

## **SERVICE SPECIFICATION TEMPLATE**

Please note – this template is for guidance only. However, please ensure that you consider all the points covered in this template when drafting your specification.

<b>Lead Theme Partnership</b>	<b>Nottinghamshire: City &amp; County Employment &amp; Skills Board</b>
<b>Ref No.</b>	
<b>Title of Service Specification:</b>	<b>Fit for Work Service – Working for Health Employer Engagement &amp; Brokerage for Mansfield &amp; Ashfield</b>
<b>Source of funding</b>	<b>DoH/DWP</b>

### **1. Background**

The Greater Nottingham Partnership (GNP) was originally formed in 1994 to improve partnership working across the Greater Nottingham conurbation and attract more government regeneration funding into the area. In 2002 the GNP also became the Sub-regional Strategic Partnership (SSP) for Greater Nottingham, responsible for delivering the Single Programme funded elements of the Regional Economic Strategy.

The GNP is a strategic rather than a delivery body, by working with partners GNP aims to help co ordinate and facilitate strategy development across the Greater Nottingham area, creating a shared vision for Nottingham and ensuring the bending of mainstream funding.

In order to widen the partnership arrangements and create a more influential partnership, the **Greater Nottingham Employment and Skills Board** (GNESB) was established in 2004 as a single strategic body to take responsibility for the “skills and employability” agenda across Greater Nottingham. This recently expanded its geographic area to create a closer relationship between local agencies and Government, for the benefit of creating more jobs and better training opportunities across the county and became the new **Nottinghamshire: City & County Employment and Skills Board** (ESB). The ESB maintains a membership of influential senior private, public and voluntary sector leaders, with representation from organisations such as Experian, Capital One, Laing O’Rourke, Jobcentre Plus, Learning & Skills Council and both Nottingham City and Nottinghamshire County Councils.

In 2008 the Employment and Skills Board established a Health, Work and Wellbeing Partnership in collaboration with the NHS to take forward priorities addressing health and work inequalities. This group consists of Nottingham City Council, Nottinghamshire County Council NHS Nottingham City (PCT), NHS Nottinghamshire County, Jobcentre Plus and the Greater Nottingham Partnership.

The Employment and Skills Board and its Health Work and Wellbeing Partnership are providing the strategic overview of the Fit for Work Service activity, with the Greater Nottingham Partnership providing the accountable body function including management and commissioning of the overall Fit for Work Service pilot.

## 2. Strategic Context

The Fit for Work Service represents a key area within the ESB and City Health Partnership's cross-theme Health and Work strategy. In particular it supports the key aim of:

“Increasing the employment rate in the Greater Nottingham area by reducing the flow of fresh benefit claimants through targeted awareness raising and on-going business engagement, to promote a culture of **early supportive intervention between the employer and their employees**, and healthcare professionals - in regards to work and well-being.”

In Nottingham Unitary Authority the current Incapacity Benefit level is more than the Jobseeker's Allowance and Lone Parent Income Support rate combined- approximately 17,500 people<sup>1</sup>.

The Nottingham Outline Vision has been drawn up to underpin the Sustainable Community Strategy. The aims within this strategy include increasing the level of adults in sustainable employment and support Nottingham residents to move to healthier lifestyles.

Our DWP City Strategy Pathfinder Business Plan identifies high levels of benefit dependency. More than 65,000 people in receipt of a state benefit in Greater Nottingham alone, with this rising to 102,610 in Nottinghamshire, including:

- 52,220 in receipt of IB/SDA
- 21,070 (40%) cite Mental/Behavioural Disorder as the primary reason for claim
- 10,140 (19%) have a Musculoskeletal condition

Our City Strategy recognises we must reduce the numbers flowing on to benefit as well as helping people to find/sustain employment.

Both Nottingham and Nottinghamshire have Joint Strategic Needs Assessments (JSNA) highlighting health, poverty, employment and labour market issues and the inter relationships between these. Unemployment is identified as both a cause and a result of ill health. They highlight significant psychological consequences from being out of work, especially for the long term unemployed; and that people with poorer health are more likely to be unemployed. Nottingham City and Nottinghamshire Local Area Agreements have targets relating to reducing benefit claimants and increasing the proportion of the population employed. The Nottingham Partnership identifies “mental ill health is the biggest cause of sickness absence from work. The biggest annual cost of working days lost to depression, anxiety and stress is £4bn”. This is substantiated by data from the Federation for Small Business identifying Back Pain, Stress/Depression and Personal Problems as being the most significant causes of absence after Colds/Flu.

The Fit for Work Service is based upon the evidence for in-work support which has been recently highlighted in the cross Department of Health and Department for Work and Pensions research- “What Works at Work” and “Working for a healthier tomorrow” (2008) as the first ever review into the health of Britain's working population, undertaken by the National Director for Health and Work, Dame Carol Black.

The government's response “Improving health and work: changing lives” (2008), published jointly by DWP and DoH outlines a number of key initiatives including several pilots for early intervention services of which the Fit for Work Service is one.

A description of the full Fit for Work Service, Nottinghamshire pilot is more fully provided in a separate paper.

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<sup>1</sup> NOMIS Total IB Claimants May 2007

Briefly, it will consist of a **Central information Team** who will provide information on employment and health services (mental health and musculoskeletal related) to, for example, employment advisors.

It will also include a **Support into Work** service that provides case management support to people with any physical or psychological health condition that affects their ability to sustain or gain employment. The service works across a range of organisations to achieve a seamless service. **Work Survival Courses** will be a group approach to the issues addressed under the support into work for people who do not require one to one support.

There will also be a **Working for Health** service, aimed at employers. Through individual assessments for each business, employers will be supported in reducing sickness absence and enabling employees to return to work at the earliest opportunity. An essential component in achieving these aims will be assistance to their employees in accessing Occupational Health support and advice.

### **3. Specification: Activity to be supported**

#### **3.1 Context**

The Working for Health service will be provided to small to medium sized enterprises (SME's) in Mansfield and Ashfield. A complementary service for Nottingham City will be commissioned separately. A diagnostic tool has already been designed to assess sickness absence and health policies, processes and practices of the employer. Using this tool, information needs to be gathered, assessed and practical solutions for improvement provided back to the client. This will include a brief business case for implementing proposed interventions. Customer relationship management and support will include impartial brokering to a range of potential suppliers who will be able to provide solutions to the employer (to include free and/or chargeable services).

The service will be aimed at employers who have a sickness absence issue that is affecting business performance. Proposed interventions for improvement are likely to fall into the following categories:

- Human Resources Policy & Procedures
- Employee Relations
- Managing Health & Wellbeing in the Workplace
- Leadership & Management

Support to the employer will include encouraging employees with an identified health issue to self refer into Support into Work and Work Survival Courses that form part of the overall Fit for Work Service (FFWS) pilot.

#### **3.2 Description of Services to be Provided**

On behalf of the Nottinghamshire City & County Employment and Skills Board (NCCESB) and the Greater Nottingham Partnership (GNP) wishes to commission the Working for Health Employer Engagement & Brokerage Activity element of the FFWS.

It is anticipated that employer engagement and brokerage will follow the process outlined on the attached employer model.

The FFWS central team will be actively promoting the pilot through partnership organisations, networking, marketing, website and events. Employers seeking support through this activity will be signposted to the provider. FFWS team will also manage relationships with partner organisations.

Provider activity will include the following key steps:

- To support the FFWS marketing activity, the provider should also seek to engage clients directly through their own established networks
- Meet employers at their premises and collect data using the diagnostic tool
- Analysis of data, identification of practical interventions and signposting to a range of potential suppliers or support agencies
- Feedback report provided to employer to include provision of Health & Wellbeing information
- Individual employees with identified health issues encouraged to self-refer into Support into Work and Work Survival Courses
- Evidence of timely follow up to ensure progress is being made.

Key to delivery and success of the pilot will be the provision of quality in depth review of employer policies, processes and practices in managing sickness absence and health & wellbeing in the workplace. The provider will work with the FFWS team to develop a suitable range of health promotion information for employers.

Data will be captured at each of these key stages and shared with the FFWS team at regular agreed intervals. Copies or details of all documentation collected and provided to the client will be made available to the FFWS team upon request.

In addition to the above activity, the provider will identify 7 businesses with a variety of issues to take part in detailed case studies and/or a full Healthy Business Assessment. A portion of the employer engagement funding should be allocated to contributing to cost of intervention in each of the companies selected. In return, the company will provide detailed information on how suggested interventions were implemented and the impact this had on the business.

Other activity may include attending networking events and sharing best practice with FFWS team.

This is a pilot and the provider will take a flexible approach and work proactively with the FFWS central team to develop the service to employers.

### **3.3 Scope and scale of the activity**

The direct impact of the service would:

- Reduce the number of sick days lost
- Reduce the number of Statutory Sick Pay claims and on-flow to Incapacity Benefit
- Reduce staff turnover through retention in employment
- Improve staff wellbeing surveys
- Reduce in stigma of mental health

#### **4. Target Groups/Sectors**

It is likely that the service will be prioritised for employers who have high levels of sickness absence due to mental or physical health. Whilst support is available to all SME's in the designated areas, it is likely that business sectors such as care, construction and manual handling or those involving low pay and repetitive tasks are more likely to seek support.

Engaging with a range of employers by size and sector is required.

#### **5. Target Locations**

The service will be targeted at SME's in Ashfield and Mansfield. A complimentary service for Nottingham City will be commissioned separately.

#### **6. Outputs/Outcomes/Milestones**

Performance will be reported formally using the standard Greater Nottingham Partnership criteria. Reporting criteria includes:

- Performance against outputs/outcomes;
- Progress against key milestones;
- Project expenditure;
- Risk identification and management;
- Progress narrative, including overall impact of the project; and
- Publicity potential.

Over the life time of the project the Working for Health Service for Mansfield & Ashfield will deliver:

- 350 business profiled
- 70 assisted
- 7 detailed case studies

*Profiled:* Capture name of organisations, address, sector, size of workforce, turnover. Evidence of on-going health and work awareness information issued to the profile will be documented.

*Assisted:* Organisations completing the diagnostic and receiving feedback and support. This will include organisations taking part in case studies.

It will be the responsibility of the provider to ensure enough referrals to meet the targets.

To allow sufficient time for analysis, signposting and referral it is anticipated minimal delivery will occur in Jan-Mar 2011.

#### **7. Option to tender to deliver part of the service**

Tenders will not be accepted for part delivery.

Consortia bids are welcome.

#### **8. Quality Standards**

Evidence of a full understanding of Human Resource Policies and Business Advice is essential. Understanding of the Health Work & Wellbeing agenda required.

Knowledge of local networks and public sector business support will be important to the delivery of this project.

<b>9. Funding Available</b>	
Total maximum allocated to this contract – amounts and sources.	2010/11
Fit for Work Service (DoH, DWP) Working for Health	£66,000
<b>10. Funding Period</b>	
Funding start date: April 2010 Funding end date: March 2011	
<b>11. Forward Strategy</b>	
Working for Health seeks to make the business case for investing in workplace health to employers. It seeks to embed Health & Wellbeing into the culture of local employers.	
<b>12. Timeline for Commissioning</b>	
<b>18<sup>th</sup> February</b>	<b>Tender Notice posted on ESB website</b>
<b>19<sup>th</sup> March</b>	<b>Tender return date</b>
<b>30<sup>th</sup> March</b>	<b>Interviews date</b>
<b>06<sup>th</sup> April</b>	<b>Contract negotiations period starts</b>
<b>12<sup>th</sup> April</b>	<b>Contract start date</b>
<b>13. Date Specification Prepared</b>	
17 <sup>th</sup> February 2010	

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