



Department  
for Work &  
Pensions

**Personal Support Package  
Local Supported Employment  
Proof of Concept  
(England, Scotland and Wales)**

**Expression of Interest Specification**

**Feb 2017**

**Version 1**

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# 1. Background

## 1.1 Background

The work, health and disability green paper: 'Improving lives' announced our new Personal Support Package (PSP). This package includes an enhanced menu of employment support for Jobcentres to draw from and focuses on how we can best provide employment support to disabled people and people with health conditions. Included within this green paper is the intention to undertake research and trials to better understand how we can support individuals to move closer to the labour market and into employment.

The Local Supported Employment (LSE) proof of concept (PoC) is one measure of the PSP.

## 1.2 Purpose/Rationale

Around 6% of those with a learning disability who are known to Adult Social Care are in employment and 7% of those in contact with secondary mental health services.

There is evidence that the Supported Employment 'place then train' approach is effective for this group. In this context, Supported Employment is about achieving a mainstream job outcome at the going rate of pay with support for the individual and employer in order to sustain the job. It may involve job carving or systematic instruction and in-work support is for a limited time.

If in-work support is needed it should be sourced via Access to Work (AtW). People in this group are unlikely to work without specialist support but with the right support, they can achieve and sustain job outcomes.

Feedback from the British Association for Supported Employment (BASE) and Mencap is that many local authorities are struggling to fund Supported Employment services because it is not a statutory requirement for them to do so. The Department for Work and Pensions (DWP) is keen to invest in local delivery of this type of provision.

## 1.3 Aims/Objectives

The aim of this PoC is to identify a viable and effective way of delivering LSE in partnership with local authorities which can be scaled up to be delivered nationally. We want to increase delivery of high quality supported employment which shows fidelity to the Supported Employment 'place then train' model.

This provides an opportunity to drive closer working between the DWP and local authorities, to jointly deliver employment support to individuals who face significant barriers to employment.

#### **1.4 High Level Description of Supported Employment Model**

##### **Supported Employment 'place then train' model**

The Supported Employment 'place then train' approach is an internationally recognised model of employment support which originated in the United States in the 1970s. The focus is on employment rather than a lengthy period of pre-employment training. There is a strong focus on working with the employer as well as the individual to get the right job match.

An example of an industry-recognised model that may support your EoI is the 'Values of Supported Employment' written by BASE and can be found in [Annex 1](#) and at <http://base-uk.org/about-supported-employment>

## **2. Roles and Responsibilities**

### **2.1 Roles and Responsibilities**

1. Local authorities to lead service delivery and establish eligibility and referrals via local Jobcentre Plus office(s).
2. Local authorities to commit to providing staff resource to attend face-to-face workshops and attend regular teleconferences with DWP for the duration of the proof of concept.
  - i. DWP aims to commence joint working in April 2017 with the first face-to-face workshops being delivered in either London or Birmingham on 24 or 26 April.
  - ii. Follow up face-to-face meetings are expected to take place w/c: 15 May with teleconferences as and when required.
  - iii. Local authorities will be required to attend regular checkpoints via telekit with DWP throughout design, implementation and delivery phases during the 18 months delivery period.
3. Local authorities will be required to collect Management Information (MI) to support outcome payments and validation; further details will be provided in guidance.
4. Local authorities will be responsible for paying all reasonable participant expenses in relation to this PoC e.g. childcare.

5. For the selected local authorities and where appropriate you should be aware that if the service delivers to members of the public in Wales then they must comply with and fully understand their obligations regarding the DWP Welsh Language Scheme.

## **2.1 DWP to Co-Fund Service Delivery**

DWP will co-fund supported employment provision. This will be primarily on an outcome-payment basis although some funding may be available for set up costs. We expect local authorities to at least match the DWP investment.

DWP will have financial accountability for this PoC and will monitor validation of outcome claims. It is envisaged that Real Time Information (RTI) data from Her Majesty's Revenue and Customs (HMRC) will support validation of any outcome claims.

We are currently exploring payment mechanisms but it is assumed we will use section 2 of the Employment and Training Act 1973 and grant funding with a Memorandum of Understanding (MOU), to make payments between DWP and your local authority. However, the final models will be developed collaboratively with local authorities during the design phase.

DWP will need to measure service delivery requirements to support evaluation of this PoC and therefore local authorities will need to supply MI during the 18 month PoC.

## **2.2 Eligibility**

DWP will confirm participant eligibility, using DWP IT systems to check eligibility and record referral to LSE provision on DWP IT systems.

Detailed design of service delivery and payment models will be developed in collaboration with the selected local authorities.

### 3. Expression of Interest (Eol) Approach

#### 3.1 Approach



A letter has been sent to local authority Chief Executives with a link to this Eol specification, Questionnaire Form with instructions on how to complete, details of where to send the completed form, timescales and next steps. DWP has published the LSE PoC Eol specification (this document) on GOV.UK and can be found at [www.gov.uk/government/publications/local-supported-employment-expression-of-interest](http://www.gov.uk/government/publications/local-supported-employment-expression-of-interest).

The selection criterion has been developed with expert input from BASE.

The Programme will conduct an initial sift of Eol bids before passing eligible Eol's onto a selection panel.

This selection panel will consist of DWP Change and Strategy colleagues and will evaluate all Eol bids. However, in order to ensure some independence, we have invited external representatives from BASE and a secondee from MIND to support this process.

Meeting the selection criteria will not necessarily guarantee participation in the PoC as we only have funding at this stage to support around eight local authorities. DWP are looking for a range of local authorities to test this PoC, as such it is likely that there will be a small number of local authorities which will result in a tie-break.

In the event of a tie-break, DWP will ask an independent panel member to make the decision in the event that two or more local authorities have the same total score.

All local authorities will be contacted with the outcome of the selection exercise by early April. Feedback will be provided on request to those who are not selected.

If LSE is scaled up to be delivered nationally in the future we may choose to operate another process where you may be invited to take part.

### 3.2 Selection Criteria

Eol's will be measured from your responses under the following headings;

- Level of engagement or commitment demonstrated by the local authority by demonstrating
  - Funding, planned expenditure, ability to expand provision and current caseload or;
  - Commitment to set up a new service and understanding of what is required
- Evidence of engagement and joint working with other local series including local health services
- Commitment to adhering to the model
- Understanding of eligibility for provision and identification of potential service users.

More details can be found in 'Instructions for Local Authorities' found at [www.gov.uk/government/publications/local-supported-employment-expression-of-interest](http://www.gov.uk/government/publications/local-supported-employment-expression-of-interest).

### 3.3 PoC Duration

The intention is for the PoC to run for an 18 month period from April 2017 to October 2018. The Department reserves the right to reduce or extend this period. This will allow for local authorities who do not currently run a Supported Employment service, to set one up and allow time for DWP to evaluate findings. If the proof of concept is successful we may look to expand it subject to funding being available.

### 3.4 Implementation timescales

Insert timescales introduction

<b>Activity</b>	<b>Date</b>
Launch of LSE PoC Eol exercise	27 February 2017
Eol bids to be returned	27 March 2017
Bid Evaluation	28-31 March 2017
Selected local authorities informed	13 April 2017
Initial LSE Workshop(s) - London	24 April 2017 TBC*
Initial LSE Workshop(s) - Birmingham	26 April 2017 TBC*

\*Note: Location of initial workshop is to be confirmed once the selected local authorities are known. Further workshops have been scheduled for 15 and 18 May 2017 in London/Birmingham, these dates will be confirmed.

## **4. Critical Success Factors**

### **4.1 Critical Success Factors**

The focus of the PoC is to test deliverability. Critical success factors include:

- Identification of a viable and effective way of delivering LSE in partnership with local authorities, which can be scaled up to be delivered nationally.
- Delivery of high quality Supported Employment which shows fidelity to the Supported Employment 'place then train' model.
- Investment by local authorities in Supported Employment services.
- Maintain robust governance and accountabilities for the funding and validation of outcome claims.
- Measure increase in employment rates over the duration of the PoC.
- Measure increase in demand and subsequent participation numbers.

## **5. Service Delivery Requirements**

### **5.1 Delivery Models**

We would like to work with local authorities from across a range of categories that are:

- Located in England, Scotland or Wales
- In predominantly rural or predominantly urban conurbations
- Operating as Tier 1 or Single Tier
- Already delivering a Supported Employment service or,
- Not currently delivering a Supported Employment service.

Weighted scoring will be applied to the answers provided in the questionnaire and a selection will be made from eligible Eol's to enable the PoC to test models across the range listed above. The selection will consider Eol's in the order of scoring.

To be eligible, local authorities must;

- commit to demonstrating fidelity to the supported employment model (e.g. 'place then train' or Individual Placement Support).
- commit to maintaining the funding profile for Supported Employment where they currently deliver the service.
- commit to at least match funding outcome payments (and start up payments)

In the event of two or more local authorities within the same category achieving the same score on the selection criteria, the tie breaker will be considered by the independent panel members and it will focus on the local authority/authorities whose evidence demonstrates an increased ability to scale up and deliver a Supported Employment service as proposed in their EoI return and required through the specification.

## **5.2 Delivery Requirements**

The detailed design, implementation and delivery approach of the PoC will be agreed in partnership with local authorities once they have been selected. However we will require all local authorities selected to take part in the PoC to commit to the following:

- To attend face-to-face workshops, teleconferences and checkpoints throughout duration of the 18 month PoC.
- Provision of MI
- Work with DWP using compatible IT operating systems.

### **In England**

- Local authority Director of Adult Social Care to demonstrate contact with and provide contact information of the Clinical Commissioning Group.

### **In Scotland**

- Directors of Social Work/ Chief Officers to demonstrate contact with and provide contact information of the Health and Social Care Integrated Joint Boards.

### **In Wales**

- Directors of Social Work/ Chief Officers to demonstrate contact with and provide contact information of the Health Board.

### **5.3 Fidelity of the Model**

A key part of the PoC is demonstrating fidelity to the supported employment model. Details are to be agreed once selected local authorities are known.

### **5.4 Claimant Eligibility**

ESA and Universal Credit claimants with a learning disability or autism who are known to adult social care or those in contact with secondary mental health services and who are not on any other DWP provision may participate in this PoC.

Eligibility will be checked with local Jobcentre Plus sites. A high level process will be developed during the workshops with the selected local authorities.

## **6. Payment Model**

### **6.1 Payment Models**

DWP has secured funding to invest in Supported Employment on an outcome payment basis. We expect local authorities to at least match this DWP investment.

In order to obtain robust evaluation, we will work with the selected local authorities to agree funding arrangements when developing the Payment Model to deliver the service. As stated, this is anticipated to be via the use of section 2 of the Employment and Training Act 1973 and grant funding with a Memorandum of Understanding (MOU).

DWP can support some start-up costs on a match funding basis for those local authorities who do not currently provide a Supported Employment service and are selected to take part in the PoC. Details will be discussed with selected local authorities but there will be a cap on this element of funding.

### **6.2 Estimated Volumes**

DWP has secured funding to support up to an average of 94 referrals to each local authority per year (760 in total annually). Exact volumes will be agreed with each authority once selected as part of the EoI exercise.

## **7. Workshop Design**

DWP will hold face-to-face design workshops with the selected local authorities in either London or Birmingham (locations to be confirmed once the local authorities have been selected).

Note - DWP will not be reimbursing travel and subsistence expenses to local authorities

The objectives of the workshops are to develop and agree:

- Delivery models to be tested
- Payment Models including unit cost and start up costs (Detailed Design)
- Outcomes Definitions:
  - validation of outcomes and payment claims
- The length of time claimants can participate on provision (and be supported by local authorities)
- Hours of participation
- Changes of circumstances (i.e. if a claimant changes address during participation and moves outside of the local authorities' area).
- Provision definitions:
  - Starters
  - Completers
  - Exits
- Monitoring of provision and outcome claimants including MI requirements
- Approach to driving fidelity to the Supported Employment model (e.g. BASE reviews or local authority Peer Reviews)
- End-to-end Detailed Design – from Jobcentre Plus eligibility check through to outcome claims being validated by RTI data
- How to work in partnership with local authorities to deliver and improve Supported Employment provision.
- How to share good practice.
- Governance and Implementation Checkpoints

## 8. Contacts Us

If you have any questions about the LSE PoC or timescales, please raise these using the following email: [ESO.LSE@DWP.GOV.UK](mailto:ESO.LSE@DWP.GOV.UK)

## 9. Abbreviations

AtW	Access to Work
BASE	British Association of Supported Employment
DWP	Department for Work and Pensions
Eoi	Expression of Interest
ESA	Employment Support Allowance
HMRC	Her Majesties Revenue and Customs
IT	Information Technology
LCW	Limited Capability for Work
LSE	Local Supported Employment
MI	Management Information
NHS	National Health Service
NOS	National Occupational Standards
PoC	Proof of Concept
PSP	Personal Support Package
RTI	Real time information (HMRC)
WRAC	Work Related Activity Component

## Annex 1 Values of Supported Employment

Source: British Association of Supported Employment <http://base-uk.org/about-supported-employment>

For a supported employment practitioner to practice competently he or she must apply skills and knowledge that is informed by a set of values. Supported employment practitioners are expected to be aware of and to apply a value based and ethical approach in their practice.

It is also recognised that the values as well as the National Occupational Standards (NOS) may need to be placed within the local, national, social and political context in which supported employment activities are undertaken.

1. An understanding of the positive contribution people with disabilities and/or disadvantages can make in the workplace.
2. Understand the main components of a real job (wages are paid at the going rate for the job, with the same terms and conditions as all other employees; the job helps the person to meet their life 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).
3. Understand the “zero rejection” philosophy of supported employment and that everyone can work, with the right job and the right support.
4. Supported employment does not adhere to a work readiness model. It is about getting people into competitive employment first with training and support on the job: a ‘place then train’ approach.
5. Job search should happen at the earliest opportunity.
6. Choice and control – people are presented with a variety of experiences, options and support to achieve their career aspirations. Support is built around an individual, promoting choice and career satisfaction. All options assume successful employability.
7. Partnership – there is genuine partnership between the person, their family carers, employers, community supports and the provider of supported employment.
8. Full inclusion – people are supported to be full and active members of their workforces and wider communities, both socially and economically.
9. Support services recognise the importance of the employer as a customer of supported employment in their own right with requirements that need to be satisfied.
10. Draws on Social Role Valorisation (SRV) in recognising that people with disabilities and/or disadvantages are often regarded as of less value than others in society, resulting in poor life outcomes. Employment is a valued

social role and becoming employed can help reverse societal devaluation, with wider positive consequences for the person.

11. Draws on the social model of disability recognising that disability is the product of the physical, organisational and attitudinal barriers present within society leading to discrimination. The removal of discrimination requires a change of approach and thinking in the way in which society is organised, in this case removing barriers to employment.
12. Recognises that not many people stay in the same job for the whole of their working lives and people with disabilities and/or disadvantages are no different in having to adapt to changing labour markets and wanting to improve their working lives.  
Supported employment should encourage the career development of individuals by promoting training opportunities and seeking options for increased responsibility by offering time unlimited support.