media
Arts and Media	Logistics and Transport
Care	Manufacturing
Construction	Other
Customer Service	Public Services
Engineering	Retail
Financial	Security
Hairdressing and Beauty	Sports and Fitness
Health and Safety	Travel and Tourism
Hospitality	

**These lists are not exhaustive**

## 6. Vocational Skills

### Skills training but only if the Contract is worth over fifty thousand pounds (£50,000)

We require a comprehensive package of support to provide the individual with everything they need both in terms of work-related skills and relevant and current licenses.

We are looking for close links between Claimants and employers to deliver specific vocational skills which lead directly to jobs, prepare Claimants for work and provide certification, accreditation and/or qualifications as appropriate. The training provided must be occupationally focused, accepted as an industry requirement and delivered to industry standards. Ideally we want short certificated courses.

Where certification or accreditation is required to allow Claimants to access certain working environments and undertake work in particular occupational areas, this should be provided and arranged for by the Supplier.

Training courses must provide nationally recognised accreditation/qualifications by appropriate awarding bodies such as NVQ, City & Guilds, ASDAN, NCFE and recognised industry-specific organisations and any Scottish equivalents.

We would welcome additional proposals which clearly link to future Employment opportunities in new sectors or industries. There must be a demonstrable link to realistic Employment.

#### Examples of short certificated courses include:

Security Industry Authority (SIA) Certificate; Construction Skills Certification Scheme (CSCS) cards; Health & Safety certificates; Manual Handling certificate; Basic Food Hygiene certificate; 18th Edition BS7671 electrical wiring regulations update.

#### Examples of sector-specific training and skills shortage training include:

Administrative/Clerical/Secretarial	IT Media
Arts and Media	Logistics and Transport
Care	Manufacturing
Construction	Other
Customer Service	Public Services
Engineering	Retail
Financial	Security
Hairdressing and Beauty	Sports and Fitness
Health and Safety	Travel and Tourism

Hospitality	
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## **These lists are not exhaustive**

### **7. In Work Support**

Finding a job is only part of the story. We want to be sure that our Claimants are able to keep the job they have worked hard to obtain and also, in line with the requirements for Universal Credit, prepare for progression in their job, move to a paid better job, a more secure contract of employment or develop a paid career that will pay more.

This provision should be flexible with an initial meeting to establish needs and agree action and will include regular contact where mentoring or buddying relationships are involved.

This could include but is not limited to: -

- Awareness of the issues which will impact – making work pay; transferring to a waged income; domestic arrangements; contingency planning; impact on family and /or partner; clothing and equipment requirements; transport; impact on well-being and health;
- Access to in work support or work buddy;
- Access to a mentor where required;
- Support for Claimants who are self-employed to grow their business and earnings;
- Budgeting and debt management;
- Better off calculations by moving from a job into better and more sustainable and regular paid work;
- Confidence building / Motivation building towards progression in their current job or switch to a better paid or more secure job;
- Skill discussions including transferable skills;
- CV writing, job applications, preparing for job interviews;
- Personal skills: importance of personal presentation and communication (language, behaviours, body language and eye contact); approaching interviews positively; coping with rejections, seeking and making use of feedback, dealing with negative and positive comments and managing fear of rejection/failure;
- Helping the Claimant to understand the organisation they are working for and how to progress in their career;
- Removal of Literacy, Numeracy and Language Barriers;

- Support with skills to enable working virtually and/or from home (pros and cons, wellbeing, connectivity requirements etc);
- Support with skills to lead and participate in virtual meetings and events including etiquettes.

This list is not exhaustive.

## **Annex 2 - Work and Health Services Group Structure**

Work and Health Services is split into 11 groups covering England, Wales and Scotland.

The 11 groups are:

- **London & Essex**
  - East London
  - Essex
  - North London
  - South London
  - West London
- **North & East Midlands North Central England**
  - East Anglia
  - Leicestershire and Northamptonshire
  - Lincolnshire, Nottinghamshire and Rutland
  - Staffordshire and Derbyshire
- **North East England**
  - Durham and Tees Valley
  - Northumberland, Tyne and Wear
  - North East Yorkshire and the Humber
- **North West England**
  - Cheshire
  - Greater Manchester
  - Merseyside
- **South East England**
  - Berkshire, Buckinghamshire & Oxfordshire
  - Bedfordshire and Hertfordshire
  - Kent
  - Surrey and Sussex
- **South West England**
  - Avon, Somerset & Gloucestershire
  - Devon and Cornwall

- Dorset, Wiltshire, Hampshire and IoW
- **Wales**
  - North and Mid Wales
  - South East Wales
  - South West Wales
- **West Midlands**
  - Birmingham and Solihull
  - Black Country
  - Mercia
- **Central and West Scotland**
  - Central Scotland
  - West Scotland
  - South West Scotland
- **East and North Scotland**
  - East Scotland
  - Northern Scotland
  - North East Scotland

### **Annex 3 – Basware Filters**

Suppliers will select the service categories, customer groups, delivery type and locations they are able to support once accredited onto the DPS, by selecting from the following options in Basware:

#### **Service Categories (Taken from Employability Journey)**

1. Engagement & Motivation
2. Supporting the Hardest to Help
3. Removing Barriers
4. Jobsearch Skills
5. Skills for Work
6. Vocational Skills
7. In Work Support

#### **Customer Groups**

People aged 18-24

People aged 25-49

People aged 50+

Caring responsibilities:

- Carers
- Lone Parents
- Others

Care leavers

NEET (Not in Education, Employment or Training)

Health & Disability issues:

- Pan Disability
- Physical Disability
- Visual Impairment
- Hearing Impairment
- Learning Disability
- Neurodiversity
- Long Term Health Issues
- Musculoskeletal
- Common Mental Health Issues
- Severe Mental Health Issues
- Drugs & Alcohol

Black, Asian & Minority Ethnic (BAME) groups

Employment Related Issues & Barriers:

- Offending issues
- Domestic Abuse
- Debt & Money Management

- Literacy, Numeracy & ESOL
- Entrenched Worklessness
- Serious Violence (Gangs)
- Homelessness, in supported housing or housing association housing
- Armed Forces

Refugees

Self Employed

LGBTQ+

### **Delivery Type**

One-to-one Virtual

One-to-one Face to Face

Course/Group/Workshop - Virtual

Course/Group/Workshop - Face to Face

Hybrid Delivery

### **Group and District**

**North & East Midlands**

East Anglia

Leicestershire and Northamptonshire

Lincolnshire, Nottinghamshire and Rutland

Staffordshire and Derbyshire

### **West Midlands**

Birmingham and Solihull

Black Country

Mercia

### **North Central England**

South Yorkshire

West Yorkshire

Cumbria and Lancashire

### **North East England**

Durham and Tees Valley

Northumberland, Tyne and Wear

North East Yorkshire and the Humber

### **North West England**

Cheshire

Greater Manchester

Merseyside

## **London & Essex**

East London

Essex

North London

South London

West London

## **South East England**

Berkshire, Buckinghamshire & Oxfordshire

Bedfordshire and Hertfordshire

Kent

Surrey and Sussex

## **South West England**

Avon, Somerset & Gloucestershire

Devon and Cornwall

Dorset, Wiltshire, Hampshire and IoW

## **Wales**

North and Mid Wales

South East Wales

South West Wales

**Central & West Scotland**

Central Scotland

West Scotland

South West Scotland

**East & North Scotland**

East Scotland

Northern Scotland

North East Scotland

## **Appendix 1 - List of Social Justice Outcomes**

- CV, interview techniques
- An Action Plan detailing steps towards Employment
- Attendance at a training Course/Event
- Attendance at a non-work related community group or activity
- Voluntary Work
- Increased engagement with an individual or organisation
- Seeking help from a support group or worker, GP, Counsellor
- Steps towards removal of a barrier that makes the individual socially excluded e.g. talking to people, going out on their own, using public transport
- Community College Course, evening classes
- Increased motivation/participation in an activity
- Increase their social awareness/skills

This list is not exhaustive.