

PROGRAMME SCHEDULE

JOBCENTRE PLUS PROVISION

Specification For

Professional And Executive

Back Into Work 3 Day Structured Workshops

SOUTH WEST REGION

FEBRUARY 2010

1. Overview

The economic downturn has impacted disproportionately on professional and executive occupations within the Region. This has led to a higher than average numbers of these customers using Jobcentre Plus Services, many for the first time. A high proportion of these individuals are unfamiliar with being unemployed, especially when the pool of available jobs is shrinking and a tightening labour market means they will need to think laterally about alternative employment.

As a result, Jobcentre Plus is seeking to provide specialist support to help qualified and professional people and experienced executives return to work as quickly as is possible.

2. Aim and Objectives

To provide tailored intensive support activities for qualified or experienced professional customers who have been made or are under threat of redundancy to equip them with the skills and knowledge needed to regain employment.

3. Design

The design of the course will enable customers to acclimatise to changes in the job market, identify transferable skills and adapt their approach to seeking employment. The course will be delivered over three days and participants will need to attend for the full three days to derive the most benefit from the course.

4. Delivery

The courses will be delivered by appropriately qualified careers consultants. The content will be delivered through a mixture of formal presentations and participative activity which will include:

- Impact of transition – motivation and confidence building.
- Skills – understanding transferability and identifying, valuing and marketing skills.
- Creating a vision for the future – developing self awareness and linking skills, interests and motivations to careers options.
- Completing application forms, covering letters, CV writing and the opportunity to have CVs reviewed.
- Interview skills and practice.
- Access to psychometric testing and other ability tests.
- Identifying key online resources and how to use them effectively.
- Action planning.
- Access to one to one support from the tutor and a careers consultant.

On completion of the course, participants should:

- Be able to identify their transferable skills.
- Have a clear understanding of their options in the labour market.
- Have developed appropriate labour market research skills including use of the internet.
- Have up to date job application and self marketing techniques appropriate to their chosen markets.
- Have a realistic plan for further action.

5. Premises and Resources

Delivery will take place on Provider's own premises or at venues arranged by the Provider (see below for more information regarding locations). Premises must be agreed between the Provider and Jobcentre Plus District Third Party Manager or representative.

6. Roles and Responsibilities

Providers:

The day to day management of the provision and customers rests with the provider.

Providers are required to confirm attendance by submitting, within the agreed time limits, the completed start/completer notification form SL2JP.

The provider must ensure the Jobcentre Plus 'Customer's Charter' is adhered to within the delivery of this provision. This charter describes our commitment to providing the best service for customers. For more information, you can see a copy 'Our service standards' on the website at www.jobcentreplus.gov.uk. Click on the 'Working with Jobcentre Plus' link which takes you to the Partners page, then click on the 'Jobcentre Plus Publications' under the right hand link of Useful Information, then download the PDF file 'Our Service Standards'.

The provider will be expected to contact all referrals prior to the commencement of the provision to engage with participants, confirm with them start details i.e. venue, start date and time etc, address any concerns they may have and to gain commitment and motivation from participants to attending and participating in the provision.

Jobcentre Plus:

Jobcentre Plus has sole responsibility for the referral of Customers to the provision. However, partner organisations will be encouraged to work with Jobcentre Plus to identify suitable customers.

Management Information

Jobcentre Plus will require the Provider to supply performance information following the delivery of each course, the arrangements for collection and timetable for Return will be agreed locally. Providers may also be required to produce additional Management Information on request from the jobcentre Plus District.

7. Local Knowledge and Networking/Links

The Provider is expected to have an in depth knowledge of the labour market within each Jobcentre Plus District and a reasonable understanding of the professional and executive labour markets within daily travelling distance of the District. They will also need to know where the local skills gaps exist within the District.

8. Marketing

Providers will be expected to work with Jobcentre Plus to promote the provision but it is the responsibility of Jobcentre Plus to determine eligibility for this provision therefore all referrals must be made by Jobcentre Plus representatives.

9. Funding

Funding for this provision will be paid at the rate of £250.00 per attendee – 80% paid per start and 20% on achievement of an agreed outcome. The fee must cover all costs of delivery including the reimbursement of customers travel expenses at Jobcentre Plus rates.

Agreed outcomes are as follows;

- Paid full time employment of at least 16 hours per week
- Self employment of at least 16 hours per week
- Starting full time education

The aim will be for each course to run with a maximum of 25 people with an average of 20. Courses would not be expected to run if there are less than 10 customers referred. Jobcentre Plus will monitor referral levels and if referral numbers are not commensurate with the required number of starts Jobcentre Plus may look to re-arrange the proposed start date.

Outcomes must be claimed within 13 weeks of customer leaving the provision and the contractor must supply written confirmation for all outcomes claimed.

10. Contract Volumes and Value

Up to thirty, three day courses are required to be delivered across the Region at the following locations;

Swindon (3 courses), Salisbury (1), Gloucester (2), Cirencester (1), Plymouth (2), Exeter (2), Falmouth/Truro (2), Barnstaple (1), Bournemouth/Poole (4), Taunton (3), Bristol (6), Bath (3).

11. HMG Baseline Personnel Security Standard

The HMG Baseline Personnel Security Standard – Staff Vetting Procedure (the “Standard”) is a staff vetting procedure, first introduced by the Cabinet Office in July 2006. 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).

DWP has successfully implemented the procedure in respect of the recruitment of Civil Servants and it has now been mandated that it will also be applied to all DWP commercial arrangements, where contractors’ (and any of their sub-contractors’) staff require access to Departmental Assets in the course of their duties.

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:

http://www.dwp.gov.uk/supplyingdwp/doing_business_with_dwp/hmg-bpss-guide-may09.pdf

A copy of this document in Microsoft Word format can be provided upon request.

12. Delivery arrangements.

This provision will be delivered by prime contractors/managing agents. We expect all prime contractors/managing agents to ensure that their sub-contractors, whether in the private, public or third sector are treated fairly and in line with the Code of Conduct, part of the DWP Commissioning Strategy.

We expect all prime contractors/managing agents to develop effective delivery arrangements that ensure they have the capacity and capability to meet the needs of the provision, and to effectively manage the volumes flowing on to the provision.

Proposals are invited from selected organisations across the private, voluntary/non-profit and public sectors, either alone or in partnership, that have the expertise and commitment to work with this diverse customer group to provide a range of work search activities that will enable customers to achieve sustainable employment.

The programme suppliers will need to demonstrate how they will:

- work with, and provide a high quality, innovative service to customers. Suppliers should be able to demonstrate how they will ensure they are delivering quality provision that has a sufficient range of work experience placements to enhance participant's employability and reflect their job goal and work search skills;
- comply with the DWP Code of Conduct. This spells out the key values and principles of behaviour which DWP expects of suppliers and which are essential for creating healthy, high performing supply chains;
- ensure staff will be suitably trained and equipped with the knowledge to deal with customers' various needs;
- provide appropriate support for each customer enabling them to achieve their potential;
- work effectively with sub-contractors to ensure the efficacy of this programme for all customers;
- provide an accessible service throughout the whole geographic contract package area;
- have the capacity and flexibility to deliver provision where and when it is needed
- build and maintain good working relationships with:
 - DWP;
 - Jobcentre Plus advisers;
 - customers;
- develop and maintain good communications that show what services and support individual customers can expect to receive;
- have a robust feedback and complaints procedure;
- ensure systems are available for inspection by DWP and/or representative organisations;
- Implement and continually develop a robust continuous improvement programme.
- meet DWP security requirements outlined in section 11 of this specification.

Providers will be responsible for ensuring customers have the practical and financial support they need to move towards employment and to undertake the activities documented in their Action Plan. Suppliers will be expected to cover these costs themselves. In some circumstances, suppliers may need to coordinate childcare arrangements with Jobcentre Plus and or other organizations from which customers are receiving support.

Customers on employment programmes should never be worse off by virtue of the requirement for participation. Providers will therefore be responsible for funding childcare for customers' children where a need for childcare is identified. The cost of providing this service is built into the overall contract price.

13. Fraud.

The Authority places the utmost importance on the need to prevent fraud and irregularity in the delivery of this Provision. Contractors and sub-contractors are required to:

- have an established system that enables Contractor and sub-contractor staff to report inappropriate behaviour by colleagues in respect of Provision performance claims;
- ensure that Contractor or sub-contractors performance management systems do not encourage individual staff to make false claims regarding Provision performance achievement;
- ensure a segregation of duties within the Contractor's or sub-contractor's operation between those employees directly involved in delivering Provision performance and those reporting Provision performance achievements to the Authority; and
- establish an audit system to provide periodic checks, at a minimum of six monthly intervals, to ensure effective and accurate recording and reporting of Provision performance.

The Contractor shall use its best endeavours to safeguard the Authority's funding of the Provision against fraud generally and, in particular, fraud on the part of the Contractor's directors, employees or sub-contractors. The Contractor shall pay the utmost regard to safeguarding public funds against misleading claims for payment and shall notify the Authority immediately if it has reason to suspect that any serious irregularity or fraud has occurred or is occurring.

The Contractor shall co-operate fully with the Authority and assist it in the identification of Participants who may be unlawfully claiming state benefits. The Authority may from time to time brief the Contractor as to the co-operation and assistance it reasonably requires including the provision of information regarding fraud by Participants. On receipt of the information, further evidence may be collected by the Authority or other department, office or agency of Her Majesty's Government with a view to prosecution.

Any act of fraud committed by the Contractor or its sub-contractors (whether under this Contract or any other contract with any other Contracting Authority) shall entitle the Authority to terminate this Contract, and any other contract the Authority has with the Contractor, by serving written notice on the Contractor. If the Authority finds that the Contractor has deliberately submitted false claims for Provision payments with the knowledge of its senior officers the Authority will be entitled to terminate this Contract, or any other contract the Authority has with the Contractor, with immediate effect.

In the event of an act of fraud or irregularity committed by the Contractor or its sub-contractor's, whether or not the Authority decides to terminate the Contract, the Authority requires that all Provision payments made by the Authority in respect of the invalid claims will be repaid in full to the Authority by the Contractor. The Authority will be entitled to use the provisions set out in above to recover any sums due.

In addition to the requirement set out for the Contractor to repay the direct losses in respect of invalid Provision payments, the Contractor shall also pay the Authority a sum of £5,000 in the event of a minor fraud or irregularity, or £15,000 in the event of a serious fraud or irregularity, by way of liquidated damages. The Parties confirm that these sums represent an agreed genuine

pre-estimate of the loss that the Authority would suffer in respect of the cost of senior management time in dealing with the act of fraud or irregularity and damages for loss of reputation to the Authority. In respect of this Clause a minor fraud or irregularity shall be where the total amount of invalid Provision payments in respect of the act of fraud or irregularity, or a series of related frauds or irregularities, is less than £25,000. A serious fraud will be any act of fraud or irregularity, or any series of related acts of fraud or irregularity, where the total amount of invalid Provision payments is equal to or exceeds £25,000. The Authority will be entitled to use the provisions set out to recover any sums due.

14. Additional Support

Additional support is defined as any support that allows a customer who needs extra help to attend and participate fully in the provision. Providers must as part of their obligations under the reasonable adjustment duties of the Disability Discrimination Act and Disability Equality Duty; take the necessary steps to obtain and provide special aids or services that may be needed for participation. No additional payments will be made to cover these additional costs.

Examples of the types of support a customer might need include:

- The services of a communicator for hard of hearing customers;
- Access to specialist equipment;
- An interpreter if they do not have English as a first language;
- Visual aids.

15. Sub-Contractors

The responsibility for managing and monitoring the performance and quality of sub-contractors will rest entirely with the prime contractor/managing agent who will be required to ensure that the terms of the contract with DWP are fully reflected in the terms of contracts with all sub-contractors; they adhere to the Code of Conduct; they have appropriate Safeguarding policies in place and they shall be bound by the same obligations as will apply to the prime/managing agent. This means that primes/managing agents will need to ensure that sub-contractors understand the objectives of the provision, and their part in the delivery of this, so that there is no compromise in the levels of quality, performance and security. Specifically primes will need to:

- contract manage and support sub-contractors closely;
- ensure that they have in place appropriate administrative and security systems;
- have appropriate arrangements in place to check health and safety requirements (included in the HSQ1) of sub-contractors;
- make sure sub-contractors are aware of, and have a copy of, DWP guidance;
- ensure that DWP have right of access to sub-contractors.

In particular, prime contractors/managing agents will be responsible for ensuring that sub-contractors meet performance, quality, DDA, Disability Equality Duty, Human Rights Act, Health and Safety regulations and Data Protection Act and DWP security standards and will need to take responsibility for managing issues and addressing poor performance within sub-contractors.

The DWP will reserve the right to exercise its discretion to veto the use of any proposed sub-contractor(s) before, during and after the award of any contract.

16. Security

DWP Security Standards can be found at Annex 1. These are not new but DWP will need assurance that suppliers are compliant with them before they will be given access to Departmental data. This will be done via a Security Plan, also detailed at Annex 1, which suppliers will be asked to submit during the tendering process to allow sufficient time for them to be evaluated before the contract can go live. The final plan will then need to be sent within 20 working days after contract award. The standards will be included in the contract Terms & Conditions, a draft contract is enclosed, and suppliers should make them available to their planning and IT departments.

17. Health and Safety

Suppliers must ensure that all elements of work placements and other elements of CTF are delivered in a safe environment and customers receive health and safety induction, supervision, training and equipment, including safety equipment, which is appropriate to the provision being delivered (these are statutory requirements for all employees and customers);

Security Policy for Suppliers of Services to the Department for Work and Pensions

In order to protect DWP information appropriately, our suppliers must provide the security measures and safeguards appropriate to the nature and use of the information. All suppliers of services to the DWP must comply, and be able to demonstrate compliance, with the Department's relevant policies and standards. All suppliers must comply with the relevant standards from the DWP Information Systems Security Standards. The standards are based on and follow the same format as International Standard 27001, but with specific reference to the Department's use.

The following are key requirements and all suppliers must comply with relevant DWP policies concerning:

Personnel Security

- staff recruitment in accordance with government requirements for pre-employment checks;
- staff training and awareness of Departmental security and any specific contract requirements.

Secure Information Handling and Transfers

- physical and electronic handling, processing and transferring of DWP data, including secure access to systems and the use of encryption where appropriate.

Portable Media

- the use of encrypted laptops and encrypted storage devices and other removable media when handling Departmental information.
- ensure appropriate precautionary measures are taken when customers could come into contact with vulnerable groups such as children or the elderly;
- ensure that the health and safety arrangements set out within the contracting process are monitored and reviewed as appropriate, both at the providers' and at any sub-contractors' premises;
- provide JCP with timely and accurate reports of any relevant accidents occurring to JCP customers. Further details are supplied in JCP Provider Guidance which can be viewed on the DWP website at

:

<http://dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/provider-guidance/>

This requirement is in addition to Health and Safety legislation e.g. RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) and the provider's own accident and investigation arrangements.

Through tender documents bidders will be asked to give details of their knowledge of the particular needs of the customer groups included in the specification, and the services they require. Evidence must be provided on how their organisation has met the specific needs of those most disadvantaged, including disabled people, people with particular learning disabilities, and people from black and ethnic minority communities. Evidence must also be provided on how their organisation has met the specific needs of those most vulnerable who, because of their disability or lack of exposure to the labour market, could be inappropriately influenced by provider staff, sub-contractors etc. Where providers do not have relevant experience they will be

asked to explain how they plan to address this. DWP's Provision Quality Improvement Team is responsible for external inspection policy, and both Ofsted and Estyn make judgements on providers' Safeguarding policies which is just one of many important areas they consider during inspection.

Data Protection

Suppliers will be required to comply with DWP data storage and data movement requirements and standards. Suppliers will be required to work with DWP to put in effect and maintain appropriate technical and organisational measures to ensure the prevention of unauthorised or unlawful access, processing of personal data and accidental loss or destruction of, or damage to, personal data.

Data must not be transferred outside the UK without the express permission of DWP, which must be applied for in writing.

Further information on Data Protection and Freedom of Information can be found in the draft terms and conditions of the contract which is included in the Invitation to Tender pack.

Off shoring

The Department's Data must not be processed outside the United Kingdom without the prior written consent of DWP and must at all times comply with the Data Protection Act 1998.

Premises Security

Security of premises and control of access.

Security Incidents

Includes identification, managing and agreed reporting procedures for actual or suspected security breaches.

The supplier shall develop, implement and maintain a Security Plan during the period of the Contract, showing how they will address the key requirements of the Security Policy, and how they will implement appropriate arrangements which ensure that the Department's information and any other Departmental assets are protected in accordance with prevailing statutory and central government requirements. These arrangements will clearly vary according to the size of the organisation.

In view of the timescales of CTF development and the need to be operational from January 2010, draft Security Plans are required to be completed and submitted along with bids at the Invitation to Tender stage of the tendering exercise. This will enable Departmental security specialists to evaluate and approve. The final version of the Security Plan will need to be submitted to and approved by the Department before the contract can go-live. The final plan will then need to be sent in 20 working days after contract award.

It is the supplier's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.

DWP Security Standards Security Plan

Completion Guidance for Providers - Introduction

There is outline below of what will be required in the Security Plan which sets out the security measures to be implemented and maintained by Providers in relation to all aspects of the services and all processes associated with the delivery of PRaP as required by the Terms and Conditions (T&Cs): Security Requirements & Plan.

Providers will be responsible for the security of the Prime Contractor System (which in the context of the Security Plan is defined as “PRaP Provider Information Systems and Services”) and requires that and shall at all times provide a level of security which:

- a. is in accordance with Good Industry Practice and Law
- b. complies with DWP’s Security Policy
- c. complies with ISO/IEC27002 and ISO/IEC27001 (“ISO2700”) 3
- d. meets specific security threats to the Contractor System

The outline Security Plan below is in the form of the accompanying spreadsheet which is structured in accordance with the international standard ISO27001 and links together references relating to a), b) and c) above.

This is intended to aid Providers in producing a Security Plan to address all contractual security requirements.

As each Provider will have their own different implementations of PRaP Provider Information Systems and Services, in order to determine the specific security threats as per d) above, it is necessary for each Provider to provide the following details in section 2 & 3 below to allow the scope of their Security Plan to be assessed by DWP.

Scope

Basic Information

Providers are required to scope the information systems in the context of the organisation’s business in relation to PRaP Provider Information Systems and Services. It must describe the security-relevant aspects of the system in order for the specific security threats to the PRaP Provider Information Systems and Services to be determined.

Business Context of PRaP Provider Information Systems and Services

This shows that the business needs of the organisation are understood and fed into the risk management process, and should cover:

- Organisational ownership of the asset
- High level business aims and objectives served by the asset
- Business functions supported by the asset
- Information processes carried out by the asset

Data flow and/or process diagrams may be useful.

Description of the Information Systems and associated Assets of PRaP Provider Information Systems and Services

This should provide a pen picture of:

- Assets (description, quantity, sensitivity)
- Hardware (main items, with reference to inventory)
- Software (main items, with reference to inventory)

- People (user groups, roles, organisations, personnel check/security clearances)
- Locations

Schematic architecture diagrams to be provided progresses

Interconnections, Interfaces, Shared Infrastructures & Related Security Domains of PRaP Provider Information Systems and Services.

Document and describe each external connection

Document and describe any shared infrastructures (networks and systems) that are used and how they relate to non PRaP specific services

Diagrams will be useful to illustrate the above.

Details may include ownership, business need, data flows, technical details, sensitivities and the security status of the any connecting or shared systems.

Security Threats

Provide details of the perceived security threats to PRaP Provider Information Systems and Services and document security counter-measures implemented to address each security threat. A table may be useful to illustrate the above that relates to controls within the Security Plan

Security Plan

Complete details in the attached outline Security Plan for the Contractor System. Further guidance for completion of this is shown in the notes section of this spreadsheet.

Measures to support Fraud Prevention in DWP Contracts.

Following a review of processes to prevent fraud, DWP requires our commercial partners to provide a level of assurance of their organisation's measures to support fraud prevention.

All future Service contracts offered by the Department will include compliance with the required fraud prevention measures as a mandatory term.

Fraud prevention measures should include as a minimum –

An established system that enables Contractor or sub-contractor staff to report inappropriate behaviour by colleagues in respect of claims for achievement of performance related targets;

Contractor or sub-contractors performance management systems which do not encourage individual staff to make false claims regarding achievement of performance targets;

A segregation of duties within the Contractor's or sub-contractors operation between those employees directly involved in delivering contract performance and those reporting achievements of performance outcomes to the Authority;

An audit system to provide periodic checks, as a minimum at six monthly intervals, to ensure effective and accurate recording and reporting of contract performance.

We are confident that you should already be carrying out robust and comprehensive checks to prevent fraud activity in order to protect the reputation and integrity of your organisation and therefore the measures are unlikely to impose any additional burdens on you in this area.

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