

Department for Work and Pensions - Small & Medium Enterprises (SME) Action Plan

Agreed actions	Target date for implementation	Task	Outcome	Success factor
1. Introduce mechanisms to maximise the level of SME participation in the Work Programme supply chains.	July	Work with new providers to optimise the number and contribution of SMEs in Work Programme supply chains.	Increased contribution of SMEs to helping people find work.	More SMEs get increased DWP business.
2. Review all category strategies to investigate how to open up more DWP procurement to SMEs. Where applicable include a section on SME friendly procurement methods.	September	Examine use of outcome based specifications, division of requirements into lots and other ways more DWP business can be offered to SMEs.	All options examined. More business offered to SMEs.	Increase over £525m 2009/10 baseline of DWP spend going to SMEs. Better solutions and VFM.
3. Meet with 50 key DWP suppliers (representing 80% of spend) to agree ways to increase the level of SME participation in supply chains.	September	Increase the impact of DWP Supplier Charter, the Merlin Standard and supplier relationship management. Revise contract terms to require suppliers to report use of SMEs. Advertise SME sub-contracting opportunities on Contracts Finder.	More indirect DWP spend with SMEs.	Increase over £94m 2009/10 baseline.
4. Review and improve the ways DWP communicates with SMEs about business opportunities.	September	Publish 12 month pipeline of business, pre-market engagement and ways SMEs can work with DWP. Enhance web content. Supplier Engagement events.	New more effective communications.	SMEs aware of all DWP opportunities and context.
5. Conduct 'Product Surgeries' to pro-actively engage with the SME market around opportunities. This will be piloted with an IT-based surgery.	July	Pilot the 'Product Surgery' format, using problem-based challenges to engage SMEs for innovative thinking on major programmes, starting with Universal Credit.	Greater awareness of innovative SME offerings in DWP problem areas, and more opportunities for SMEs.	More SMEs get increased DWP business.