



Specialist Disability Employment Programme - Design Workshop

Plan for the day...

- 10.00 Welcome, context and purpose of the day,
Outline design proposals
Opportunity to comment
Table feedback
- 12:00 Lunch
- 13.00 Commercials and funding approach
Opportunity to comment
Table feedback
- 15.15 Next steps and close

Aims of the day...

- Provide high level overview of the:
 - Reform context
 - Programme design
 - Commercial approach
 - Funding approach
- Gather your specialist views through our workshops

- A series of events
- But not open ended debate
- Process for the day

We believe we can do better ...

- *Improving the Life Chances of Disabled People - Prime Minister's Strategy Unit*
- *Gaining and Retaining a Job - National Audit Office*
- Public Accounts Committee findings

Research

- Clear the programmes can be improved
- Clear our customers want more

Wide support for the principles of reform

- Work for those who can is key to inclusion
- Goal of independent working, with support where needed

A new programme to replace the Job Introduction Scheme, Work Preparation and WORKSTEP

Developing the role of Jobcentre Plus Disability Employment Advisers in relation to our specialist disability employment programmes

Identifying ways to improve Access to Work

The story so far...

- Disability Employment Services Consultation ran to March 2008
- Green paper announced government intended to go ahead broadly as proposed in the consultation document
- Timescale - delivery commences 2010

Improved customer experience:

- Moving away from rigid programmes to modular approach
- Individualised support (less DWP prescription)
- Better and more consistent quality
- Focus on independence and progression
- Greater focus on employers

Better value for money...?

- Appropriate customers are entering the provision
- Long-term customers receiving a quality service
- Quality trained staff with good local links
- Good ratio of support workers to customers
- Genuine employer focus
- Emphasis on practical support, rather than payments
- A focus on up-skilling of employers and co-workers

- The following provision to be replaced with a single programme that may include individual modules
 - Job Introduction Scheme
 - Work Prep
 - WORKSTEP
- Enhance the role of the DEA



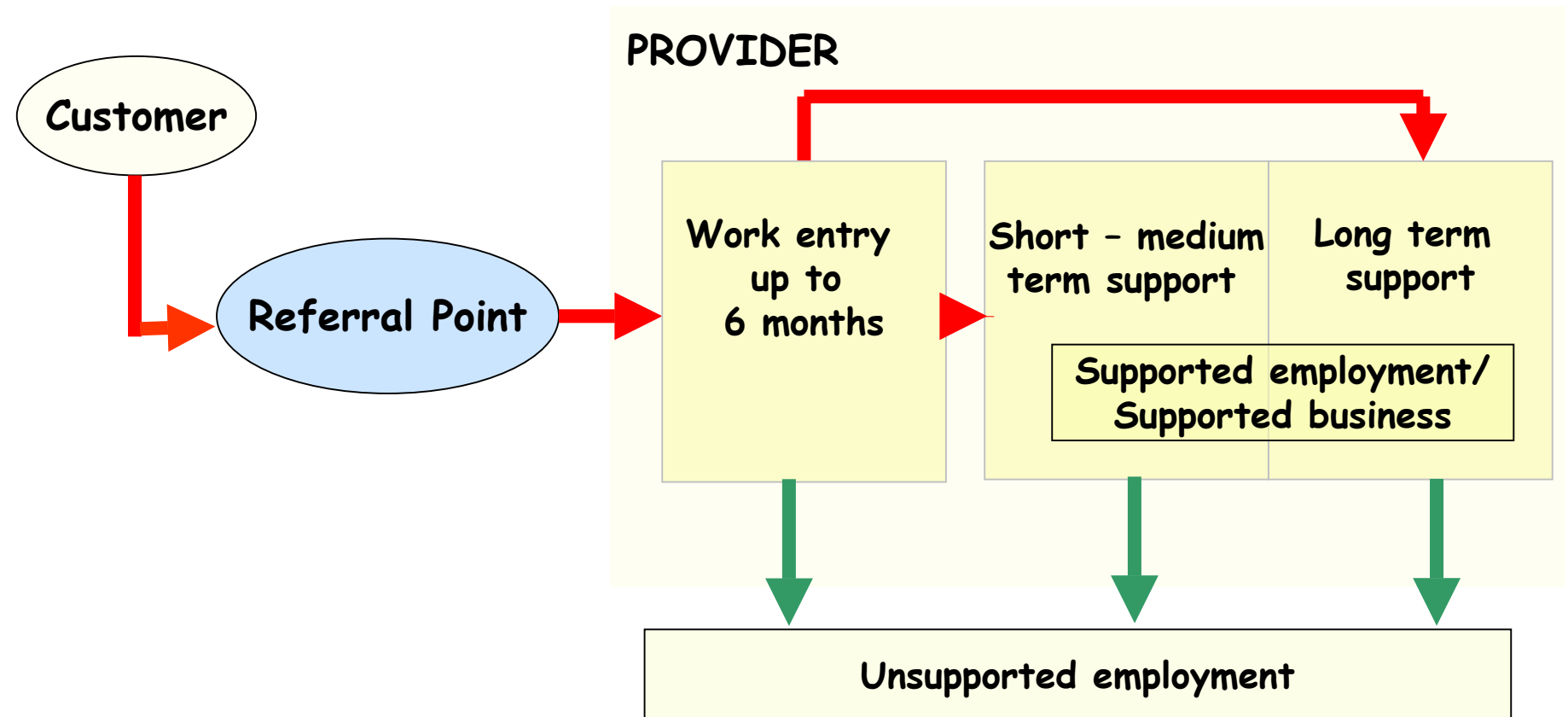
Specialist Disability Employment Programme - Design...

- Brand new voluntary programme
- Pan-disability
- Designed to help customers with complex barriers to gain or retain employment
- Improved customer experience
- A robust routeway

Design principles...

- Customers will not have to be in receipt of benefit
- Employers are customers too
- WORKSTEP customers can transfer to the new programme
- Fit effectively with Access to Work
- Mandatory activities in benefit regimes take precedence

High level design...



Supported business places...

- We are looking to offer some contractual protection for places currently in use within the WORKSTEP programme
- Places would be offered within the Prime contract
- Prime provider would be required to pay supported business a set amount per place

Routeway...

What are the customer's needs?
What is the customer's work history?
What's the most appropriate course of action?
Is mainstream provision available to meet the customer's needs?
If not - what specialist provision is available?

Eligibility



Disability under the DDA and requires specialist support to gain, move closer to, or keep employment.

Suitability

Choice



What does the customer feel their needs are?
What course of action/provision does the customer want to try or feels is appropriate?

Availability

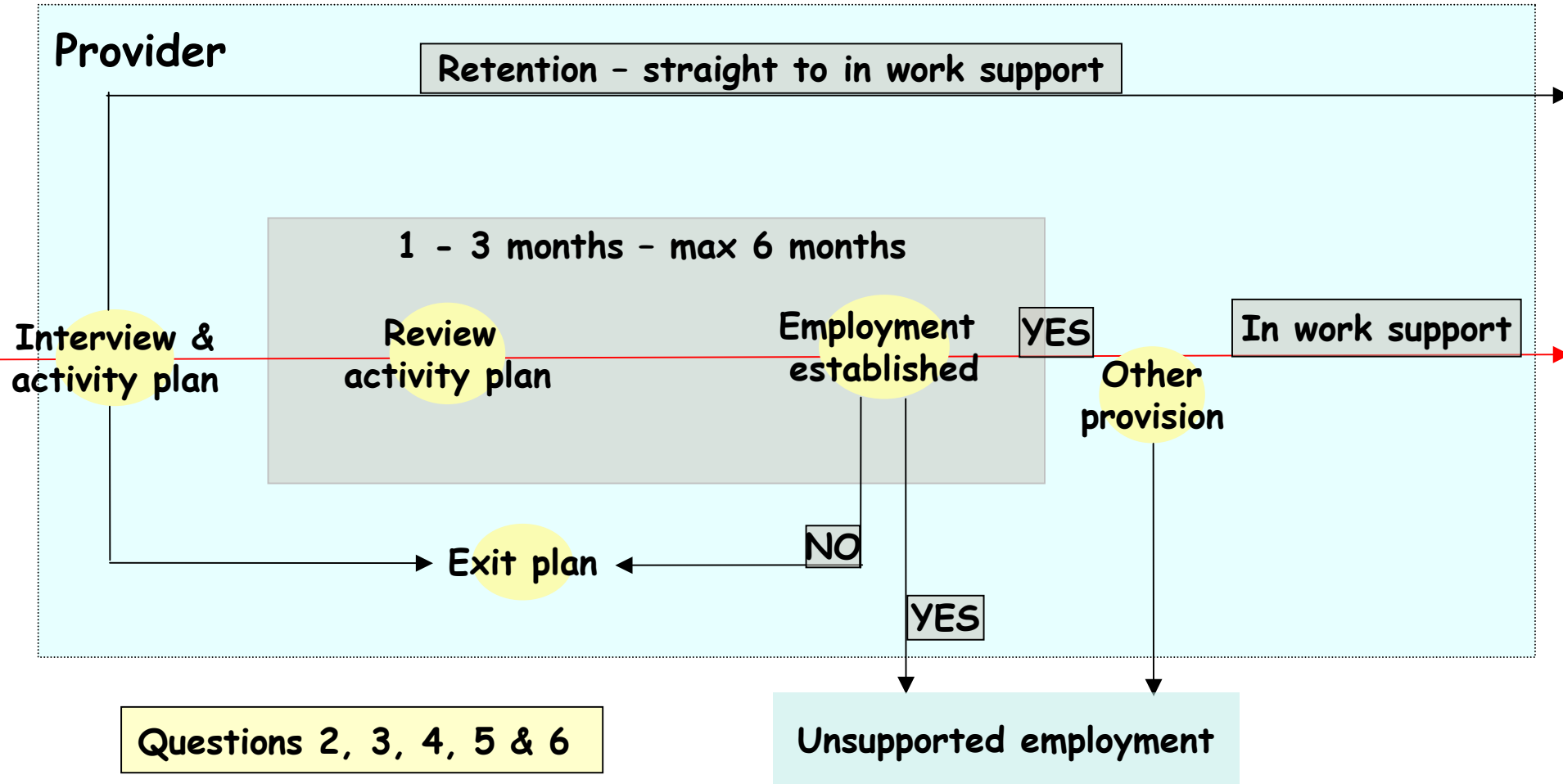


Are places available?
Is there a waiting list?

Specialist Disability Provision

Question 1

Work entry...



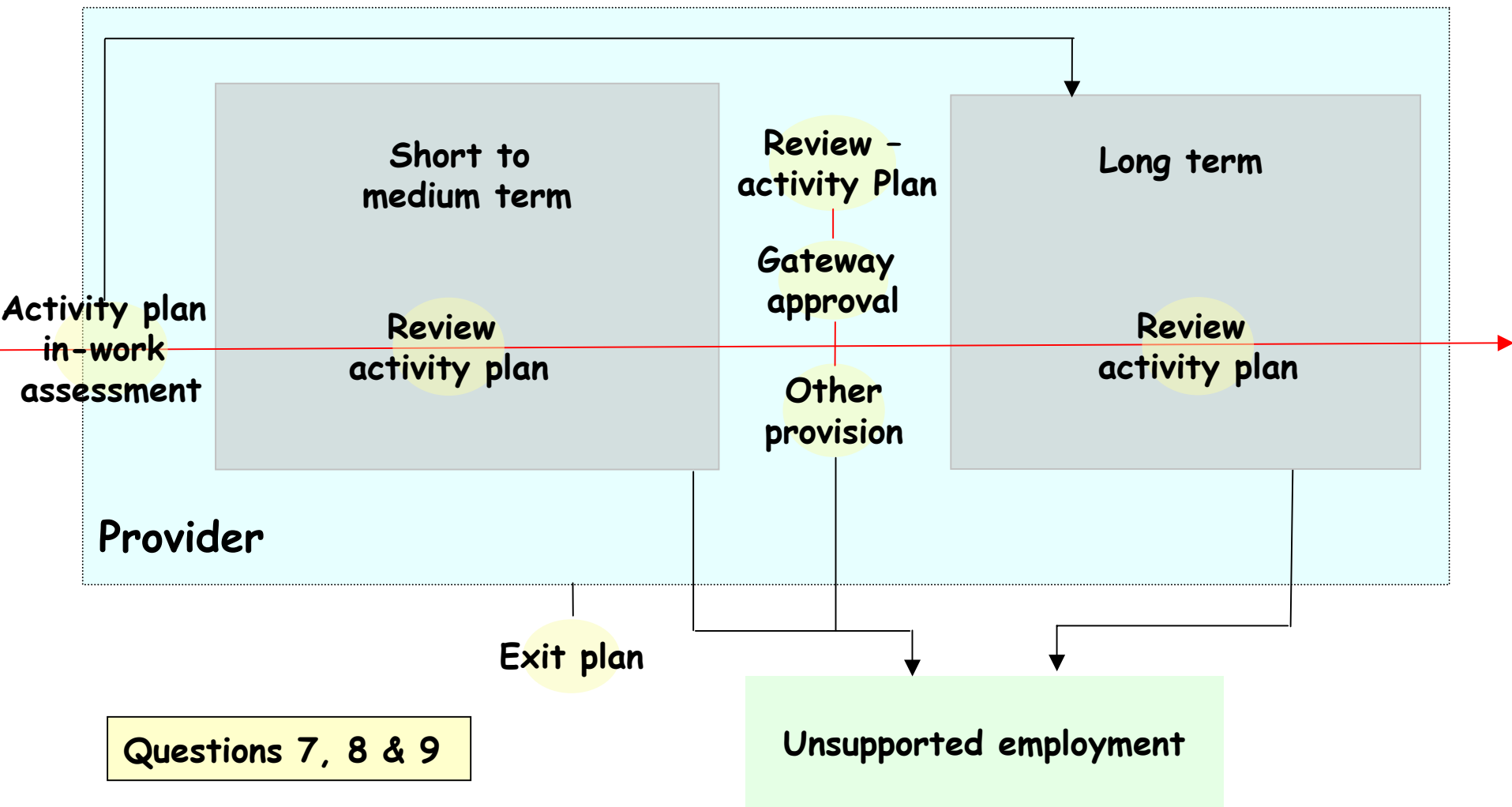
Some key aspects:

- Provider to conduct a one-to-one interview with customer
- Could involve the employer if the customer is employed
- Customer **MUST** be involved in the choice of activities

Work entry support could involve:

- training & skills building
- confidence building
- job search, application support, interviewing coaching
- working with an employer to change perceptions
- work tasters

In-work support...



Some Key aspects:

- For those likely to progress to unsupported employment within two years
- Clear focus on moving customers into unsupported work
- Strong links between employer, provider and individual
- Support - frequent & intensive, could involve:
 - changing perceptions
 - job coaching
 - personal support
 - skills development
- Significant movement into unsupported employment

Some key aspects:

Questions 10, 11, 12 & 13

- Specific tailored support aimed at those with long term support needs
- Work may be in a supported business
- Work may be with a mainstream employer
- Support - less frequent and intensive than module 2
- Focus on distance travelled
- Expectations of progression into unsupported employment

- Anyone on Work Preparation and Job Introduction Scheme when contracts are *awarded* will continue until it completes
- Still considering the position for those new customers requiring Work Prep or JIS between contract award and start
- Proposed that WORKSTEP customers will transfer to the new provider (not necessarily new job) from *contract start* dates

An indicative example:

- On average for every 100 customers that start our WORKSTEP programme
 - 50 will gain supported employment within one year
 - Of this 50, 11 will gain unsupported employment within the next two years
 - And of those who gain unsupported employment a further 6 will sustain
- Differs greatly between providers
- For the future programme bidders will be asked to make improved offers based on the current best performance levels

The new provision will:

- Recognise the needs of customers earlier
- Provide a more flexible programme, tailored to meet customer's individual needs
- Improve the customer experience with a more streamlined approach
- Procurement approach aims to:
 - drive positive behaviours through the funding model
 - utilise existing specialist provider network

Your chance to comment and
influence a number of design issues

Our focus...

Our proposed changes will be undertaken with key principles and direction in mind:



Programme objectives...

- The right people enter the provision
- Long-term customers receive a quality service
- Quality trained staff with good local links
- Good ratio of support workers to customers
- Genuine employer focus
- Emphasis on practical support, rather than payments
- Focus on up-skilling of employers and co-workers

Activity

- Tables have a set of questions relating to the design and a set of instructions
- There are DWP people around the room to support you
- You have around one hour to discuss and record
- Feedback, please consider:
 - the high level design and consultation
 - the impact of your response on the customer and employer
 - providing specific responses and solutions
 - the DWP objectives and direction

Thank you



Specialist Disability Employment
Programme -
Procurement Workshop...

- DWP Commissioning Strategy
- Prime Contracts
- Procurement Principles
- Summary of Responses
- Contract Packages
- Funding Model

- Fewer, larger and longer lasting contracts
- Packages based on city regions/countries
- Funding based on delivery and outcome payments
- Attractive to new entrants and existing providers
- Competitive tendering taking account of previous performance
- Engagement of City Strategy Pathfinders

- Financial Risk/Capability
- Publication of Provider Performance
- Policy & Commissioning Reviews
- Regular Performance Reviews
- Code of Conduct
- Star Rating
- Consultation Events

What is a Prime Contract?

DWP will contract with a single organisation who will:

- Deliver some, none or all of the provision
- Deliver through sub contractors
- Manage the performance of sub contractors
- Manage payments to sub contractors
- Set up new legal entity "Special Purpose Vehicle"

Prime Contracts

- Accountable for delivery of the whole specification
- The suggestion at this stage is for the contract term to be five years with option to extend for further two years
- Offers stability for providers
- Contract packages

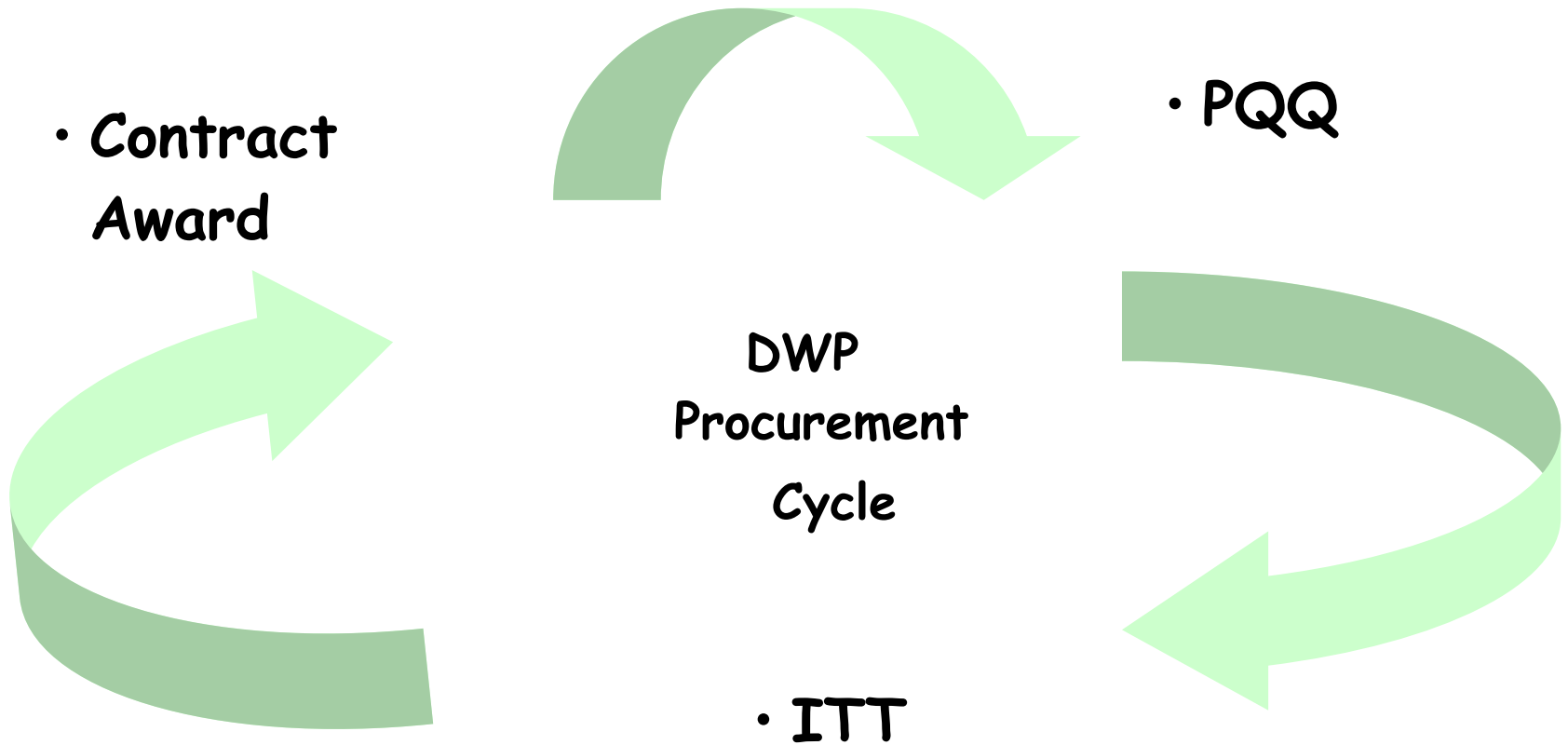
The number of contracts....

- Our commissioning approach sets out the Prime Provider Model
- Current working assumptions that:
 - Contract values will range between £3 - £9m per annum
 - Contracts at regional/country level - 11 in total
- We may also consider:
 - Two contracts per region/country - 22 contracts in total

Question 1

How do we intend to procure?

DWP Procurement Cycle



Procurement Principles

- In line with DWP Commissioning Strategy
- Restricted Two Stage Process
- **Stage One:** Pre Qualification Questionnaire (PQQ)
Capability to deliver provision
- **Stage Two:** Invitation to Tender (ITT)
Formal tender to deliver the specific provision
Optimum combination of price and quality

PQQ - Events

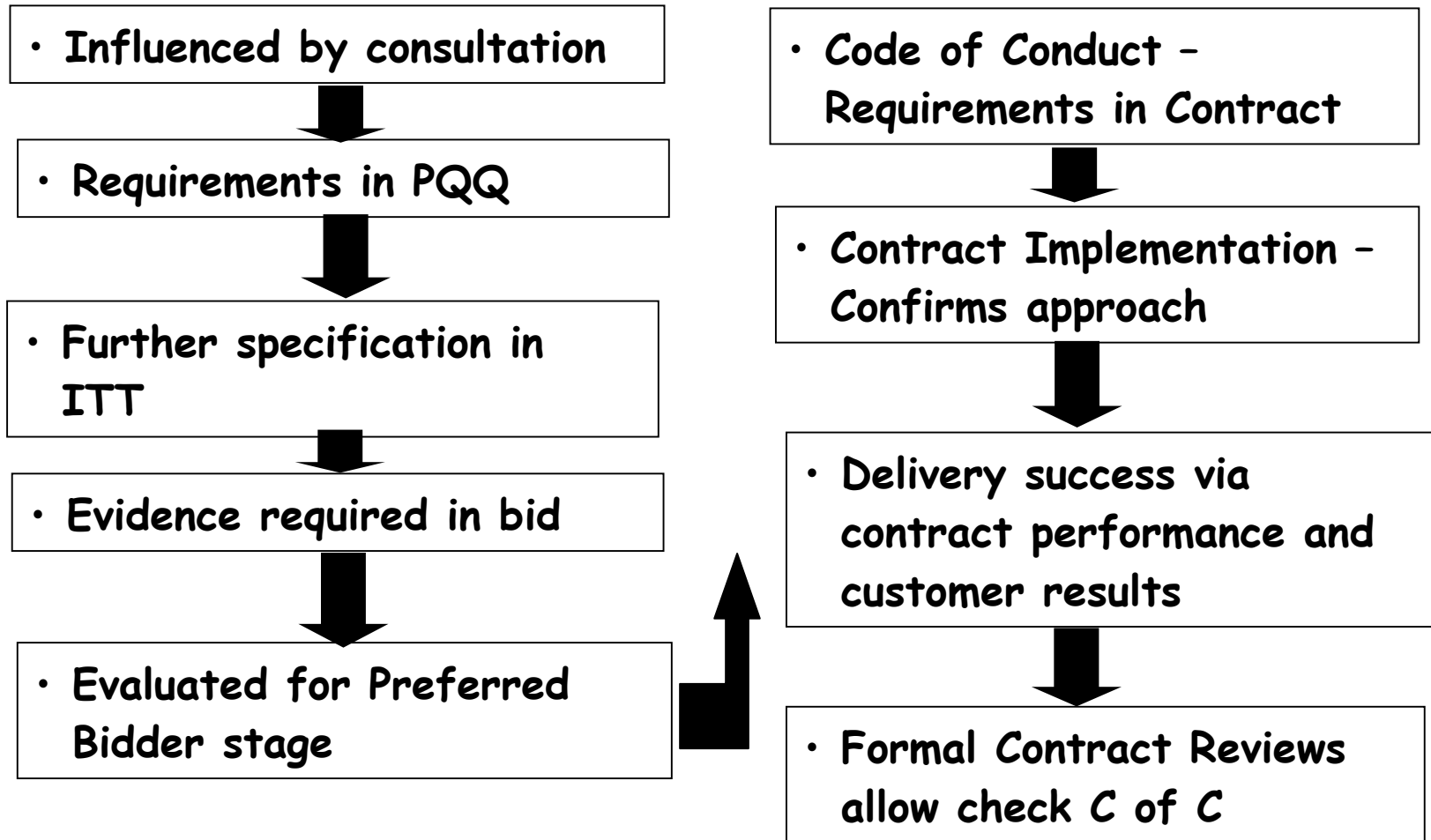
- One PQQ per organisation
- Evaluation and Short Listing

ITT - Events

- Between four and eight providers per contract package
- Evaluation

Question 2 & 3

DWP Procurement Cycle

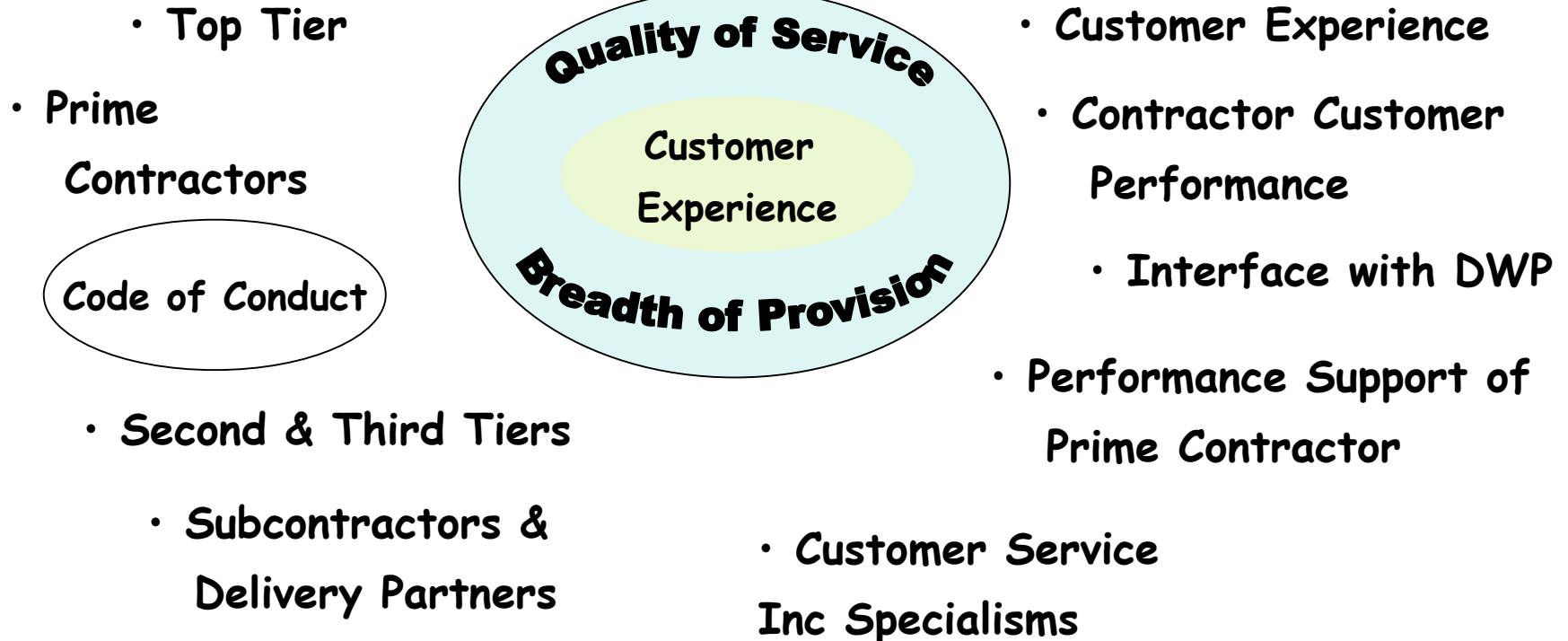


Question 4

Code Of Conduct	VALUES	
	Pre-Award of Contract	Post Award of Contract
	Equality & Diversity	TUPE
	DWP Undertaking (Commitment)	

DWP Code of Conduct

Healthy High Performing Supply Chain



Summary of Responses

- Structured handover
- Six month implementation/contract start up
- Top slicing
- Open discussion
- Lessons learned from Flexible New Deal/Pathways

The Funding Model....

- The Department has a standard funding model
- Delivery payment
- Outcome payment
- We are thinking of a funding model more weighted towards job outcomes - in line with DWP's Commissioning Strategy
- Outcome payment split for:
 - Supported/unsupported business job outcome
 - Sustained job outcome

Question 5

Procurement Timetable

Issue of PQQ	W/c 30 March 2009
Return of PQQ	W/c 18 May 2009
Issue of ITT	W/c 27 July 2009
Return of ITT	W/c 26 October 2009
Contract Award	W/c 26 April 2010
Contracts Start	October 2010

Activity

- Tables have a set of questions relating to procurement and a set of instructions
- There are DWP people around the room to support you
- You have around an hour to discuss and record
- Feedback, please consider:
 - the High Level Procurement Proposals
 - try to provide specific responses and solutions



Thank You