

Questions and Answers
from the Invest to Save and Personalised Employment Programme
Events
28th and 30th July 2009

Subject areas:
 PEP
 PEP Accelerator funding Model
 Procurement Approach
 Localisation
 Special Purpose Vehicles (SPV)

No.	Question	Response
PEP		
1	How many providers will there be in each district?	Still being looked at, no final decision yet.
2	What level of consultation will DWP give throughout the procurement process?	There will be regular consultation with suppliers until the ITT stage.
3	Can voluntary customers access PEP?	Yes, voluntary customers can access PEP on a similar basis to the Pathways to Work programme.
4	Can Lone Parents (LPs) with children under 3 volunteer?	JCP support contract will be available to this customer group but it is being considered.
5	How are DWP ensuring that parents will get adequate and flexible provision? Are you speaking to Dept for Children and Schools? Are you working closely with children's centres as LPs will be using them?	<p><i>How are DWP ensuring that parents will get adequate and flexible provision?</i></p> <p>All lone parents at the point of claim now see a Personal Adviser who conducts the Work Focused Interview (WFI) and starts the relationship which will continue through the follow up WFIs and for those who join, through New Deal for Lone Parents.</p> <p>The Jobcentre Plus Support Contract, that comes into being in December 2009, brings about a new portfolio of learning and training opportunities designed around the needs of parents and carers. There are two key modules:</p> <ul style="list-style-type: none"> • Improving Job Search - aimed primarily at JSA customers (but open to all customers) with moderate support needs. • Getting Ready For Working - aimed primarily at carers and parents (including NDLP and NDP participants) with more substantial support needs.

		<p><i>Working with Children's Centres</i></p> <p>Jobcentre Plus is currently working with partners on a range of child poverty pilots which aim to bring support to parents together and make it more accessible to more parents. One such pilot is the Work Focused Services in Children's Centres pilot. This pilot is designed to test new ways of providing and engaging parents in employment support to help them prepare for and access work.</p> <p>Through this pilot the Child Poverty Unit, with Jobcentre Plus and Department for Children, Schools & Families (DCSF), are piloting the delivery of enhanced work-focused services for parents in 30 children's centres across England. Jobcentre Plus services and additional work focussed activities available through the pilot are actively promoted to parents with children under 5. However parents with older children are not excluded from accessing work focussed support through the pilot.</p> <p>Whilst the pilots are not due to be evaluated until 2011, we are already sharing lessons from the early months of operation.</p>	
6	How will eligibility for each of the cohorts be established?	All customers will be treated equally.	
7	In some instances you may have 50% JSA and 50% ESA customers in a cohort. However the % may change which will affect the costs?	Regular monthly cohorts will come on the programme. Estimates can be given but it's difficult to give exact details.	
8	Will 8 or 16 work hours count as a job outcome?	The standard job outcome definition of 16 hours will be used for PEP.	
9	To date there is no funding stream attached to I2S/PEP to help deaf customers procure access support for training, work placements and meetings with providers. Has this been overlooked?	We expect providers to work with customers across the full range of health conditions and disabilities and to tailor the services they offer to the needs of the individual. Where providers operate in locations that have a concentration of people with particular health conditions then they can and do sub-contract to specialist organisations.	

PEP Accelerator funding Model			
1	This seems very complicated – could we not use the Australian screening model? How will providers deploy and manage their staff?		Screening was considered however this ultimately segments customers by benefit type and we want providers to decide how they will engage with each individual customer.
2	Is there a framework or something similar for assessing customer needs to determine different levels of assistance required for this 'hard to help' customer group?		The onus is on the supplier to determine the levels of assistance required, based upon their knowledge and understanding of the labour market.
3	Will indicative customer volumes and budgets be given over the life of the contracts?		Yes, as part of the tender process, indicative volumes will be given however these could be subject to change.
4	How long will customers be on PEP?		Customer journey still to be defined.
5	If a LP had a child over 7, would they go onto PEP?		It would be anticipated that they would initially go onto JSA and would then join PEP at Stage 3.
6	Will 'star ratings' apply to these pilots?		We are still looking into this to determine the benefits of this measure.
7	What is the performance expectation?		Performance should be as good as existing JSA/ESA current programmes but not clear what the figure will be.
8	How are subcontractors funded?		This will be up to the prime contractor and subcontractors to work out. DWP will not get involved but will expect the DWP Code of Conduct to be applied.
9	Wouldn't it be better to have a fixed band of prices for the stages?		The difficulty would be in establishing the prices without them being too high or low. We currently don't have the information to do this and are relying on Providers to establish this in their bids.
10	Will there be a formal financial review during the life of PEP?		This will be looked at in more detail as we move forward in the tendering process.
11	Has the Administrative burden on Providers been considered?		Currently we are anticipating that there will be a monthly set of cohorts. A spreadsheet is being developed that will help track which cohorts customers are in, however it is not at a stage where it can be distributed.
12	Clarification of the		The PEP pilot itself is intended to reduce

	funding model, what is the saving over 18 months?		creaming and parking. By more closely aligning the costs of interventions with the rewards for placing a customer into work we are looking to incentivise providers to engage with all customers who are referred to them rather than concentrate on 'quick wins' and leave or 'park' those hardest to help	
Procurement Approach				
1	What will providers compete over? Quality, outcomes etc		Contracts will be awarded on the basis of the most economically advantageous tender in each contract area i.e. that which, in the opinion of DWP, offers the best combination of quality, price and risk. .	
2	Under Security rules can a provider who is not currently running a programme access the security template in order to start working on the security standards early?		Yes, there are plans to put the template on the DWP website.	
Localisation				
1	Can local areas buy additional outcomes for those who have challenges finding work?		The process is still being developed. The primary aim is to test using benefit savings to fund I2S. Adding extra funding routes may hinder this process.	
Special Purpose Vehicles (SPV)				
1	Have DWP awarded contracts to SPV's?		Yes, a contract has been awarded to 'PLUS' (consortium of local authorities) under New Deal.	