

Withdrawn

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Chapter 1: Introduction and Overview of the Programme

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Introduction

- 1.01 This Provider Guidance supports you, the Prime Provider, in the delivery of the Group Work “JOBSII” on behalf of the Secretary of State for the Department for Work and Pensions (DWP). It forms part of your contract and provides guidance on processes and requirements, supporting the project contract details and the legal arrangements for delivery.
- 1.02 This guidance **must** be read in conjunction with:
- Group Work “JOBS II” Invitation to Tender, Specification and Supporting Information;
 - your Contract; and
 - [DWP Provider Guidance](#) particularly [Framework Generic Provider Guidance](#) and the Protection for Vulnerable Groups Scheme.
- 1.03 If there is any conflict between your contract and this guidance your contract takes precedence. If there is any conflict between the Project Specification and this guidance, in relation to DWP’s internal procedures and processes, this guidance takes precedence.
- 1.04 You must ensure that any organisations with which you have a sub-contractual relationship also have access to read and take action to implement this guidance.



The DWP Customer Charter

1.05 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 is 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 their services they deliver on DWP’s behalf. The ‘shared promise on customer care’ developed by the Employment Related Services Association and supported by DWP, makes the commitments given in the DWP Customer Charter more specific for welfare to work providers to sign the Shared Promise. DWP would expect providers to support the commitments contained in it. The Customer Charter can be found at <https://www.gov.uk>.

Overview of Group Work “JOBS II”

1.06 DWP is aiming to test the Group Work “JOBS II” Programme in the UK labour market. The test is part of a wider DWP research exercise aimed at claimants who struggle with their job search or work related activity. This is a voluntary provision and therefore no sanctions will apply if a claimant decides not to attend or to withdraw from the Programme. Providers will collect some of the claimant’s employment, job search and wellbeing data, as directed by DWP analysts, and a separate research organisation will be procured in order to collect follow-up and comparison data and collate the research evidence.

1.07 The Group Work “JOBS II” is a week –long, facilitated employment Programme that uses active learning techniques. Participants attend five, four-hour sessions designed to develop their job search skills, confidence, and ability to cope with set-backs.

1.08 JOBS II research findings broadly show that the Programme significantly decreased depression, improved job search capability, emotional functioning and also increased rates and quality of re-employment. The Programme was designed to be a preventative intervention for those at risk of depression as a result of job loss and additional research indicates a restorative effect for those with Mental Health Issues.

Background

1.09 The Government is taking a number of steps to promote wellbeing and work search. Research has found that claimants who struggle with their job search or work related activity (WRA) include those with deteriorating health, mental health conditions or are in a post treatment situation.



- 1.10 To address this, the Government is committed to providing support for people who may be struggling with their job search or work WRA, and for those who describe (self-report) a mental health issue and express concern about:
- the challenges of job search or WRA and their Mental Health Issues; and/or
 - undertaking job search or WRA and their wellbeing.
- 1.11 All of these circumstances have been found to have implications for job search and employment [see, for example, McManus, 2012¹]. Research indicates that a quarter of people who claim Jobseekers Allowance (JSA) and around 40% of these who claim Employment and Support Allowance (ESA) have mental health issues [McManus, 2012¹]. This has costs for individuals, society and the UK economy. Research also indicates that helping unemployed people to actively job search and obtain employment is beneficial for wellbeing.
- 1.12 The Department for Work and Pensions (the Department) intends to carry out a trial that will test and evaluate the JOBS II model (UK version 2015) (hereafter known as JOBS II) in the UK labour market, (see Group Work “JOBS II” Specification). JOBS II is a group based intervention delivered over the period of a working week, as stated above, [see paragraph 1.07](#)
- 1.13 The purpose of this trial is twofold:
- To test the effectiveness of the JOBS II programme and manual in the UK labour market, and whether it improves the employment and wellbeing prospects for the Department’s eligible claimants; and,
 - To collect pre and post evaluation Management Information (MI) from the six psychological Wellbeing and job search measures from participants, and transfer this information securely to the Department. Please see [Annex 6](#) Key Research Information for more information

Trial Aims

- 1.14 The aim of this trial is to test the JOBS II programme in the UK labour market (see Group Work “JOBSII” Specification), and to look at the impact of the programme on participants’ employment outcomes, job search activities and their self-reported wellbeing and mental health. These findings will help inform future considerations on the types of support that will assist claimants to progress in the labour market. It is therefore critical that you:
- deliver Group Work “JOBSII” as set out in the JOBS II Manual (UK Version 2015);
 - work collaboratively with the Department;



- select, train, monitor and develop group leaders and deputies as detailed in the Manual (UK Version 2015);
- gather psychological, wellbeing and job search measures at start and end of the JOBS II intervention ; and
- securely transfer the MI collected to the Department.

Duration of Contract(s)

1.15 Referrals will be made for over the initial 12 month period and will continue for up to a further 3 months, during the 6 month extension periods. The remaining 3 months will enable management of caseload and administration. Referrals will commence in January 2017 and cease at the end of March 2018.

Critical success factors

- 1.16 For Provider information the critical success factors for DWP are:
- Work Coaches are able to recognise claimants who are appropriate for the JOBS II Programme. Labour market evidence indicates this will provide the number of claimants to meet the forecast volume of Programmes;
 - deliver a robust and sustainable commercial solution for the trial that is capable of replication and is scalable;
 - securing provision that is fully compliant with the specification and delivers the Jobs II Manual as designed and set out;
 - readiness of the supplier/s to commence interventions on schedule;
 - sufficient and reliable management information to properly inform the evaluation study;
 - delivery of the trial within the allocated budget;
 - value for money over the whole life of the contract(s); and
 - delivering interventions that meet the quality standards set by the Department;
- 1.17 You must deliver the Group Work “JOBS II” model as set out in the JOBS II Manual (UK Version) and will collect MI and some of the claimant’s employment, job search and wellbeing data, as directed by DWP analysts.
- 1.18 The Intervention must be provided in the following DWP Districts:
- CPA 1 Avon, Severn and Thames Valley;
 - CPA 2 Durham and Tees Valley;
 - CPA 3 Mercia;
 - CPA 4 Merseyside; and
 - CPA 5 Midland Shires.



1.19 Below are the main delivery locations hubs (also see Chapter 4), although participants could come from a wider area:

- Bristol and Gloucester
- Middlesbrough;
- Coventry;
- Liverpool; and
- Derby

¹ McManus, S, Mowlam, A, Dorsett, R, Standfeld, S, & Clark, C, et al. (2012). Mental health in context: the national study of work – search and wellbeing. DWP Research Report No 810, London:

¹ M. Meehan, R. Birkin, K. Ruby & H. Moore-Purvis (Eds.) (2015). UK JOBS II: A Manual for Teaching People successful Job search Strategies. London: DWP. (The UK addition is a revision of Curran, J., Wishart, P., Gingrich, J. & The JOBS Project Staff. (1999). JOBS: A Manual for Teaching People Job search Strategies. Ann Arbor, MI: University of Michigan).