



Department  
for Work &  
Pensions

## **Invitation to Tender**

### **Specification**

### **Entrenched Worklessness Provision**

### **Cumbria and Lancashire Jobcentre Plus District**

**Contract Reference: UI\_DWP\_101412**

**July 2014**

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## **1. Introduction**

- 1.1 The Department for Work and Pensions (DWP) is inviting tenders to provide an innovative motivational programme that tackles entrenched worklessness in the Blackburn area of the Cumbria and Lancashire Jobcentre Plus District.
- 1.2 The overall aim of the programme is to help Jobcentre Plus Claimants to identify and address the barriers and issues that prevent them from moving off welfare to work benefits and into sustained employment.
- 1.3 This specification document sets out the delivery requirements for the programme. Potential Suppliers should use this information to develop comprehensive delivery and price proposals for the programme.

## **2. Background**

- 2.1 The Coalition Government has given a clear commitment to ensure “that receipt of benefits for those able to work is conditional on their willingness to work”.
- 2.2 A key priority for the Coalition Government is tackling entrenched worklessness. The Government’s definition of the entrenched worklessness group is “the proportion of people who have received one or more of the main working age benefits for at least 3 out of the last 4 years, focusing on those capable of work or work-related activity”.
- 2.3 Entrenched Worklessness claimants are in receipt of Jobseeker’s Allowance (JSA), Employment and Support Allowance Work-Related Activity Group (ESA WRAG), ESA assessment phase, or Income Support (IS) for lone parents.
- 2.4 As at 31<sup>st</sup> March 2012, approximately 1 million Claimants had been in receipt of one or more of the main working age benefits for at least 3 of the preceding 4 years.
- 2.5 Entrenched worklessness is not the same as long-term unemployment. Of the 1 million Claimants identified long-term unemployed, only around 200,000 Claimants had been claiming JSA for at least 3 of the past 4 years. Three quarters of the long-term unemployed (1-2 years) claimants are not classified in the entrenched worklessness group. One third of the very-long-term unemployed (2yrs +) claimants are not classified in the entrenched worklessness group.
- 2.6 The ‘Social Justice Outcomes Framework’ document, published on 31 October 2012, explains what the Government wants to achieve and how they will measure success. The link below provides access to this publication.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/49518/social-justice-outcomes-framework.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/49518/social-justice-outcomes-framework.pdf)

- 2.7 On 24 April 2013, the Government published the document 'Social Justice: Transforming Lives – One Year On'. Chapter 3 of this publication focuses on the importance of work and tackling entrenched worklessness. The link below provides access to this publication.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/203041/CM\\_8606\\_Social\\_Justice\\_tagged-mw.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/203041/CM_8606_Social_Justice_tagged-mw.pdf)

- 2.8 The Cumbria and Lancashire Jobcentre Plus District has identified a need for provision that uses innovative methods to inspire entrenched worklessness Claimants to address the barriers and issues preventing them from entering the the work arena.

- 2.9 Jobcentre Plus requires the core element of the programme to focus on addressing Claimant issues from their perspective. The programme will change the “hearts and minds” of Claimants by empowering them to take responsibility for improving their lives.

### **3. Key Objectives**

- 3.1 The key objectives for the programme are to:
- Challenge Claimants’ benefit dependency – identify why individual claimants are reliant on welfare benefits and empower them to “breakthrough” the barriers of entrenched worklessness.
  - Increase Claimants’ self-esteem – identify and promote positive traits about individual Claimants.
  - Inspire Claimants’ to make lifestyle changes – create a bespoke ‘road map’ that sets out realistic and achievable goals.

### **4. Geographical Coverage**

- 4.1 The programme will target Claimants residing in the Borough of Blackburn, with the primary focus being Claimants residing in the Mill Hill and Wensley Fold Wards.
- 4.2 Information about the delivery locations and Claimant volumes is included at paragraphs 8.1 to 8.3 of this specification.

### **5. Design and Content**

- 5.1 Cumbria and Lancashire Jobcentre Plus District require an intensive programme of support, personalised to individual Claimant’s need, that will address and eventually remove the barriers preventing Claimants from progressing from welfare benefits into sustained employment.

- 5.2 The programme must provide Claimants with the opportunity to:
- build their motivation and confidence levels;
  - raise self esteem through structured inspirational discussions and exercises; and
  - equip them with the qualities, attitudes and behaviours to stimulate their approach to seeking work and changing their lives for the better.
- 5.3 The successful Supplier will be expected to provide the full programme either through direct delivery or as prime Supplier using sub-contractors to deliver specific elements of the programme.

## **6. Service Delivery Requirements**

### **The Service**

#### Caseworker Support

- 6.1 The successful Supplier will allocate each Claimant referred to the programme with a Caseworker. The Caseworker will meet the Claimant on a 1:1 basis for 2 hours each week for 16 weeks.
- 6.2 The initial meeting between the Caseworker and the Claimant will focus on:
- gathering information about the Claimant;
  - assessing their needs;
  - identifying barriers to employment; and
  - ascertaining their job aspirations.
- 6.3 The Caseworker will be responsible for producing and agreeing an individual action plan. The action plan will focus on:
- identifying the type and level of support that will help the Claimant to tackle their entrenched worklessness; and
  - identify interventions to help them to progress into work.
- 6.4 The Caseworker will be responsible for:
- ensuring all actions agreed are progressed by the Claimant;

- reviewing and updating the Claimant's action plan each week at the planned face to face meetings. Action Plans must be flexible to meet the changing needs of individual Claimants. Updated action plans must be sent to a nominated Jobcentre Plus officer each week; and
- producing a summary report for each Claimant when they leave/complete the provision. The summary report will inform discussion at the end of programme Claimant Review case conference – see paragraph 6.11 of this specification.

### Specialist Support

- 6.5 Some Claimants may require more in depth support to address their barriers to employment. Caseworkers will be expected to work closely with specialist organisations to address specific issues and barriers to employment. Specialist support may include:
- **Financial Advice and Debt Counselling** - specialist advice relating to the financial circumstances of individual Claimants.
  - **Managing a Health Condition** – specialist advice and support relating to managing their health condition;
  - **Healthy Lifestyles** – specialist advice related to alcohol and substance abuse; and
  - **Offending Issues** – specialist advice relating to disclosure of convictions to employers.

### Motivational Course

- 6.6 Each Claimant must attend a motivational course delivered by the Supplier at around week 4 of their programme.
- 6.7 Jobcentre Plus anticipates that up to 12 Claimants will attend each course. The Supplier will be responsible for managing and planning the courses to ensure the optimum number of 12 Claimants attend each course. Jobcentre Plus anticipates no more than 8 courses being delivered during the contract period.
- 6.8 Each course must run for 10 hours per week. Potential Suppliers have the flexibility to determine the deliver arrangements for each course e.g. 2 hours per day for 1 week or 5 hours per day for 2 days. Potential Suppliers are required to detail their delivery proposal in their tender.
- 6.9 The core theme of the course must be 'changing hearts and minds'. The course should complement the discussions that have taken place between the Claimant and the Caseworker. The course should:

- Challenge Claimants' benefit dependency – identify why individual claimants are reliant on welfare benefits;
- empower Claimants to “breakthrough” the barriers of entrenched worklessness;
- Increase claimants' self-esteem – identify and promote positive traits about individual claimants;
- Inspire claimants' to make lifestyle changes – identify and set realistic and achievable goals.

6.10 The course should also include:

- **Basic IT Skills** - Introduction to Computers; Electronic CVs; Applying for Jobs On-line; and Registration for Universal Jobmatch. Further information about Universal Jobmatch can be found at: <http://www.dwp.gov.uk/adviser/updates/universal-jobmatch/>
- **Labour Market Awareness** - input from employers i.e. talks relating to working in specific occupational sectors, applying for jobs and interview techniques.
- **Workplace Behaviours** - qualities, attitudes and behaviours employers expect from their employees e.g. communication skills; self presentation; punctuality; time keeping and time management; and team working and problem.
- **Accessing Local Provision** – awareness of local provision e.g. 'Get Britain Working' initiatives, guest speakers involved in the delivery of local provision.

### Claimant Reviews

6.11 Case conferences between the Supplier and Jobcentre Plus Advisers will be held for all Claimants completing the programme.

## **7. Referrals**

7.1 Jobcentre Plus will be the sole referral agent to this programme.

7.2 Jobcentre Plus Advisers will be responsible for contacting the Supplier to arrange an appointment for the Claimant to start the provision. Claimants must receive their first interview within 5 working days.

7.3 All Claimants referred to the provision will be in receipt of Working Age Welfare to Benefits (including Jobseekers Allowance; Employment and Support Allowance Work Related Activity Group; and Income Support

Lone Parents) and living within the designated ward areas in Blackburn.

- 7.4 The provision will target Claimants who have completed the Work Programme.
- 7.5 The Supplier will be responsible for ensuring all Claimants are treated within the requirements of legislation outlined in the contract.

## **8. Claimant Volumes and Delivery Location**

- 8.1 Jobcentre Plus anticipates that **100** claimants will access the provision during the contract period. However, Jobcentre Plus does not guarantee this level of Claimants accessing the provision.
- 8.2 The Caseworker must undertake the face to face meetings with the Claimants at venues that are easily accessible for Claimants living in the targeted Wards.
- 8.3 The course element of the programme must be delivered from centrally located premises in Blackburn that is easily accessible by public transport.

## **9. Travel Costs**

- 9.1 The Supplier is responsible for paying directly to Claimants' any reasonable travel expenses for return journeys from the Claimant's home to the agreed delivery venue.
- 9.2 The Supplier will pay Claimants' travelling expenses when they attend the provision in line with the Jobcentre Plus' policy, i.e.:
- travel by public transport based on the cheapest reasonable return fare;
  - travel by private motor vehicle paid at the appropriate standard rate as defined by Her Majesty's Revenue and Customs;
  - taxi fares if public transport is not available or the Claimant is unable to use it (for example, people with mobility issues) and where prior approval has been given by the provider in line with guidance supplied by Jobcentre Plus, or, if the Claimant did not seek approval, it is clear the Claimant required a taxi to attend the provision.
- 9.3 Other expenses: miscellaneous costs incurred, such as parking and bridge tolls, and congestion charges. These costs will only be met if they relate to the journey to or from the provision.



- 9.4 Any public transport or taxi receipts should be produced by the claimant to validate the claim. If a ticket or receipt cannot be produced, or has been lost, payment should be made providing the claim seems reasonable. The Supplier will not be required to routinely provide the Cumbria and Lancashire Jobcentre Plus District Third Party Provision Team with the receipts to support the payment of claimant expenses. However, receipts should be retained for up to 6 months, or as advised by Jobcentre Plus, for audit purposes.
- 9.5 The Supplier will manage the payment of travelling expenses to standards which will involve but not be limited to:
- the collection of all relevant information to enable payment, including bank account details;
  - ensuring complete accuracy in all payments of expenses;
  - providing an effective system to pay and monitor all expenses payments with appropriate audit trails; and
  - making any payments properly due, upon receipt of a correctly completed and documented application, upon receipt of the claimant's application.
- 9.6 If DWP advises changes to the rates of expenses (e.g. mileage rates) payable to claimants, the Supplier will update these rates within 30 days of being notified.

## **10 Childcare Costs**

- 10.1 Jobcentre Plus is responsible for paying any childcare costs associated with attendance at the provision.

## **11 Timing**

- 11.1 The contract to deliver this provision will commence no later than 17 October 2014 and run continuously until 30 October 2015.
- 11.2 The last Claimant will start no later than 13 July 2015. This will allow all claimants to complete their provision by 30 October 2015.
- 11.3 DWP reserves the right to extend the contract subject the availability of funds, the satisfactory performance of the Supplier and the continuing need for the provision. Any agreed extension will be for a further period of no more than five (5) months and support an additional 45 Claimants.

## **12. Performance**

- 12.1 The performance requirements are:

- Provision Starts: 100 Claimants
- Provision Completers: 85 Claimants (Or 85% of Starts)
- Positive Outcomes: 60 Claimants (or 60% of Starts)

### Provision Completer

12.2 A Completer is defined as a Claimant who has completed all elements of the programme e.g. 16 weeks including full attendance at the course element.

12.3 If a Claimant leaves during the 16 weeks programme duration to move into a job or recognised outcome this will also be accepted as a completer, subject to evidence being obtained to verify the job or outcome – see paragraph 14.2

### Positive Outcome

12.4 A Positive Outcome is defined as:

- i) A job - defined as one where, within 13 weeks of leaving the provision, the Claimant starts paid employment for a minimum 16 hours per week and resulting in an off flow from Working Age Welfare to Work Benefits;
- ii) Further Education or Training – defined as anything provided through further education establishments and the attendance results in an off flow from Working Age Welfare to Work Benefits;
- iii) Recognised training funded by the Skills Funding Agency.
- iv) Recognised training funded through European Social Funding.
- v) Great Britain Working Measures – measures include WorkClubs; local training provision, volunteering, voluntary work experience, sector based work academy or other pre-Work Programme provision within 4 weeks of completing the provision.

12.5 During the period of the contract, additional outcomes may be agreed between Jobcentre Plus and the Supplier. Jobcentre Plus will have the final decision on acceptance of new Positive Outcomes.

12.6 Suppliers will only be paid one outcome payment per Claimant.

12.7 The Supplier will be required to report their success against these criteria to Jobcentre Plus.

### 13. Provision Budget

13.1 A budget of £165,000 has been set for the provision.

### 14. Payment Model

14.1 Jobcentre Plus will pay fixed fees for the following elements of the provision:

- **Provision Start Fee**
- **Provision Completer Fee**
- **Positive Outcome Fee.**

14.2 The Supplier will submit a monthly invoice. The invoice must include evidence to support the claim. The evidence requirements for each element are:

- **Provision Start Fee:** SL2 Form and a copy of the individual Claimant's Action Plan signed and dated by both the Claimant and the Supplier.
- **Provision Completer Fee:** SL2 Form and a copy of the Claimant's Exit Report signed and dated by both the Claimant and the Supplier.
- **Positive Outcome Fee:**
  - i) A job - evidence such as a wage slip or written confirmation from the employer to support the Claimant starting and retaining employment. This will be limited to one qualifying Job Outcome per Claimant achieved within 13 weeks of leaving/completing the provision
  - ii) Other Agreed Positive Outcomes - Confirmation of a Start e.g. SL2 Form and/or written confirmation from the training establishment/Supplier that the Claimant has started on provision.

14.3 The Supplier will be paid monthly in arrears upon submission and validation of a suitable invoice detailing the claim along with appropriate supporting evidence, as outlined in paragraph 14.2.

14.4 Bidders are invited to submit their proposed unit costs for:

- Provision Start Fee (up to a maximum of **£666.00 per Claimant** – maximum total amount paid for this element is **£66,000.00**).

- Provision Completer Fee (up to a maximum of **£776.47 per Claimant** - maximum amount paid for this element is **£66,000.00**).
  - Positive Outcome Fee (up to a maximum of **£550.00 per outcome** - maximum total amount paid for this outcome is **£33,000.00**).
- 14.5 Bidders may propose lower unit costs for Start, Completer and Positive Outcome Fees illustrated in paragraph 14.4. The successful Bidder will be entitled to claim for positive outcomes achieved in excess of the positive outcome performance requirements detailed in paragraph 12.1, subject to a maximum contract value of **£165,000.00**.
- 14.6 Only one Positive Outcome Fee will be paid for each Claimant.
- 14.7 No variants on the payment model illustrated in this specification will be accepted.

## **15. Participant feedback and complaints handling**

- 15.1 The Supplier must put in place a range of mechanisms for encouraging feedback from claimants. Claimants feedback will be an integral part of the successful Supplier's performance monitoring system.
- 15.2 The Supplier must ensure systems are in place to allow claimants 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.
- 15.3 The Supplier must always try to resolve problems internally. In some circumstances, however, it may be necessary to contact Jobcentre Plus for additional advice.
- 15.4 The Supplier must record any discussions and their outcomes, allowing the participant to see and sign the record. Claimants will be told the outcome of issues raised by them through the complaints procedures.
- 15.5 Any Claimant feedback/complaint should be retained for the period stated in the contract in case Jobcentre Plus needs to see them as part of Performance and Contract Management activities – see Section 17.3.
- 15.6 If the dispute between the claimant and the Supplier (and/or the Sub-contractor) cannot be resolved the dispute shall be referred to the Independent Case Examiner (ICE) for mediation.
- 15.7 If the dispute cannot be resolved by mediation, the ICE will conduct a full investigation. The decision of the ICE shall be final and binding upon the parties to the dispute. The ICE investigation shall carry a £5,000+ VAT contribution to costs paid by the Supplier or the Sub-contractor, who will also be liable for any financial redress

recommended by the ICE. In the event that the complaint against the Supplier or Sub-contractor is dismissed, no costs shall be payable. Any costs in respect of complaints that have been upheld against the Supplier or the Sub-contractor and any financial redress due to the claimant shall be paid within four (4) weeks of the date of the ICE's final investigation report.

## **16. Issues Management**

- 16.1 Where the Supplier identifies problems relating to any aspects of the specified services, they shall be responsible for ensuring that such problems are resolved in a manner approved by the Cumbria and Lancashire Jobcentre Plus District Manager.
- 16.2 The Supplier shall report in writing to the Cumbria and Lancashire Jobcentre Plus District Manager any proposed changes to the way in which the specified services are accessed or suggestions for improving the efficiency of the Services provided. The approval of the Cumbria and Lancashire Jobcentre Plus District Manager must be obtained prior to implementation.
- 16.3 Any issues that are raised by the District Manager or a representative from their Third Party Provision Team should be addressed to the satisfaction of the Team within 5 working days of being raised.

## **17. Working with the Jobcentre Plus Third Party Provision Team**

### **17.1 Official Correspondence**

17.1.1 The Supplier shall forward the following enquiries directly to the Jobcentre Plus Third Party Provision Team appropriate information to assist the Third Party Provision team in replying to including but not limited to:

- Treat Official correspondence;
- Ministerial correspondence;
- Parliamentary questions;
- Ministerial briefings;
- Parliamentary Commissioner for Administration cases;
- Press enquiries;
- Other ad hoc queries from third parties.

### **17.2 Management Information**

17.2.1 Management Information is used to measure the performance and success of the provision:

- evaluate the effectiveness of the programme;
- measure the uptake and delivery of provision; and
- monitor and manage contracts (including financial monitoring and external quality inspection).

17.2.2 The Cumbria and Lancashire District will monitor performance and will use Management Information to inform Supplier Performance Reviews, as required.

17.2.3 The Cumbria and Lancashire District will collect Management Information about claimants who have been referred to the provision. The Supplier will be required to maintain records for the key areas detailed below:

- Referrals
- Starts
- Non Attenders
- Course completers
- Job outcomes

This list is not exhaustive.

17.2.4 Where Cumbria and Lancashire District requires additional information, to support performance management for example, Suppliers will be expected to supply this within the agreed time limits.

### **17.3 Performance/Contract Management**

17.3.1 The Cumbria and Lancashire Jobcentre Plus District Third Party Team and the Supplier's representative shall agree an appropriate method of updating the Supplier on information, data, progress, changes to processes and procedures and issues relating to this service.

17.3.2 The Cumbria and Lancashire Jobcentre Plus District Third Party Team shall hold quarterly performance reviews with the Supplier's representative. Such activity shall be at no cost to Jobcentre Plus.

17.3.3 The Supplier shall provide Jobcentre Plus with a monthly written financial report throughout the life of the contract in accordance with the specified payment mechanism. The Jobcentre Plus reserves the right to change this frequency.

## **17.4. Sharing of Management Information**

- 17.4.1 There are rules around the sharing of Management Information. These are detailed in the contract.
- 17.4.2 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 until the date of publication of the official and/or national statistics.
- 17.4.3 The Supplier must 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.
- 17.4.4 It is the Supplier's responsibility to monitor compliance of any sub-contractors and provide assurance to DWP.
- 17.4.5 Failure to comply with any of these Policies or Standards could result in termination of current contract.

## **18. Health and Safety**

- 18.1 All claimants involved in any way with DWP 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. Providers 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. Providers must ensure that participants receive health and safety induction, training and supervision which are appropriate to the provision being delivered, and that systems are in place for checking this, both within their own organisation and at any sub-contractors. Suppliers must complete risk assessments, instruct, inform and train participants 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.
- 18.2 DWP and Jobcentre Plus staff may therefore 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.

## **19. Data Security Requirements**

19.1 Cabinet Office has introduced mandatory 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. Bidders will be required to submit a Security Plan with their Tender, which details all activities required to safeguard DWP information in compliance with the DWP Security Policy and standards. Bidders are required to complete and submit their Security Plan using the template attached as Annex 4 to the Tender Form.

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

20.1 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:

<http://www.dwp.gov.uk/docs/aguidefordwpcontractors.pdf>

## **21. DWP Customer Charter**

21.1 DWP is committed to providing high quality and efficient services to our customers. The DWP Customer Charter sets out the standards that customers can expect and what their responsibilities are in return. DWP are dedicated to raising the standards of all our contracted provision and require all Providers and sub-contractors to embed the principles of the Customer Charter into the services they deliver on DWP behalf. The customer charter can be found at:

<http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

## **22. DWP Code of Conduct**

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



The Code is Annex 1 to the DWP Commissioning Strategy and can be found at: <http://www.dwp.gov.uk/docs/cs-rep-08.pdf>

## **23. Supplier Charter**

- 23.1 The Supplier Charter is a set of principles that outline how DWP and its contractors, will work together to help DWP achieve its strategic objectives. The charter embraces a partnering approach to driving up value for money through continuous improvement and innovation. It reflects DWP core values and our commitment to a fairer and more sustainable society. A full copy can be found below.  
<http://www.dwp.gov.uk/docs/dwp-supplier-charter.pdf>

## **24. Offshoring (including Landed Resources and Nearshoring)**

- 24.1 Prior written consent from DWP must be sought where Bidders (and/or their sub-contractors) are proposing to host or access DWP systems, services or official information outside of the United Kingdom, or to bring foreign nationals to the United Kingdom to provide services in delivery of the Contract. Bidders must submit an application for approval together with their bid. Further details can be found in the guidance document 'A Guide for Contractors on the DWP Offshoring Policy V2.0'. A PDF version of this can be viewed at: [DWP Contractor Offshoring Guidance](#)

## **25. Provider Assurance Team**

- 25.1 The Provider Assurance Team (PAT) provide DWP with assurance that:
- payments to contracted employment provision Providers are in accordance with DWP and Treasury requirements;
  - public funds and DWP data are protected; and
  - value for money has been obtained.

## **26. Programme Evaluation**

- 26.1 Evaluation of the programme may seek to determine the success of provision. DWP will analyse MI and conduct qualitative research with JCP/DWP staff, customers and Providers to build up a picture of the support delivered. Researchers may wish to visit and interview Providers as part of the evaluation. Providers will be contacted in advance of any fieldwork. Providers are expected to fully co-operate with evaluation activity commissioned by DWP.

## **27. Sustainable Development**

- 27.1 DWP 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.

27.2 DWP 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](#).

27.3 DWP Suppliers are required to provide a policy statement within **six** months of the contract start date to demonstrate how they will satisfy and adhere to the principles of sustainable development, together with an action plan to explain how they will deliver environmental and community benefits.