

Term	Description
	Technical Note: Job Outcomes and DWP identifies such earnings using HMRC PAYE data.
Higher Threshold Job Outcome	Means a Higher Threshold Employed Job Outcome or a Higher Threshold Self-employed Job Outcome as relevant to the circumstances.
Higher Threshold Self-Employed Job Outcome	Means when: (a). a Participant is Self-employed for the period described in Technical Note: Job Outcome; and (b). the Accountable Body can evidence that period of Self-employment. (c). Any period of Self-employment can only be counted once regardless of whether the Participant has one or multiple Self-employed occupations during that period.
Integrated Care Systems	When local partners – the NHS, Accountable Bodys, voluntary sector, and others – work together, they can create better services based on local need. – – Integrated care systems, (ICSs) have been set up to make this happen. Their aim is to improve health and care services – with a focus on prevention, better outcomes and reducing health inequalities. – – The 42 ICSs in England are local partnerships that bring health and care organisations together to develop shared plans and joined-up services. They are formed by NHS organisations and upper-tier local Accountable Bodies in that area and include the voluntary sector, social care providers and other partners with a role in improving local health and wellbeing.
Individual Placement and Support	A model of Supported Employment that helps people accessing health services find work to aid their recovery.
'In-Work' Retention Support	Support to help retain existing jobs or find new employment opportunities.

Term	Description
'In-Work' Retention Support Participant	Employed/Self-employed Participants at risk of falling out of work into inactivity without the support of Connect to Work.
Job Outcomes	Means both or either of Employed Job Outcomes or Self-employed Job Outcomes as relevant to the circumstances.
Job Start	Has the meaning below: – – 'Out-of-Work' Participants – start of first recorded earnings in HMRC PAYE data notified to DWP for the Participant. Earnings must be notified and paid during the Qualifying Period. – – 'In-Work' Retention Support – the start date on Connect to Work. – – Self-employment – the date when a Participant completes one day's Self-employment within any seven-day period.
Lower Threshold Employed Job Outcome	Means when a Participant receives gross earnings (excluding any Non-Qualifying Earnings) in at least the amount described in Technical Note: Job Outcomes and DWP identifies such earnings using HMRC PAYE Data.
Lower Threshold Job Outcome	Means a Lower Threshold Employed Job Outcome or a Lower Threshold Self-employed Job Outcome as relevant to the circumstances.
Lower Threshold Self-employed Job Outcome	Means when: – –Participant is Self-employed for the period described in Technical Note: Job Outcomes; and – – the Accountable Body can evidence that period of Self-employment. – – Any period of Self-employment can only be counted once regardless of whether the Participant has one or multiple Self-employed occupations during that period.
Management Information	Specified data and information on performance or Participant types, or potential Participants, submitted to and by the Accountable Body (known as the Management Information returns).

Term	Description
Match Funding	Means any contribution to the Funded Activities from a Third Party to the Accountable Body or an Additional Delivery Area Member to meet the balance of the Allowable Costs not supported by the Grant.
Maximum Sum	Means the maximum amount of the Grant set out in the Grant Funding Letter, DWP will provide to the Accountable Body for the Funded Activities, subject to clause 27 of the Grant Funding Agreement.
Month	Means a calendar month in the Funding Period. Monthly shall be interpreted accordingly.
Non-Qualifying Earnings	Non-Qualifying Earnings means: – – all earnings paid, paid to a Participant prior to the relevant Programme Start; or – – any income other than Qualifying Earnings which has been included in the HMRC PAYE Data, and which has been paid to a Participant. – – See future Technical Note: Non-Qualifying Earnings for more detail.
'Out-of-Work' Participant	A Participant who is not employed or Self-employed at the time they start Connect to Work.
'Out-of-Work' Support	Support to help find a suitable job and sustain work.
Participant(s)	A person who meets the Eligibility and Suitability Criteria for Connect to Work, agrees to participate in the programme and a Programme Start is recorded.
Performance Measures	Means the agreed performance measures as set out in the Performance Measures section of the specification

Term	Description
Performance Management Framework	Means the approach to performance measurement as detailed Annex 6.
Performance Payment	The percentage of the yearly contract value that will only be paid on successful completion of the KPI's set out in Annex 9
Prime Contractor	The organisation that the Accountable Body enters into a contract with to deliver the Connect to Work contract
Programme Starts	The point at which the Participant will have started on Connect to Work, being: (a). the point of completion of the first vocational profile meeting (i.e., the one scheduled at the initial meeting); (b). there being a signed initial Vocational Action Plan, agreed following the completion of the initial vocational profile meeting; and (c). the start has been notified to DWP.
Provider Referrals and Payments (PRaP)	An Oracle based system developed for DWP which enables DWP to track the customer journey of Participants and their Job Outcomes.
Quarter	Means each consecutive period of 3 calendar months during the Funding Period. Quarterly shall be interpreted accordingly.
Self-employed	Means where someone runs their business for themselves and takes responsibility for its success or failure. They carry out a trade, profession or vocation and normally report their income and pay tax and Class 2 National Insurance contributions through self-assessment, or Construction Industry Scheme (CIS). Self-employed workers are not paid through PAYE, and they do not have the rights and responsibilities of an employee ^[footnote 11] , and Self-employment shall be construed accordingly.

Term	Description
Self-employed Job Outcome	Means a Lower Threshold Self-Employed Job Outcome or a Higher Threshold Self-Employed Job Outcome.
Service Delivery Fee	The percentage of the contract value that is paid on a monthly basis within the Budget Cap for each financial year and is not dependent on meeting KPIs but is linked to service standards set out in the specification
Special Customer Records	Certain customer records are of a sensitive nature and are subject to restrictions to ensure confidentiality. – – Sensitive cases are referred to as Special Customer Records (SCR) and can include customers who are, for example: – – transsexual – – transgender – – prominent national figures – – people at risk of violence
Subcontractor	An organisation contracted to the Prime Contractor for delivery of a part or parts of the Service Delivery.
Supported Employment	The ‘place train and maintain’ employment approach using the five-stage model to help people move into and retain work as described in Technical Note: Supported Employment Delivery Model.
Supported Employment Quality Framework	SEQF links the five basic principles of Supported Employment (client engagement, vocational profiling, job finding, engagement, on and off job support) by improving services for vulnerable job seekers, employees, and their employers.
Supporting Organisations	A broad range of supporting organisations (as detailed under Identification and Introduction to the programme.) will play a crucial role in generating interest and supporting potential Participants.

Term	Description
Technical Note	Documentation that supports Accountable Bodies and supplements the Grant Guidance by providing lower-level detail on practicalities. These include: – Technical Note: General – Technical Note: Supported Employment Delivery Model – – Technical Note: Job Outcomes – – Additional Technical Notes will be provided in line with the schedule detailed in Technical Note: General.
Third Party	Any person or organisation other than the Accountable Body or DWP, and any government department other than DWP.
Unallowable Costs	Means expenditure incurred by the Accountable Body or an Additional Delivery Area Member which is not Allowable Costs and as set out in clauses 5.3 and 5.4 of the Grant Funding Agreement.
Vocational Action Plan	A live document containing a Participant’s vocational profile and job/educational experiences.

- **Annex 2 - Additional Information**

- **Checks for the Disclosure and Barring Service**

A3.1 Should the service provision need a check as required and permitted by the Disclosure and Barring Service, the Prime Contractor is responsible for the associated costs for their staff.

- **Subcontracting**

A3.2 Subcontracting and collaborative partnerships have a vital role to play in providing outreach to communities, supporting non-traditional routes to support, supporting the delivery of specialist and niche provision, and creating partnerships which benefit Participants. Where approached strategically and with integrity, subcontracting can build capacity and support flexibilities across the sector.

A3.3 Acknowledging the benefits that subcontracting can provide, we want to drive forward best practice in terms of the management of subcontracted provision and will include the following terms within all contracts.

A3.4 All subcontracted provision must be declared in the application with a clear strategic rationale.

A3.5 All subcontractors must pass the criteria set out in our Selection Questionnaire.

A3.6 No additional subcontractors can be brought on board during the financial year without prior approval from the Accountable Body.

- **Participant Feedback and Complaints Handling**

A3.7 The Prime Contractor must have an appropriate complaints process (this should apply to the whole supply chain, if appropriate) to attempt to resolve Participants' complaints. Where complaints cannot be resolved, a Participant can complain to the Independent Case Examiner (ICE), who will mediate between the Prime Contractor and Participant to attempt to broker a resolution.

A3.8 The Prime Contractor must explain the feedback and complaints processes to Participants at the start of provision as part of their induction.

- **Connect to Work Marketing and Branding**

A3.9 The Prime Contractor must only use Connect to Work branding which has been agreed with the Accountable Body and in compliance with the Terms and Conditions set out in the Contract.

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• **Annex 3 - DWP Eligibility and Suitability Criteria**

• **Definition of Participant Groups**

Eligible Participants must be a disabled person, or belong to one of the specified disadvantaged groups:

- have a disability as defined in section 6 of the Equality Act 2010 or the Social Model of Disability.
- meet the definition of one of the specified disadvantaged groups with additional multiple and complex barriers that would benefit from support.

The specified groups are as follows:

- an offender (someone who is serving a community service) or ex-offender (someone who has completed a custodial or community sentence).
- a carer.
- an ex-carer.
- a homeless person.
- a former member of His Majesty's (HM) Armed Forces (AF), a member of HM AF reserves, or a partner of current or former Armed Forces personnel.
- a person for whom a drug or alcohol dependency, including a history of dependency, presents a significant barrier to employment.
- care experienced young person or a care leaver.
- a refugee, a resettled Afghan.
- a person on the Ukrainian scheme.
- a victim/survivor of domestic abuse.
- young people identified as being involved or at risk of being involved in serious violence.
- a victim of modern slavery.

Definitions for each of the groups are set out at the end of this Annex.

• **Eligibility Criteria**

People in these Participant groups (as defined in paragraph 191 to 192) must also meet the following additional criteria to be eligible for Connect to Work:

- they must not currently be doing any paid work and would be available to start a suitable job (applies only to Participants who are not working), or are at risk of losing work (retention Participants only)
- should have been employed continually for at least 3 months before starting Connect to Work, (retention Participants only) *
- are of Working Age, aged 18* or more in England
- have the right to work in the United Kingdom^[footnote 12]
- have the right to live in the United Kingdom and are resident in England or Wales
- do not belong to a group which has no entitlement to public funds^[footnote 13]
- is not on a DWP employment programme (see Technical Note: General, Annex C for more detail).

In exceptional circumstances, young people who are aged 16 and 17 in England will be able to access Connect to Work. Accountable Bodies will need to consider and be assured that exceptional circumstances apply in each case. The types of situations that might warrant an exception could include: if they are on Universal Credit below the age of 18; or where efforts to engage them in education or training options have not proved fruitful; or if they are on an apprenticeship and at risk of it ending due to their disability, health condition or additional barriers. If they are already engaged in training or education, then this should take precedence.

For individuals on zero-hour contracts who are looking to access the 'In-Work' Retention Support strand of Connect to Work, the 3 month paid work criteria does not need to have taken place for a continuous period of 3 months. Any spell of employment within 3 months before accessing support will be acceptable. The potential Participant will need to be in paid employment at the point of accessing Connect to Work. If they drop out of work whilst on Connect to Work, the same process will follow as for when this occurs for those in work.

For those considered for the offer of in work retention support, we would expect that they had been in work for at least three months so that the employer has had time to have completed their usual induction of new staff and had a chance, for example, to put in place appropriate adjustments. It is, however, acceptable to offer support to individuals who have been employed for shorter periods where the Delivery Partner and Accountable Body judges that would be appropriate.

• **Suitability Criteria**

If all the above eligibility requirements are met, the prospective Participant must also meet the suitability criteria. To be suitable for Connect to Work, eligible people must meet at least one of the employment situation criteria and at least one of the 'would benefit from Connect to Work' situation suitability criteria, set out below.

The primary focus for the programme will be individuals who are not required to seek work as a condition of benefit receipt (who have often been overlooked for employment support) but want to work. We would expect appropriate Participants to have never worked or to

have not worked for around 6 months or more. It will also be available for those who are required to seek work but whose needs are best met by Supported Employment. It will also be available for those same groups where someone is in precarious employment and needs additional support to sustain employment.

The suitability criteria are:

Individuals must meet at least one of the following employment situations.

- economically inactive or unemployed: Person has not worked for around 6 months due to their disability, long term health condition or disadvantages and feel they need comprehensive tailored employment support to help them to identify the right roles for their needs and to engage in effective job search towards work.
- employed but risk of dropping out of work: Person is working/Self-employed for at least 3 months and is struggling to sustain employment due to their disability, long term health condition or disadvantages. However, it is acceptable to offer support to individuals who have been employed for shorter periods where the Delivery Partner and Accountable Body judges that would be appropriate.
- maintaining work: Person has never been in employment or a track record of struggling to retain jobs/sustain employment due to their disability, long term health condition or disadvantages.

Individuals must also meet at least one of the following, 'would benefit from Connect to Work' situations:

- comprehensive tailored help: Person is unlikely to be able to move into/retain paid work without very frequent, comprehensive, and tailored support above and beyond standard provision (e.g. IAG, CV & application support) or other national provision including Restart.
- adaptability: Person has previously, or is expected to, struggle with learning new skills or adapting to new environments due to their disability, long term health condition or disadvantages.
- integration: Person needs employment support that is integrated with support for their other needs e.g. health services, probation, social care.
- job role and workplace: Person will need employer flexibility to tailor the role and/or workplace to support with their disadvantages or disability or health condition.
- sustained work: Person requires/will require significant support to retain work over and above standard reasonable adjustments.

References to disability or disadvantages in the suitability criteria set out above should be read as referring to the relevant Participant groups set out below.

If the individual meets **at least one** of the criteria in each of the situation categories set out above and the individual is identified as motivated to work, they understand the Connect to Work offer and are willing to engage with Connect to Work, then they are eligible and suitable for Connect to Work. Connect to Work is a voluntary programme so individuals must be motivated to work and agree to volunteer for the programme.

204. See further below for steps detailing the above process.

• **Definitions and Descriptions of the Participant Groups**

• **Disabled People**

Definition of the disability group is:

- a disabled person as defined under section 6 of the Equality Act 2010; or
- a person considers themselves disabled under the Social Model of Disability.
- Under the Equality Act 2010 a person has a disability if (in summary):
 - they have a physical or mental impairment; and
 - the impairment has a ‘substantial’ and ‘long-term’ adverse effect on their ability to carry out normal day-to day activities.’
 - ‘substantial’ is defined as more than minor or trivial, e.g.it takes much longer than it usually would to complete a daily task like getting dressed.
- an impairment has ‘long-term’ effect if:
 - a. it has lasted for at least 12 months,
 - b. it is likely to last for at least 12 months, or
 - c. it is likely to last for the rest of the life of the person affected.

The Social Model of Disability defines disability as an individuals’ experience of attitudinal and practical barriers to employment which stem from an impairment. In summary this is:

- **impairment:** An injury, illness, or congenital condition that causes or is likely to cause a long-term effect on physical appearance and / or limitation of function within the individual that differs from the commonplace.
- **disability:** The loss or limitation of opportunities to take part in society on an equal level with others due to social and environmental barriers.

Detailed definition of Social Model of Disability

The Social Model of Disability makes an important distinction between ‘impairment’ and ‘disability.’

The Social Model of Disability recognises that people with impairments are disabled by barriers that commonly exist in society. These barriers include negative attitudes, and physical and organisational barriers, which can prevent disabled people’s inclusion and participation in all walks of life.

According to the Social Model of Disability, impairment is what has historically been referred to as a “disability” or a health condition. For many (but not all) disabled people, their impairment is a significant part of their life and may form part of their personal identity. For some people, their impairment may require considerable management, and they may need ongoing medical support. Experience of impairment is personal. Everyone’s experience is different. That experience is always valid and always important.

Disability by contrast is the inequality, disadvantage, disempowerment, or discrimination which may affect people with impairments because of barriers to access and inclusion. For example, a staircase is a barrier to a wheelchair user; providing a lift removes that barrier. Disability is therefore something which affects people with impairments but is different from impairment. Disability is something which disables someone with an impairment. Barriers can be removed. If you remove the barrier then you remove the disability.

Disadvantaged Groups

The definition and descriptions of Connect to Work disadvantaged groups are set out in the table below. Early access to intensive employment support helps prevent people in these groups becoming inactive. There is a distinction within disadvantaged groups between those underrepresented in the labour market and those that will have complex barriers. For example, veterans are not underrepresented in the labour market but there are some ex-armed forces veterans who will have complex barriers and will benefit from Connect to Work.

Accountable Bodies will **not** have discretion to extend eligibility beyond these groups but will be able to prioritise specific groups in Delivery Areas, based on need and fit with the programme.

Disadvantaged Group	Description
Ex-offender	A person who has completed a custodial or community sentence or who is serving a community sentence.
A carer or ex-carer	A person who provides (or has until recently provided) full or part-time unpaid care by looking after a family member or friend, who is infirm, disabled or seriously ill. They do not have to live in the same household. These people are called carers, but many would say they were just “looking after someone.”
A homeless person	A homeless person, including a person with homelessness experience or currently at risk of homelessness, is someone who has encountered a period of having no accommodation available for their occupation, in the United Kingdom or elsewhere. It does not just refer to people who have experienced rooflessness/slept rough, but also those who have: – – Lived in insecure housing (threatened insecure tenancies, eviction, domestic violence, or staying with family and friends known as ‘sofa surfing’) – –Experienced houselessness (with a place to sleep but temporary, in institutions or a shelter) – – Lived in inadequate housing (in caravans on illegal campsites, in unfit housing in extreme overcrowding)

Disadvantaged Group	Description
<p>Veterans – – Includes the following groups: – – a former member of HM Armed Forces – – a partner of current or former Armed Forces personnel – – a member of the HM AF reserves</p>	<p>[While veterans and other members of the Armed Forces Community are included in this list and some will benefit from support, not all are disadvantaged.] – – a person who is a former member of His Majesty’s (HM) Armed Forces (AF), their partners and armed force reservists (including volunteer reservists and regular reservists as set out below). To be classed as a veteran a person needs only to have served in HM AF for at least one day. – – a person who is a volunteer reservist. Voluntary reservists comprise: – – the Royal Naval Reserve, – – the Royal Marine Reserve, – – the Territorial Army, and – – the Royal Auxiliary Air Force, and – – a person who is a regular reservist. Regular reservists comprise: – – the Royal Fleet Reserve, – – the Army Reserve, and – – the Royal Air Force Reserve. – – For the avoidance of doubt, the partners of armed force reservists are not eligible.</p>
<p>A person for whom a drug or alcohol dependency, including a history of drug or alcohol dependency, is a significant barrier to employment</p>	<p>A person for whom a drug or alcohol dependency presents a significant barrier to employment. This can include drug or alcohol dependency in the past. – This could include individuals at the start or end of their recovery journey. Individuals may be experiencing a lack of confidence to take forward work, require support to maintain recovery or need to address wider barriers that stem from substance misuse such as housing or financial issues.</p>
<p>A care experienced young person or a care leaver</p>	<p>A person who is defined as: – – Care leaver – a care leaver is a person under 25 who has been in local authority (LA) care (e.g. residential or foster care) for a period of at least 13 weeks or more, or periods amounting in total to 13 weeks or more, since they were age 14, and ending after age 16. – – Care experienced young people - A person with ‘care experience’ has spent time within the local authority care system living in foster care or residential care.</p>
<p>A refugee</p>	<p>Refugee – a person who has been granted refugee status in the UK under paragraph 334 of the Immigration Rules made under section 3(2) of the Immigration Act 1971^[footnote 14].</p>
<p>A person on the Ukrainian scheme</p>	<p>A person who is living in the UK on one of the following Ukraine Scheme visas: – – the Homes for Ukraine Scheme (including Welsh and Scottish super sponsorship schemes), – – Ukraine Family Scheme, or – – Ukraine Extension Scheme. – – Ukraine Permission Extension (UPE) scheme which will extend existing permissions for</p>

Disadvantaged Group	Description
	Ukrainians who are living in the UK under a Ukraine scheme visa for a further 18 months starting from March 2025.
An Afghan resettler	Afghan resettler – A person who arrived in the UK legally via a safe and legal protection route set up in response to the situation in Afghanistan, including the Afghan citizens resettlement scheme, the Afghan Relocations and Assistance Policy and the Afghanistan Locally Employed Staff Ex-Gratia Scheme.
A victim/survivor of domestic abuse	A person who meets the Domestic Abuse Act 2021 ^{footnote 15} definition of domestic abuse (summarised below). – – Definition of domestic abuse: – – Behaviour of a person (perpetrator of the abuse) towards another person (victim of the abuse) is domestic abuse if: both are aged 16 or over and are personally connected to each other, and the behaviour is abusive. – – Behaviour is abusive if it consists of any of the following: – – physical or sexual abuse; – – violent or threatening behaviour; – – controlling or coercive behaviour; – – economic abuse – – psychological, emotional or other abuse; and it does not matter whether the behaviour consists of a single incident or a course of conduct. – – A victim of domestic abuse includes a reference to a child who – – sees or hears, or experiences the effect of, the abuse, and – – is related to perpetrator of the abuse and the victim of the abuse. – – Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, religion, socio-economic status, sexuality, or background.
Young people identified as being involved, or at risk of being involved, in serious violence.	A young person (aged between 16 to 24) is classed as being involved, or at risk of being involved in serious violence if they are involved with specific types of crime such as knife crime, gun crime and areas of criminality where serious violence or its threat is inherent, such as county lines drug dealing.
A victim of modern slavery	A person who has been confirmed as a victim of modern slavery by having a positive ‘Conclusive Grounds’ decision issued by the relevant Competent Authority at the Home Office. The Home Office issues the decision letter to the adult concerned or to their appointed representative where applicable. – – Modern slavery is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse and exploitation including human trafficking, slavery, servitude and forced or compulsory labour.

- **Eligibility and Suitability for Connect to Work**

The following steps describes the Eligibility and Suitability Criteria for Connect to Work that must be met by potential Participants before they can access the programme.

- **Step 1: Basic eligibility**

All must be met

Is in one of the targeted Participant groups

Has a disability or long-term health condition or is one of the specified list of disadvantaged groups.

Entitled to work in UK and receive support

Are of working age, aged 18 or more in England, or in exceptional circumstances, aged 16 or 17 (for example, if they are on UC).

Have the right to work in the UK.

Have the right to live in the UK and are resident in England or Wales

Do not belong to a group which has no entitlement to public funds.

Is not on a DWP employment programme.

Available to participate in Connect to Work.

Partly or not met: not eligible.

All met: go to step 2: Employment situation

- **Step 2: Employment situation**

Individuals must fit at least one of the situations below

Economically inactive or unemployed

Person has not worked for around 6 months due to their disability, long-term health condition or disadvantages and feel they need comprehensive tailored employment support to help them to identify the right roles for their needs and to engage in effective job search towards work.

Employed but risk of dropping out of work

Person is working/self-employed for at least 3 months and are struggling to sustain employment due to their disability, long-term health condition or disadvantages.

Maintaining work

Person has never been in employment or has a track record of struggling to retain jobs/sustain employment due to their disability, long-term health condition or disadvantages.

None met: not suitable

1 + met? Yes: go to step 3

- **Step 3: Would benefit from Connect to Work support**

Individuals must fit at least one of the situations below

Comprehensive tailored help

Person is unlikely to be able to move into/retain paid work without very frequent, comprehensive, and tailored support above and beyond standard employment support (e.g. IAG, CV and application support) or other national employment provision including Restart.

Adaptability

Person has previously or is expected to struggle with learning new skills or adapting to new environments due to their disability, long-term health condition or disadvantages.

Integration

Person needs employment support that is integrated with support for their other needs e.g. health services, probation, social care.

Job role and workplace

Person will need employer flexibility to tailor the role and/or workplace to support with their disability, long-term health condition or disadvantages.

Sustained work

Person requires/will require significant support to retain work over and above standard reasonable adjustments.

None met: not suitable

1 + met? Yes: go to step 4

- **Step 4: Motivation to work**

Must be met

Motivation to work

Individuals must be motivated to work once they understand the Connect to Work offer and are willing to engage with it.

Not met not suitable

Met: eligible and suitable

- **Annex 4 - Contract Package Area Information, including a map and list of Local Authorities in the CPAs**

Berkshire has come together as a Cluster to deliver and jointly commission Connect to Work. Berkshire lies at the heart of the Thames Valley growth corridor and benefits from its close proximity to London. For more information about Berkshire please refer to the [Berkshire Economic Strategy](#) The Cluster is comprised of the following Berkshire Unitary Authorities:

[West Berkshire Council](#)

[Reading Borough Council](#)

[Wokingham Borough Council](#)

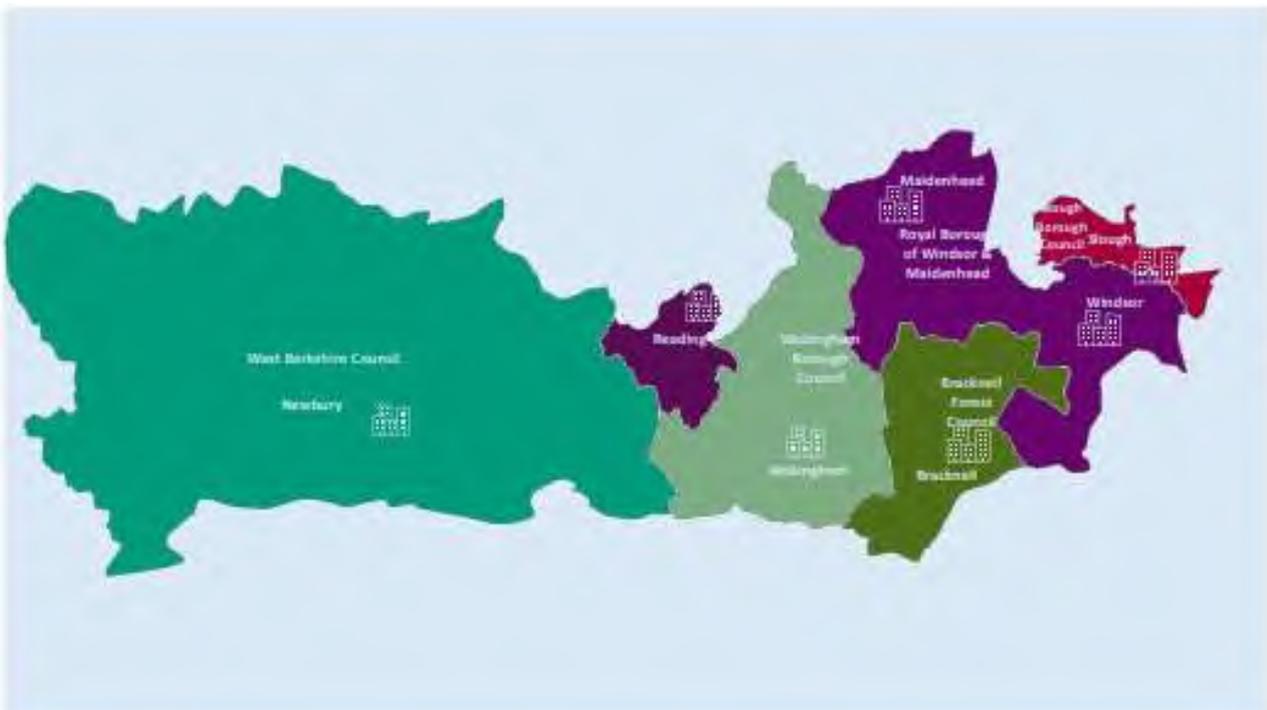
[Royal Borough of Windsor and Maidenhead](#)

[Bracknell Forest Council](#)

[Slough Borough Council](#)

Below is a map showing the geographic location of each Local Authority. The Prime Contractor is required to ensure that both IPS and SEQF are delivered across all Berkshire Boroughs.

The Prime Contractor will be required to agree a local delivery plan with each Berkshire Borough to ensure local variations are taking into account.



• **Annex 5 - Working with the Accountable Body**

This annex sets out the expectations, working arrangements, and protocols between the Prime Contractor and the Accountable Body to ensure the successful delivery, governance, integration, and reporting of the Berkshire Connect to Work programme.

The Prime Contractor must work in close partnership with the Accountable Body to maintain transparency, enable joint problem-solving, and deliver the strategic and operational priorities of the programme as defined in the Delivery Plan and Grant Funding Agreement.

• **Principles of Engagement**

The working relationship between the Prime Contractor and the Accountable Body will be based on the following principles:

- Transparency – Open communication and access to delivery data and performance.
- Collaboration – Co-design and delivery of services aligned to local priorities.
- Accountability – Clear roles, responsibilities, and performance expectations.
- Continuous Improvement – Shared commitment to learning, innovation, and fidelity to the Supported Employment model.

• **Operational Governance and Oversight**

The Prime Contractor must:

- Nominate a dedicated Contract Manager responsible for regular liaison with the Accountable Body and Borough partners.
- Attend monthly contract review meetings with the Accountable Body, providing:
 - Updates on performance and delivery against KPIs
 - Reports on risks, issues, and mitigations
 - Progress against the implementation and delivery plan
- Support annual and ad hoc programme reviews, audits, and assurance exercises as required by DWP or the Accountable Body.
- Submit monthly and quarterly reporting in the required format, aligned with the Grant Agreement and local reporting frameworks.

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• **Collaboration with Local Authorities**

The Prime Contractor must actively engage with all six Berkshire Boroughs and tailor services to local needs by:

- Working collaboratively to co-produce local delivery plans and refine referral pathways

- Participating in borough-level and county-wide stakeholder forums, integration groups, and programme boards
- Supporting communication, marketing, and outreach efforts coordinated by the local authorities
- Ensuring data is disaggregated and analysed at the borough and ward level for local insight

• **Integration with Wider Local Ecosystem**

The Prime Contractor will be expected to:

- Embed employment specialists into primary care and community health settings, working with Integrated Care Systems and PCNs
- Establish strong operational links with Adult Social Care, Children's Services, and Public Health teams across boroughs
- Demonstrate proactive engagement and information sharing with voluntary, community, and faith organisations
- Collaborate with borough-based employment brokerages, employer engagement networks, and economic development teams.

• **Compliance and Accountability**

The Prime Contractor must:

- Operate within the legal, financial, and data protection requirements outlined in the Grant Funding Agreement
- Ensure full adherence to:
 - UK GDPR and data sharing arrangements with the Accountable Body
 - Branding and communication requirements
 - Financial controls and allowable cost guidance
- Cooperate fully with any audit, inspection, or review initiated by the Accountable Body, DWP, or any authorised body.

• **Escalation and Issue Resolution**

A clear escalation route will be agreed between the Prime Contractor and the Accountable Body to ensure timely resolution of concerns.

Formal performance concerns will trigger the implementation of a Remedial Action Plan, with regular monitoring and follow-up.

• **Named Contacts**

The Prime Contractor will provide named contacts for:

- Contract management.
- Data and performance.
- Integration and partnership working.
- Safeguarding and risk.

Wokingham Borough Accountable Body will likewise identify key officers responsible for programme oversight and coordination.

• Annex 6 - Performance Management Framework

To ensure effective monitoring and delivery of high standards the following timetable of performance meetings is detailed below. For clarity, where a monthly performance meeting with the Programme Manager coincides with a quarterly review, this will be one meeting covering both requirements.

	Monthly performance with Programme Manager	By monthly Fidelity Auditing by AB	Quarterly risk management and service review with Programme Manager	6 monthly Fidelity review with IPS/SEQF specialist	Yearly service review with each LA	Year-end performance review linked to performance payment
Apr	• ✓	•	•	•	•	•
May	• ✓	• ✓	•	•	•	•
Jun	• ✓	•	• ✓	•	•	•
Jul	• ✓	• ✓	•	•	•	•
Aug	• ✓	•	•	•	•	•
Sept	• ✓	• ✓	• ✓	• ✓	•	•
Oct	• ✓	•	•	•	•	•
Nov	• ✓	• ✓	•	•	•	•
Dec	• ✓	•	• ✓	•	•	•
Jan	• ✓	• ✓	•	•	•	•
Feb	• ✓	•	•	•	•	•
Mar	• ✓	• ✓	• ✓	• ✓	• ✓	• ✓

Where performance or outcomes are not in line with contract expectations the provider will be required to submit and have approved appropriate improvement plans with clear resourcing and a timeline to bring service back into line.

Ahead of each meeting a report will be required to be submitted at least one week prior to the meeting to allow time for review. Each meeting will require the following as a minimum.

• Monthly performance reviews

This will cover:

- The expressions of interest (EOI's)
- Eligibility of participants
- Programme starts
- Type of support being delivered (SEQF, IPS, in work or out of work etc)
- End of provision, understanding destinations and drop out reasons.
- Breakdown by each Local Authority by ward, gender, sex, age, disability/health condition, main barrier to employment, vocational profile, destination/outcome.
-

- **Quarterly risk management assessment and action plan review (to be included in the service review meeting)**

If performance is not at the required standard and DWP have moved us to Level 2 or above on the performance curve these meetings will be increased to monthly/ weekly depending on the risk level and outcomes achieved.

- **Quarterly service review**

This will cover:

- Financial monitoring
- Equality and diversity inclusion data
- Case studies and good practice to share with the community
- Quality assurance – results of by monthly auditing
- Complaints, Safeguarding and GDPR reporting
- Management information adherence

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- **IPS and SEQF Fidelity Review**

To review and ensure the Prime Contractor is adhering to the fidelity principles and is on track to progressing to good on the fidelity scale.

- **Yearly service review with each LA**

In recognition of the difference demographics and changing economic landscape the Prime contractor will be required to meet with each LA on a yearly basis to help shape the local delivery. This will ensure that each LA can focus employment support with the right cohort, allowing us to be dynamic and react to changes. Any targets agreed at a local level will be within the existing allocation numbers rather than additional. A requirement to provide data and monitoring information will be built into the contract, data will then be shared with each LA to help inform services of the needs of their residents.

- **Yearly Performance Payment review**

To review the progress year to date achievements against the KPI's set out in Annex 9. Achievement will determine the payment of the performance payment element of the contract.

For the full list of the data requirements please refer to DWP Management Information Note. Annex 8.

• **Annex 7 – Fidelity Assurance**

The supported Employment model is based on the five stage Supported Employment model. All assessments will be conducted against the appropriate scale for the support provided IPS -25 <https://ipsworks.org/wp-content/uploads/2017/08/IPS-Fidelity-Scale-Eng1.pdf> or the shorten SEQF <https://www.base-uk.org/page/Quality-in-Supported-Employment>.

• **Delivery of Five Stage Support Offer for Participants**

Key elements of the Participant journey for Connect to Work are set out below.

• **Engagement**

The initial meeting should establish the most appropriate model of Supported Employment for each Participant, either IPS or SEQF. Where identification to the appropriate Fidelity model (IPS or SEQF) is impossible then IPS should be the default service.

Wherever possible, the initial meeting with the potential participant should be conducted face-to-face. The reasons for this meeting being face-to face are strong initial engagement is in line with principles of high-quality Supported Employment, and it increases the chance of the potential participant starting the programme.

In the first meeting Prime Contractor should prepare and support potential participants to discuss with existing and prospective employers their long-term health condition, disability, or relevant multiple and complex barriers (i.e., their disadvantaged circumstances). This will be the basis for an open and honest conversation, ensuring support can be put in place where necessary.

The Supported Employment model is predicated on regular contact between the Participant and Employment Specialist. After the initial meeting, the frequency and method of meetings with the Employment Specialist should be what best meets the support needs and preferences of the Participant and deliver high Fidelity for the Supported Employment model. The frequency of contact required within IPS and SEQF is set out within the Fidelity scales. For IPS for example, engagement should be face-to-face for employer engagement, Participant engagement, and is high Fidelity for engagement with integrated services.

• **Vocational Profiling**

The vocational profile is a detailed and unique discover and planning process that enables the Participant to identify their passions, strengths and needs, their employment goals, and work out a plan for getting there.

Employment Specialists working with Participants will co-produce a vocational profiling assessment early in the support timeframe. The resulting vocational profile must capture a holistic understanding of the Participant's circumstances, abilities, strengths, aspirations and needs across employment, health, personal and wider factors. It would be expected that the vocational profile would take several sessions to develop to build a rich and rounded profile of the Participant. The vocational profile remains live and evolves during the Participant's Connect to Work journey.

The vocational profiling assessment will inform a Vocational Action Plan which details the next steps required, career planning and support strategy. Both the vocational profile and Vocational Action Plan are live documents which are updated over time during the Participant's support journey. The Vocational Action Plan (which, at this stage, will be an initial draft) shall be signed by the participant following the completion of the initial meeting with the Employment Specialist, and once the start has been notified to DWP, the participant shall be deemed a Participant. Thereafter, the Participant is expected to sign each iteration of the Vocational Action Plan. Sources of information can include the Participant, and with their permission, clinicians and clinical records, family members, etc. The vocational profiling stage could also include:

- Analysis of a job opportunity to ensure the job and environment are suitable for the candidate. The job analysis should identify the core requirements for the job role, the employer's targets for quality and productivity and any relevant cultural issues. It should also take account of the nature of the workplace environment given that this may be important to Connect to Work Participants.
- Discussion with the individual and/or the employer to identify if any extra assistance or alteration to working practice or the environment are needed.
- May involve techniques such as job carving, job design and analysis of the role to best meet the needs of the individual and employer.
- Provide advice and guidance to the employer as appropriate, ensuring they have knowledge of reasonable adjustments, Access to Work and other support that can help them to ensure they are prepared to appropriately support the individual.
- Training, work experience, volunteering and short internships may be considered by exception for work skills development that can occur while actively applying for jobs and when in work.
- Discussion with the individual around disclosure, on what, how and when a Participant will share personal information with a potential employer.
- Discussion around benefits advice and support with finances should happen if required.

All activity undertaken should be recorded in the Vocational Action Plan.

The Vocational Action Plan is designed to ensure the Participant gets a job role that meets their aspirations, whilst the employer has a clear understanding of the needs of the employee, and the employer is offered potential candidates which are likely to be a good fit for their organisation's needs.

• **Employer Engagement**

Prime Contractors should proactively engage with employers to recruit and retain Connect to Work Participants. This support should last the duration of the employer's involvement with Connect to Work including providing access to workplace adjustments where appropriate.

Employment Specialists should prioritise finding jobs that align with each Participant's preferences, strengths, and needs, rather than settling for the most readily available positions. A customised job search plan in the Vocational Action Plan, informed by vocational assessments and ongoing experiences, is essential for identifying ideal job matches.

Employers should be supported by the Employment Specialist in designing or tailoring jobs, including negotiating reasonable adjustments, and completing comprehensive risk assessments that address equality, diversity, health and safety, and safeguarding concerns.

Local labour market intelligence should be utilised to proactively identify and engage with employers. Employment Specialists should demonstrate the benefits to employers of employing Connect to Work Participants, addressing any employer concerns, and promoting competitive, inclusive employment practices.

Employers should be supported by the Employment Specialist in making necessary changes or adaptations to ensure their workplace is accessible and complies with health and safety legislation, making use of the Access to Work scheme where appropriate.

Employers should be encouraged to consider alternative recruitment strategies such as 'working interviews' to highlight potential benefits and support a more inclusive hiring process.

Employers should be supported by the Employment Specialist to address potential obstacles which may occur for the duration of their involvement with the programme. This may include, but is not limited to, advice to the employer to manage sickness absence, workplace disputes or cultural issues. The Employment Specialist should make use of partner organisations such as Advisory Conciliation and Arbitration Service (ACAS) to achieve the best outcomes.

Participants should receive accurate information at the beginning of their participation on Connect to Work about the disclosure of their personal information to employers. Being transparent about the process is paramount in maintaining positive relationships between the Employment Specialist, the employer and the employee, and consent should be routinely checked.

DWP will facilitate access to specialist and generalist support for their Employment Specialists, via Implementation Support, encouraging adherence to best practices for employer engagement within the Supported Employment models.

Employment Specialists should increase employer awareness of the challenges faced by individuals with disabilities and the strategies for effective accommodation and support, generating a culture of inclusivity and understanding.

Financial incentives for employers to employ Participants is not part of the Supported Employment model and must not be used to encourage an employer to engage with Connect to Work, to employ a Connect to Work Participant, or for any other reason.

- **Job Matching**

The Employment Specialist should work with 'Out-of-Work' Participants on activities they need to complete to find secure employment. Realistic goals regarding the employment objective should be maintained, whilst focusing on the wishes of the Participant. If Participants are in the 'InWork' Retention Support journey, flexible options should be considered to sustain work, such as identifying or carving new needs and roles.

Using the Vocational Action Plan, Employment Specialists and Participants should work together to identify vacancies that are a good match between Participant, employer, and job, including through vacancies that are not advertised, but that the employer wants to fill.

The Vocational Action Plan is to be updated with information from the vocational profiling assessment and job/educational experiences. Additionally, the Employment Specialist should assist the Participant with compiling a Curriculum Vitae (CV), job application support, contacting local employers and arranging short work experience trials, as appropriate.

Eligible employment for the purposes of Connect to Work must follow the principles:

- Wages are paid at the Going Rate of Pay for the job. This must be at least the National Minimum Wage per hour rate.
- The employee is subject to the same terms and conditions as other employees.
- The job helps the person meet their goals and aspirations.
- The role is valued by managers and colleagues.
- The job has similar hours and times at work as other employees, with safe working conditions.

To ensure an effective job match, job analysis is used to systematically identify the skills and other requirements needed to undertake the role.

Job matches should be based on Participant preferences and their personal employment goals and needs (including experience, ability, health etc.), rather than just those jobs that are most immediately available. This is designed to ensure the Participant gets a job role that meets their aspirations, whilst the employer has a keen understanding of the needs of the employee, and the employer is offered potential candidates which are likely to be a good fit for their organisational needs

• **On and Off the Job Support**

Using the job analysis, vocational profile and Vocational Action Plan will help the Employment Specialist to ensure the support the person receives on the job is carefully planned and appropriate.

Depending on Participant need, support in the workplace may involve:

- Arranging induction and training
- Developing an in-work support plan before starting work, setting out the support both the Participant and employer require. This is regularly monitored and reviewed as Participants enter work.
- Providing help and support with social skills.
- Designating a workplace mentor.
- Identifying and learning the workplace culture
- Assisting the Participant in adapting to the workplace.
- Assisting the employer and co-workers.
- Identifying the work practices and customs.
- Identifying career advancement opportunities.

- Support for caring responsibilities.

The Employment Specialist will offer help with career development e.g. assistance with education, more hours, more responsibility, a more desirable job, or more preferred job duties.

Support should be provided and co-ordinated by the Employment Specialist and can include support from family, friends, peers, employer/line manager, co-workers, health practitioners and Access to Work.

Supported Employment can encourage the career development of individuals by promoting training opportunities and seeking options for increased responsibility. For the 'In-Work' Retention Support Participants, discussions around changing a Participants' role may be appropriate or rapid response should someone fall out of employment. Participants may require job 'carving'/'crafting' support from their employer, or other types of support to sustain work.

Interventions and support provided throughout the allotted time on provision (and beyond if appropriate) should be recorded as evidence of supporting Participants to sustain employment.

It is the responsibility of the Employment Specialist to ensure that the type of support is designed to meet the needs of the Participant. They should assist them to make informed and realistic choices about support required.

Advice on where further information can be obtained is one form of support the Employment Specialist should offer in areas where they do not have the expertise themselves. Support is given by signposting, and in some cases, helping Participants make first contact.

Support outside the workplace may encompass:

- Solving practical problems (e.g. transport, work dress).
- Dealing with workplace interpersonal relationships.
- Benefits counselling: assisting with social welfare awareness and applications, independent financial advice, permitted work etc.
- Maintaining contact with healthcare professionals and Social Workers.
- Listening and advising the Participant on any matters that may arise.

The Participant, Employment Specialist and employer should agree on support and action the arrangements needed to put this support in place.

• Annex 8 – DWP Management Information Note

• Stages of the customer journey where data will be captured	• Reasons for capturing the data	• Frequency	• MI Requirements
<ul style="list-style-type: none"> • Identification/ • Introduction to • Programme MI 	<ul style="list-style-type: none"> • To obtain details of referral source. • Identify any issues around starts on the programme. • To obtain details of referral source, key participant characteristics and personal data. • We will be evaluating based on comparison with referred non-starters, so need data for programme participants, referred non-starters, and people who passed the preliminary eligibility check / participant pre-screen but were not referred 	<ul style="list-style-type: none"> • Monthly 	<ul style="list-style-type: none"> • Aggregated Data <ul style="list-style-type: none"> • Numbers of expressions of interest (EOI) received. • The EOI source (e.g. if signposted from Jobcentre Plus, an employer, primary care, community care, pure "self-referral), and separate aggregate counts and % breakdown by type of source for each of: participants (individuals who start on the programme), referred non-participants (individuals who were referred to the programme but didn't start), pre-screened non-referred non-participants, and everyone who submits an EOI. • Personal data linked to individuals. <ul style="list-style-type: none"> • NINO (all other individual-level data needs to be accompanied by/be in rows with the NINO and/or a unique identifier that links back to NINO)

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Frequency 	<ul style="list-style-type: none"> • MI Requirements
			<ul style="list-style-type: none"> • Date of Expression of Interest submission • Name – forename, surname, any middle name/s (ideally name elements provided in separate fields) <ul style="list-style-type: none"> • Date of birth • Address and postcode • Telephone number • Email address • Self-reported employment status, including (a) if an employee, (b) if self-employed and (c) if not in employment • Eligibility reason by whether they are disabled/have a health condition or are in a disadvantaged group or both, i.e. whether a participant is: <ul style="list-style-type: none"> ○ Disabled; ○ In one or more disadvantaged groups; • Both disabled and in one or more disadvantaged groups) • Disadvantaged group*, i.e. if in one or more disadvantaged groups, which specific disadvantaged group/s that they are in – if

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Freq uency 	<ul style="list-style-type: none"> • MI Requirements
			<p>multiple groups, then each of these. We need all disadvantaged groups that a person is in to be recorded, regardless of whether a specific group status is the reason why they are suitable for support.</p> <ul style="list-style-type: none"> • Disability/health condition*, i.e. if they are disabled, their type of disability/health condition – if they have multiple types of condition, we need to know which types as well as the fact that they have multiple conditions. We need all types of condition that a person has to be recorded, regardless of whether a specific condition is the reason why they are suitable for support. • Contact preferences (i.e. what contact channel/s are <ul style="list-style-type: none"> • preferred
<ul style="list-style-type: none"> • Eligibility and Suitability Initial Meeting 	<ul style="list-style-type: none"> • To obtain details of number of participants who are ineligible and unsuitable. <ul style="list-style-type: none"> • The numbers that are attending the initial meeting. • To be able to identify if there are any issue/concerns with this part of the process. • 	<ul style="list-style-type: none"> • Monthly 	<ul style="list-style-type: none"> • Aggregated Data <ul style="list-style-type: none"> • Numbers attending pre-screen phone call • Numbers attending the initial meeting • At the initial meeting, Numbers that are not eligible or not suitable. • Reasons for non-eligibility or suitability

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Freq uency 	<ul style="list-style-type: none"> • MI Requirements
	<ul style="list-style-type: none"> • Required for evaluation purposes. • 		<ul style="list-style-type: none"> • Personal data linked to individuals. <ul style="list-style-type: none"> • NINO or unique identifier that links back to the NINO, to accompany all of the other data collected at this point (if all individual-level data across all stages is not already linked to the NINO previously collected) • Marker for people who have passed the pre-screen (preliminary eligibility check) • Marker for people who have passed the pre-screen (preliminary eligibility check) but were not referred • Date of passing the pre-screen (preliminary eligibility check) <ul style="list-style-type: none"> • For people who passed the pre-screen (preliminary eligibility check), but were not referred, the reasons why they were not referred. Reasons: <ul style="list-style-type: none"> ○ No contact ○ Declined to participate ○ Moved out of the delivery area ○ Ineligible ○ Unsuitable ○ Other • In addition to the specific reasons above, the stage at which a person

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Freq uency 	<ul style="list-style-type: none"> • MI Requirements
			<ul style="list-style-type: none"> • was removed from the process if they had an EOI, and (if it forms part of the process) passed the initial participant pre-screen based on the EOI form, but were not referred • For people who passed the pre-screen (preliminary eligibility check), but were not referred, the date on which it is decided not to refer
<ul style="list-style-type: none"> • Referral to Provision and Start 	<ul style="list-style-type: none"> • Required to performance manage the Grants. <ul style="list-style-type: none"> • For volume management • Essential to understand issues and how to address to make improvements • Essential to be able to performance manage against the agreed KPI's. • Required for evaluation purposes. • Referral sources will be used to understand how far 	<ul style="list-style-type: none"> • Mon thly 	<ul style="list-style-type: none"> • Aggregated Data <ul style="list-style-type: none"> • At the referral point, how many individuals are found they are on another provision • Numbers dropping out after the initial meeting and before referral is made • Personal data linked to individuals. <ul style="list-style-type: none"> • Out-of-work/in-work retention group, i.e. whether the person has been referred to be supported as part of the out-of-work cohort or in-work retention cohort

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Freq uency 	<ul style="list-style-type: none"> • MI Requirements
	<p>different settings/routes are pushing participants to support.</p>	<ul style="list-style-type: none"> • Quar terly 	<ul style="list-style-type: none"> • Personal data linked to individuals. <ul style="list-style-type: none"> • Gender • Ethnicity • Age • Marital status • Housing situation • Highest academic attainment • Length of unemployment • Participant parent or guardian for children • Which benefits being claimed at the start of the programme? • Job title, sector, employment type, average weekly hours, earnings cycle, hourly rate (if in employment at the start of support)
<ul style="list-style-type: none"> • Support ed Employment 	<ul style="list-style-type: none"> • This information is essential to be able to performance manage against the agreed KPI's. <ul style="list-style-type: none"> • Numbers of participants leaving jobs and not re-engaging relevant to <ul style="list-style-type: none"> • sustainment. • Required for evaluation purposes <ul style="list-style-type: none"> • • 	<ul style="list-style-type: none"> • Mon thly 	<ul style="list-style-type: none"> • Aggregated Data <ul style="list-style-type: none"> • Caseload per Employment Specialist per area, including IPS and SEQF case breakdown • Numbers receiving in work support, including IPS and SEQF case breakdown • Participants to be engaged as a minimum of once a month by the accountable body. • Participants current status (initial meeting, engaging with specialist, in work support)

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Freq uency 	<ul style="list-style-type: none"> • MI Requirements
			<ul style="list-style-type: none"> •
		<ul style="list-style-type: none"> • Quar terly 	<ul style="list-style-type: none"> • Aggregated Data <ul style="list-style-type: none"> • Numbers and reasons for disengaging from the programme • Numbers and reasons for pausing on the programme. • Number of participants who have re-engaged • Participants current status (initial meeting, engaging with specialist, in work support) • Types of jobs requested by participants (by high-level types of occupation and job sector, hours/working patterns, geographic mobility) Job outcomes by sector • Job outcomes by sector • Frequency of support sessions/appointments with participants, i.e. (a) the number of support sessions that have taken place between the participant and an Employment Specialist and (b) the length of time between appointments

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Freq uency 	<ul style="list-style-type: none"> • MI Requirements
			<ul style="list-style-type: none"> • Duration of support sessions with participants • Content of support delivered (e.g. action plan review, advice on managing health conditions, vocational profiling, reasonable adjustments, job-search support) • Mode of support delivered (e.g. face-to-face at provider office, face-to-face at workplace, face-to-face in healthcare setting, telephone, email, text, Teams/Skype/Facetime) • Timing of first contact with an employer by the adviser, and/or participant, about a competitive job for a specific participant • Frequency of adviser/employment specialist contacts with employers on behalf of a specific participant •
<ul style="list-style-type: none"> • End of Provision 	<ul style="list-style-type: none"> • This information is essential to be able to <ul style="list-style-type: none"> • performance manage against the agreed KPI's. • • Required for evaluation purposes. • 	<ul style="list-style-type: none"> • Mon thly 	<ul style="list-style-type: none"> • Personal data linked to individuals. <ul style="list-style-type: none"> • Flags and reporting interval/time period markers for when the participant meets job start, specified earnings pings, lower and higher job outcome thresholds (OOW), job

<ul style="list-style-type: none"> • Stages of the customer journey where data will be captured 	<ul style="list-style-type: none"> • Reasons for capturing the data 	<ul style="list-style-type: none"> • Freq uency 	<ul style="list-style-type: none"> • MI Requirements
			<ul style="list-style-type: none"> • outcome threshold (IWRs), self-employed job outcomes •
		<ul style="list-style-type: none"> • Quar terly 	<ul style="list-style-type: none"> • Aggregated Data <ul style="list-style-type: none"> • Numbers moving into further support after ending provision (with 'unknown' as an option for each person) •

• Annex 9 - Performance Payment KPIs

KPI	%	Tolerance	Weighting				
Performance % by year			Yr1 15%	Yr 2 15%	Yr 3 20%	Yr 4 25%	Yr 5 30%
Participant starts (all participant % are based on volumes in agreed contract)			15% is allocated against participant starts	7.5% of the 15% is allocated against participant starts	10% of the 20% is allocated against participant starts	12.5% of the 25% is allocated against participant starts	10% of the 30% is allocated against participant starts
In year total starts	100%	10%	9 % for achieving participant starts as stated in the contract within tolerance	3.5% for achieving participant starts as stated in the contract within tolerance	6% for achieving participant starts as stated in the contract within tolerance	6.5 % for achieving participant starts as stated in the contract within tolerance	3% for achieving participant starts as stated in the contract within tolerance
Out of Work Participant starts	85%	10%	3% for maintaining 85/15 split within tolerance	2% for maintaining 85/15 split within tolerance	2% for maintaining 85/15 split within tolerance	3% for maintaining 85/15 split within tolerance	2% for maintaining 85/15 split within tolerance
In Work Participant starts	15%	10%					
IPS participant starts	75%	10%	% for maintaining in year agreed split	% for maintaining in year agreed split	% for maintaining in year agreed split	% for maintaining in year agreed split	% for maintaining in year agreed split
SEQF participant starts	25%	10%					
Job Outcomes			There is no requirement for job starts due to the programme only just starting	7.5% of the 15% is allocated against job outcomes	10% of the 20% is allocated against job outcomes	12.5% of the 25% is allocated against job outcomes	20% of the 30% is allocated against job outcomes
In year total (to be achieved in 456 calendar days from participant start unless extended to 638 calendar days from start date)	50%	10%	N/A	3.5% for achieving overall 10% accumulated participant job outcomes within the agreed timeframe and tolerance	6% for achieving overall 30% accumulated participant job outcomes within the agreed timeframe and tolerance	6.5% for achieving overall 40% accumulated participant job outcomes within the agreed timeframe and tolerance	10% for achieving overall 50% accumulated participant job outcomes within the agreed timeframe and tolerance
Out of work participants Lower earnings threshold (9hrs x 13 wks x NLW)	40%	10%	N/A	2% for achieving Lower, Higher earnings and Self-employed thresholds within tolerance for out of work participants	2% for achieving Lower, Higher earnings and Self-employed thresholds within tolerance for out of work participants	3% for achieving Lower, Higher earnings and Self-employed thresholds within tolerance for out of work participants	3% for achieving Lower, Higher earnings and Self-employed thresholds within tolerance for out of work participants
Self-employed equivalent measured over 13 cumulative wks							
Out of work participants Higher threshold (18hrs x 26 wks x NLW)	29%	10%					
In work retention support Higher earning threshold (18hrs x 26wks x NLW)	80%	10%	N/A	2% for achieving Higher earning and Self-employed thresholds within tolerance for in work participants	2% for achieving Higher earning and Self-employed thresholds within tolerance for in work participants	3% for achieving Higher earning and Self-employed thresholds within tolerance for in work participants	3% for achieving Higher earning and Self-employed thresholds within tolerance for in work participants
Self-employed equivalent measured at over 26 cumulative weeks. (To be achieved 365 days from participant start)							

SCHEDULE 2: TENDER

TEXT REDACTED IN ACCORDANCE WITH SCHEDULE 7 - COMMERCIALY SENSITIVE INFORMATION