



Disclosure &
Barring Service

Statement of Requirements – Attachment 3

The Provision of Occupational Health Services for the Disclosure and Barring Service
Contract Reference:



Disclosure &
Barring Service

Bid Pack

Statement of Requirements

Contract Reference: C14189 - The Provision of Occupational
Health Services for the Disclosure and
Barring Service



CONTENTS

1.	PURPOSE.....	3
2.	BACKGROUND TO THE CONTRACTING AUTHORITY.....	3
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	3
4.	DEFINITIONS.....	4
5.	SCOPE OF REQUIREMENT.....	6
6.	THE REQUIREMENT.....	7
7.	KEY MILESTONES AND DELIVERABLES	8
8.	MANAGEMENT INFORMATION/REPORTING	9
9.	VOLUMES.....	10
10.	CONTINUOUS IMPROVEMENT	10
11.	SUSTAINABILITY	10
12.	QUALITY.....	10
13.	PRICE	10
14.	STAFF AND CUSTOMER SERVICE.....	11
15.	SERVICE LEVELS AND PERFORMANCE	11
16.	SECURITY AND CONFIDENTIALITY REQUIREMENTS	11
17.	PAYMENT AND INVOICING	11
18.	CONTRACT MANAGEMENT	12
19.	LOCATION.....	12



1. PURPOSE

- 1.1 Disclosure and Barring Service (DBS), seeks to establish a contract with a single supplier for the provision of Occupational Health Services.
- 1.2 The Occupational Health Services Call Off Contract will support DBS to address health and attendance issues, meet its statutory obligations with regards to health surveillance, identify the preventative measures that can be taken to minimise the overall risk of sickness absence and to improve employee health and wellbeing in the workplace.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 DBS was formed on 1st December 2012 following the merger of the functions previously carried out by the Criminal Records Bureau and the Independent Safeguarding Authority. DBS operates from sites located in Liverpool and Darlington.
- 2.2 DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, particularly work that involves children or vulnerable adults.
- 2.3 DBS also assists in preventing unsuitable people from working with children and vulnerable adults in Regulated Activity.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 DBS has a requirement for a supplier to provide Occupational Health Services to DBS Personnel from 24th April 2020 to 23th April 2022. DBS retains the option to extend this Call Off Contract for an additional two (2) periods of up to 12 months each to a maximum expiry date of 23th April 2024.
- 3.2 DBS employs 1,053 personnel at sites in Liverpool and Darlington. This figure may increase or decrease during the life of the Call Off Contract.
- 3.3 To put DBS in a strong position for the future, there will be an increased focus on improving attendance performance, reducing the average working days lost, promoting wellbeing and providing support, advice and guidance to the business and DBS Personnel.
- 3.4 The following documents have been provided to assist understanding of DBS's processes and are annexed to this Statement of Requirements as follows:
 - 3.4.1 Annex A: Sickness Absence Management policy
 - 3.4.2 Annex B: Reasonable Adjustments policy;



3.4.3 Annex C: Family Friendly Procedure policy.

4. DEFINITIONS

- 4.1 Below is a summary of the definitions as used within this document and further detail is provided as applicable in Annex E – DBS Supplementary Information.

Expression or Acronym	Definition
Call Off Contract	means the contract entered into by the DBS and the Service Provider pursuant to Framework Schedule 4 (Ordering Procedure) of the Framework Agreement comprising of the Form of Contract Document, the Call-Off Terms, the schedules hereto, the Master Contract Schedule and any other Contract Document
Data	means: a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any DBS confidential information, and which: i) are supplied to the Supplier by or on behalf of the DBS; or ii) the Supplier is required to generate, process, store or transmit pursuant to this Call Off Contract; or b) any Personal Data for which the DBS is the Data Controller;
DBS	means the Disclosure and Barring Service, the Contracting Authority for the purposes of this Call Off Contract.
DBS Personnel	means all permanent and fixed term employees of DBS.
Management Information	means the management information specified in Annex E – DBS Supplementary Information
POISE	means the physical POISE desktop asset and supporting infrastructure provided to departments



	across the Home Office estate and providing access to the following corporate applications and capabilities: MS Exchange (secure email), MS Office Suite, MS Word, MS Excel, MS PowerPoint, the corporate file structure, internet access and to bespoke business applications hosted on the Home Office Digital Data and Technology (HODDaT) shared service platform
Referring Manager	means the authorised representatives of DBS, for example, a line manager.
Regulated Activity	meaning is as defined in Schedule 4 of the Safeguarding Vulnerable Groups Act 2006 as amended from time to time.
Services	means all services as detailed in the Statement of Requirements and Annex E – DBS Supplementary Information
Service Commencement Date	means the date the Services will commence after successful transition from the incumbent supplier
Service Level(s)	means the levels of the Services required as specified in the Call Off Contract.
Solution	means the Supplier technology platform that shall be used by the DBS to make referrals.
Supplier Personnel	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any of its Sub-Contractors engaged in the performance of the Supplier's obligations under the Call Off Contract.
Vaccinations	means treatments with a vaccine to produce immunity against influenza.
Working Day	means any day excluding Saturday, Sunday and public holidays in England and Wales
Working Hours	means 07:00 to 19:00 each Working Day.



5. SCOPE OF REQUIREMENT

- 5.1 DBS requires all Services as detailed in Section 6 The Requirement and as per 985_19 ESPO Occupational Health Services Specification.
- 5.2 The Services shall enable DBS to address health and attendance issues, meet its statutory obligations with regards to health surveillance, identify the preventative measures that can be taken to minimise the overall risk of sickness absence and to improve employee health and wellbeing in the workplace.
- 5.3 The Supplier shall deliver the Services in accordance with the following principles:
- The Services shall be available to all DBS Personnel including those working remotely.
 - Confidentiality is crucial to the integrity of the Services;
 - A strong focus on high quality, clinically-led, evidence-based Services;
 - Impartial advice and guidance to all DBS Personnel;
 - Cooperation and partnership with suppliers of services where there is a required hand off between services, such as Employee Assistance Programmes and Workplace Adjustments Teams;
 - Delivery of innovative solutions;
 - Maximising e-enabled solutions and innovations;
 - Flexibility to meet identified individual business needs, including the provision of services via a multi channel approach to enable accessibility for all employees. This may include delivery of the Services onsite at DBS premises, off site at supplier premises, online or via telephone; and
 - Flexibility to meet changing internal and external policies and regulations.
- 5.4 DBS will advise the Supplier of any planned programmes of work, which may have an impact on the usage of the Services, such as major transformation programmes.
- 5.5 The Supplier shall ensure that all DBS and Supplier Personnel are aware of the scope and limitations of patient and client confidentiality, where there is a legal responsibility to breach patient confidentiality where there are issues of child protection, a threat to health and safety, a risk of harm to self or others or prevention of a crime or terrorist act.
- 5.6 The Supplier shall maintain, at its own expense, all relevant medical records relating to the Services and shall store these in accordance with applicable law.

5.7 Services Availability



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- 5.8 The Supplier shall ensure that all the Services, including the necessary Supplier Personnel, be available as a minimum, every Working Day and within Working Hours.

6. THE REQUIREMENT

- 6.1 The Requirement is as detailed in section 6 and in Annex E – DBS Supplementary Information.
- 6.2 **Services to be included:** The Supplier shall provide the following core requirements, which shall include but not be limited to:
- 6.2.1 OH1 -telephone support services;
 - 6.2.2 OH2 - online portal access to make referrals and access management information;
 - 6.2.3 OH3 - referrals from DBS;
 - 6.2.4 OH4 - case conferences, attendance at court/tribunals;
 - 6.2.5 OH5 - further medical evidence, pensions and ill-health retirement services;
 - 6.2.6 OH6 - pre-appointment and pre-enrolment checks;
 - 6.2.7 OH7 - fitness for task: pregnant worker assessment;
 - 6.2.8 OH8 - Vaccinations;
 - 6.2.9 OH9 - health screening
 - 6.2.10 OH10 - physiotherapy;
 - 6.2.11 OH11 - workplace assessments and adjustments.
 - 6.2.12 OH12 - health promotion and awareness programmes
 - 6.2.13 OH13 – publicity and promotion services;
 - 6.2.14 OH14 – consultancy services;
 - 6.2.15 OH15 – on site clinic.

63 **Services to be excluded:** The Supplier shall not be required to deliver the following excluded services; however, the DBS reserves the right to enter into discussions with the Supplier during the Call Off Contract duration should the services be required. Excluded services shall include but not be limited to:

6.3.1 fitness for task assessments: – excluding pregnant worker

6.3.2 blood tests;

6.3.3 medications;

6.3.4 other vaccinations (excluding flu);

6.3.5 health surveillance.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Call Off Contract commencement date	24 th April 2020
2	Start-up meeting between DBS and Supplier to agree as a minimum: <ul style="list-style-type: none"> • referral forms • report formats • MI reporting • transition activity 	Within two weeks of Award Date
3	Service Commencement Date	by 4 th June 2020
4	Exit Plan to be produced by the Supplier and agreed with DBS	Within 3 months of Service Commencement Date
5	Quarterly review meetings with DBS and Supplier Contract Manager	To be agreed at start up meeting
6	Provision of monthly Management Information	To be provided by the 5 th Working Day of the month following each reporting month



7	Provision of quarterly Management Information	To be provided quarterly by the 5 th Working Day of the month following the reporting quarter. First report due by 5th Working Day of September 2020
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8. MANAGEMENT INFORMATION/REPORTING

- 8.1 DBS will require comprehensive and robust Management Information to verify that the Services are being delivered to the required standard, providing quality outcomes and providing value for money.
- 8.2 The Supplier shall ensure DBS Personnel anonymity and confidentiality in the delivery and content of all Management Information.
- 8.3 The Supplier shall provide the Management Information broken down as specified by DBS but, as a minimum, this shall be by business area and by geographical location.
- 8.4 DBS will require monthly Management Information, by the 5th Working Day of the month following each reporting month and quarterly Management Information by the 5th Working Day of the month following the reporting quarter.
- 8.5 DBS may request a reasonable number of ad-hoc Management Information reports. The Supplier shall provide such Management Information reports at no additional Charge.
- 8.6 DBS will, where the data is available, provide the Supplier with quarterly statistics on causes of sick absence, absence levels and average working days lost (AWDL). DBS will supply these figures at organisational, departmental and geographical location where available. DBS will also advise the Supplier of any planned programmes of work, which may have an impact on the usage of the Services, such as major transformation programmes.
- 8.7 Further detail on the required Management Information is detailed in Annex E – DBS Supplementary Information.



9. VOLUMES

- 9.1 DBS does not bind itself to a specific volume of business under this Call Off Contract.
- 9.2 DBS employs 1,053 staff at sites in Liverpool and Darlington. This figure may increase or decrease during the life of the Call Off Contract.
- 9.3 Historical estimated volumes are as follows:
- Onsite appointments approximately 432 per annum;
 - Doctor appointments approximately 60 per annum;
 - Pre-employment health questionnaires approximately 179 per annum;
 - Dyslexia assessments approximately 6 per annum.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to continually improve the way in which the Services are to be delivered throughout the Call Off Contract Term.
- 10.2 The Supplier should present new ways of working to DBS during quarterly Call Off Contract review meetings.
- 10.3 Changes to the way in which the Services are proposed to be delivered must be brought to DBS's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

- 11.1 The Supplier acknowledges that DBS must at all times be seen to be actively promoting sustainable development through its environmental, social and economic responsibilities.
- 11.2 The Supplier is required to comply with the diversity and environmental requirements as specified in the Call Off Terms and Conditions.

12. QUALITY

- 12.1 The Supplier is required to meet the quality standards as stated in 985_19 ESPO Occupational Health Services Specification and as detailed in Annex E – DBS Supplementary Information.

13. PRICE

- 13.1 The potential supplier shall provide DBS with a clear breakdown of all costs associated with its bid.



13.2 Prices are to remain firm for the term of the Call Off Contract, including for the extension option.

13.3 All prices submitted should be inclusive of travel and expenses.

14. STAFF AND CUSTOMER SERVICE

14.1 The Supplier shall provide a sufficient level of resource throughout the term of the Call Off Contract in order to consistently deliver quality Services.

14.2 The Supplier shall ensure that Supplier Personnel understand DBS's vision and objectives and will provide excellent customer service to DBS throughout the term of the Call Off Contract.

14.3 The Supplier is required to meet personnel requirements as per 985_19 ESPO Occupational Health Services Specification and as detailed in Annex E – DBS Supplementary Information

15. SERVICE LEVELS AND PERFORMANCE

15.1 DBS will measure the quality of the Supplier's delivery through the Service Levels as detailed in Annex E – DBS Supplementary Information, Annex 2 – Service Levels and Service Credits

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

16.1 The Supplier Solution is required to meet all security requirements as per the Framework and as detailed in Annex D – Security Requirements.

16.2 The Supplier is required to comply with GDPR legislation.

17. PAYMENT AND INVOICING

17.1 Payments will be made via purchase order.

17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. This will need to be sent to the nominated DBS employee for approval and receipting.

17.3 Following approval from the nominated DBS employee, all invoices should be sent to:

Disclosure and Barring Service
 Shared Services Connected Ltd
 PO Box 5112
 Newport, Gwent
 NP10 8FZ



Disclosure &
Barring Service

Statement of Requirements – Attachment 3
The Provision of Occupational Health Services for the Disclosure and Barring Service
Contract Reference:

Tel: 0345 010 0125

Email: DBSSupplierinvoices@homeoffice.gov.uk

17.4 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

18. CONTRACT MANAGEMENT

18.1 The Supplier will be required to attend quarterly Call Off Contract review meetings at DBS Liverpool as a minimum. Additional meetings may be required subject to Contract performance.

18.2 Attendance at Call Off Contract review meetings shall be at the Supplier's own expense.

18.3 Further detail is available in Annex E – DBS Supplementary Information

19. LOCATION

19.1 The location where the Services will be carried out:

- Stephenson House, Morton Palms Business Park, Alderman Best Way, Darlington, DL1 4WB; and
- Shannon Court, 10 Princes Parade, Liverpool, L3 1QY

19.2 In addition, the Services may also need to be carried out off-site, including at the Supplier's premises, the home of the DBS Personnel concerned, or at another off-site location agreed with the DBS.



Annex D - OH Security Requirements

1	The Solution must be certified to ISO IEC 27001:2013 and ISO/IEC 27002:2013 security standards, covering both software development and hosting platform arrangements.
2	The Solution must comply with NCSC Cloud security Principles, where a cloud hosting Solution is delivered
3	The Solution must comply with NCSC SaaS security principles, where applicable.
4	The Solution must have appropriate Cyber Security controls to mitigate against external and internal threat including but not limited to (DOS, DDOS, Anti-Virus and Malware Defences).
5	The Solution should hold Cyber Essentials or Cyber Essentials plus certification
6	The Solution must be subjected to IT Health Check (ITHC) risk assessment and effective remediation. All ITHCs must comply with NCSC Green CHECK protocols.
7	The Solution must have Security Protective monitoring in Place
8	The Solution must have appropriate Intruder detection and prevention measures in place.
9	The Solution must mitigate against common vulnerabilities as detailed in the most current version of OWASP top 10. Can be found at OWASP.org
10	The Solution must provide operational security controls for configuration, change management, vulnerability management, protective monitoring and incident management.
11	The hosting provider should be able to accommodate pre-agreed onsite DBS Audit and Assurance activity against ISO27001 datum.
12	The Solution must have the appropriate secure measures to store data that is protectively marked OFFICIAL-SENSITIVE under the Government Security Classification scheme (GSC)
13	The Solution must manage information in compliance with General Data Protection Regulations and Data Protection Act (2018).
14	The Solution must adhere to the DBS Data Retention and Archive Policy. All data must be archived/deleted within the appropriate timescales.
15	The Solution must provide the capability to completely and securely remove data in accordance with GDPR and the retention table below:



	Document Type	Retention Period
	Information held by Occupational Health provider: Occupational Health Consent Form	Rolling 18 month period.
	Information held by Occupational Health provider: Occupational Health reports	6 years.
	Information held by Occupational Health provider: Work Station Assessment	6 years.
16	The Solution must only store data within United Kingdom data centres.	
17	The Solution must prohibit unauthorised access to, use of, or interference with AUTHORITY data by any person or organisation.	
18	The Solution should ensure there is no loss of availability of AUTHORITY data due to any failure or compromise of the service or software used within the service.	
19	The Solution must encrypt all data storage at rest to an appropriate security standard. For OFFICIAL-SENSITIVE information this is a minimum of FIPS140/2.	
	Please see NIST.gov	
20	The Solution must encrypt all data in transit using appropriate security protocols (i.e. TLS 1.2 technical standard)	
21	All data files loaded into the Solution must be virus scanned prior to ingestion.	
22	The Solution must be accessible from DBS (POISE) end-user device using a Microsoft edge browser.	
23	The Solution should provide the capability to enforce multi-factor authentication of all users accessing the system.	
24	The Solution must provide secure user authentication, registration and authorisation processes.	
25	The Solution must only be accessed by authorised personnel who have a genuine requirement / need for access.	
26	The Solution must operate a secure Joiners and leavers process.	
27	The Solution must provide the option for dormant or inactive accounts to be disabled after a specified period of inactivity	



28	The Solution must provide appropriate systems management, maintenance and housekeeping procedures, including regular security patching and updating of Anti-Virus Signatures.
29	The Solution will have support and maintenance provided by UK based maintenance staff, who have appropriate security clearance to a minimum of BPSS.
30	The Solution must provide an audit log of all actions undertaken within the system, by a user or the system.
31	All access must be recorded, and any user access control changes should be recorded for audit purposes.
32	User audit information should be available to the DBS upon request
30	Audit logs should be retained for a minimum period of 6 months.
33	Retention policy for DBS data should be configurable and applied by the system
34	The system should have functionality to retrieve DBS data in line with Subject Access Requests and specified timelines to comply with relevant legislation
35	The Solution must support complex password creation Minimum of 9 Characters, Alpha numeric, Upper Case Lower Case, special characters (!@*&%).
36	The Solution should support user password change at any time, to deal with password compromise.
37	The Solution should support a secure Solution for password resets.
38	The Solution should support account lock out after 3 failed attempts.
39	The Solution should be capable of supporting end user device authentication
40	The Solution should have appropriate Incident Handling arrangements to manage data breaches and reporting requirements under GDPR
41	The Solution should be capable of managing role-based access control with different responsibility levels
42	The Solution should provide clear separation of DBS data within the hosting environment
43	The Solution should be capable of providing Management Information relating to specific DBS data
44	The Solution must support group account functionality
45	Where group accounts are established, the actions of an individual must still be attributable to a unique identity.



ESPO 985_19 LOT 1 – OCCUPATIONAL HEALTH SERVICES
ANNEX E - DISCLOSURE AND BARRING SERVICE SUPPLEMENTARY
INFORMATION

The following document provides clarification on the minimum service requirements potential bidders are required to meet.



1.1 Minimum SERVICE REQUIREMENTS:

OH1 - Telephone Support Services

- 1.1.1 The Supplier shall provide a telephone support service for DBS Personnel staffed by appropriately experienced, skilled and/or qualified Supplier Personnel.
- 1.1.2 The Supplier shall ensure that DBS Personnel have continuous access to occupational health physicians and occupational health advisors as required by DBS as part of the telephone advice and support service.
- 1.1.3 The Supplier shall ensure that the telephone support service shall be available fifty-two (52) weeks of the year during Working Days.
- 1.1.4 The Supplier shall ensure that the telephone support service will be accessible to DBS Personnel, via a freephone number or a dedicated non-premium rate and/or a 01, 02, 03 prefix, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code and shall be able to accept calls from outside the UK.
- 1.1.5 The Supplier shall provide multiple telephone lines branded for specific services, if requested by DBS, which will be at no additional cost to the DBS.
- 1.1.6 The Supplier shall ensure that all telephone messages from DBS Personnel are responded to within one Working Day of receipt.
- 1.1.7 The Supplier shall provide the following as a minimum via the telephone support services:
- General services advice;
 - Generic advice on the impact of a condition or illness in the workplace;
 - Pre-referral advice for Referring Managers;
 - Clarification on the referral process;
 - Advice on progression of DBS Personnel cases; and
 - Updates and amendments to DBS Personnel cases.
- 1.1.8 The Supplier shall also provide access to qualified Supplier Personnel via the telephone services who shall provide:
- Generic occupational health advice to managers on any health issue affecting DBS Personnel in the workplace;
 - Information and guidance on how best to construct the referral for an occupational health assessment;
 - Overseas travel health advice for DBS Personnel,



- including vaccination advice;
- Management support that provides direct and rapid access to qualified medical advice and consultancy on occupational health and health and safety issues;
- Access to past referrals and clarification on current and past reports; and
- Advice on individual DBS Personnel cases before making a formal management referral, and to ensure where cases are complicated or sensitive, that the referral is progressed in the most effective manner.

DBS does not currently require any services outside of Working Hours but reserves the right to enter into discussions with the Supplier during the Call Off Contract duration to have Services delivered outside Working Hours should DBS have a requirement.

1.2 OH2 - Online Portal

1.2.1 The Supplier shall provide and maintain an online portal to support the Services and provide as a minimum, but not limited to:

- Web based access;
- Secure log-in by DBS Personnel;
- General information on the Services;
- Input and transfer of DBS Personnel referrals;
- Case management and tracking;
- Health screening and surveillance referrals and monitoring;
- Access to all Supplier standard training materials which it includes as part of its standard service offering; and
- Management Information in a downloadable format.

1.2.2 The Supplier shall ensure that the online portal is available fifty-two (52) weeks a year during Working Days, except for agreed downtime and maintenance which will be agreed with the DBS at least seventy-two (72) hours in advance of such work being carried.

1.2.3 The process required to establish and use the online portal will be agreed with DBS within four weeks of the Call Off Contract award date.

1.2.4 All DBS Personnel who access the online portal shall be requested to complete a confidential questionnaire which targets feedback on the online portal in relation to its effectiveness, accessibility and relevance. Such results will be anonymised and provided to the DBS as part of the monthly Management Information.

1.3 OH3 - Referrals from DBS

1.3.1 The Supplier shall provide an online referral service through the online portal whereby DBS authorised representatives ("Referring



Managers”) shall electronically refer DBS Personnel to the Services.

- 1.3.2 The Supplier shall provide alternative methods of referral access to the online portal, including telephone referrals and the provision of paper- based referral, where DBS does not have the necessary IT infrastructure, Data security levels or relevant DBS Personnel do not have IT access. The Supplier shall agree alternative methods of referral with DBS within four weeks of the Call Off Contract award date.
- 1.3.3 The Supplier shall work with DBS to agree the format of telephone referrals and the format of paper-based forms where these have been agreed as an alternate method of referral.
- 1.3.4 The Supplier shall develop with DBS online referral forms and online questionnaires which the Supplier shall use:
- To triage referrals;
 - To make decisions based on the information provided to determine the relevant Services required; and
 - To identify where no further intervention is required.
- 1.3.5 The Supplier shall make adjustments to the referral forms from time to time and as agreed with DBS.
- 1.3.6 The online referral form shall capture the following information as a minimum about the referral:
- Relevant DBS Personnel and Referring Manager details;
 - DBS Personnel consent;
 - Details of any DBS Personnel engaged in the case;
 - Reason for referral and Services requested where known (e.g. attendance management, fitness for work assessments, inoculations);
 - DBS Personnel job description and their specific role and work patterns;
 - Any workplace adjustments which are known to be in place for the DBS Personnel;
 - Questions relating to the referral. There should be no restriction on the number of questions which can be asked; and
 - Supplementary information that may be pertinent to the case.
- 1.3.7 The Supplier shall ensure that all referrals meet the relevant DBS procedures. Such procedures may include:
- In-work referrals for DBS Personnel who are not absent from the workplace but who may be experiencing issues in the workplace;
 - Day 1 sick absence referral;
 - Day 1 sick absence referral for musculoskeletal and mental



- health issues including stress; and/or
- Day 6 absence referral.

1.3.8 The Supplier shall ensure referrals meet the DBS agreed procedures. If the referral does not meet the agreed standards the Supplier shall inform the Referring Manager and direct them to DBS internal HR guidance.

1.3.9 The Supplier shall, on receipt of the referral:

- Determine the relevant Service required for the DBS Personnel;
- Identify returning cases that should be treated as a case review not a new referral;
- Identify alternative methods of resolution such as a case conference;
- Book a face to face consultation for the employee with an occupational health adviser or occupational health physician as appropriate, provided that a clinical assessment via the telephone determines that one is required or as approved in advance by the DBS;
- Contact the DBS Personnel and/or Referring Manager to arrange a mutually acceptable appointment time;
- Notify the DBS Personnel and Referring Manager of the scheduled appointment electronically and/or by telephone;
- Ensure consistency in allocated Supplier Personnel for DBS Personnel cases, particularly where the case is a review, or the case has previously been managed by an occupational health physician;
- Obtain all required consents from the DBS Personnel; and
- Pass all details of the referral to the relevant Supplier Personnel to enable delivery of the Services.

1.4 Attendance Management Advice and Assessments

1.4.1 The Supplier shall provide attendance management advice and assessment, where a referral relates to the attendance management of the DBS Personnel. The Supplier shall:

- Carry out an initial assessment of the DBS Personnel via telephone, unless otherwise agreed with the DBS;
- Offer clear advice to the DBS Personnel and Referring Manager on what the DBS Personnel can do to remain in or return to work, including any physical or role and procedure adjustment (also known as soft adjustments to work patterns or duties) that may be necessary to support this;
- 'De-medicalise' situations by focusing on capability and providing practical advice;
- Work with appropriate specialist organisations to provide the



DBS Personnel with advice and recommendations to manage specialist needs, e.g. Dyslexia, Asperger's Syndrome;

- Keep the Referring Manager informed of case progress through the electronic portal or via the telephone support services and/or e-mail. Such updates should be weekly at a minimum; and
- Maintain accurate records of all appointments and case notes, including updates made to the Referring Manager.

1.4.2 The Supplier shall determine when an assessment should be delivered at the DBS Personnel's home, e.g. when the DBS Personnel has a disability or medical condition that is so severe that it prevents them from travelling.

1.4.3 The Supplier shall obtain approval in advance from the DBS before such home visits take place.

1.4.4 The Supplier shall determine the need for further medical evidence if the DBS Personnel's case cannot be progressed without it.

1.4.5 The Supplier shall gain approval from the DBS before requesting further medical evidence and shall support the request with relevant evidence confirming its relevance.

1.4.6 The Supplier shall ensure that further medical evidence reports are requested from a specialist or general practitioner within two (2) Working Days of the need having been identified by the Supplier.

1.4.7 The Supplier shall provide objective, independent, comprehensive medical advice to the Referring Manager and DBS Personnel of the actions and/or measures to resolve the referral, following an assessment including at a minimum:

- Any adjustments recommended under the Equality Act 2010;
- A phased return to work;
- Advice on the prospects of the DBS Personnel's return to full capability;
- Advice on underlying medical conditions and identification of any health and safety risks to that DBS Personnel; and
- Generic advice on health-related matters including specific conditions or illnesses, responsibility under duty of care, possible preventative measures and opportunities for active intervention including signposting the DBS Personnel to further sources of advice.

~~1.4.8 The Supplier shall provide advice if a DBS Personnel has a~~



progressive or terminal illness and, where appropriate, make recommendations to DBS on how to support the DBS Personnel in the workplace and signpost the DBS Personnel to additional sources of information and support.

- 1.4.9 The Supplier shall assist the DBS Personnel with a detailed hand-over to the Employee Assistance Programme services or other relevant support services, which may be provided by the DBS or other external organisations. The Supplier shall ensure that the transition to other support services is documented in the case report.
- 1.4.10 The Supplier shall determine where a DBS Personnel requires urgent psychological support. The Supplier shall have a seamless process in place to refer the DBS Personnel to immediate support via the DBS Employee Assistance Programme supplier or other appropriate services.
- 1.4.11 The Supplier shall ensure that DBS is notified of a DBS Personnel failing to attend appointment within one (1) Working Day of an appointment being missed.

1.5 Attendance Management Case Reports

- 1.5.1 The Supplier shall provide attendance management case reports to DBS where a referral relates to the attendance management of a DBS Personnel.
- 1.5.2 The Supplier shall confirm that all relevant patient consents have been requested and granted and, where not granted, state the impact this may have or is likely to have on the case. Where patient consent has not been granted, only such information as can otherwise be disclosed shall be included in case reports.
- 1.5.3 The Supplier shall include the following in case reports:
- Medical terms shall be explained;
 - A concise summary of the relevant medical issues, including physical and/or mental health problems;
 - Assessment of the DBS Personnel's fitness for work;
 - Advice on the prospects of a DBS Personnel's return to full capability (taking the needs of the DBS into account);
 - Advice relating to lifestyle issues (for example drugs, alcohol, diet and exercise);
 - Expected sickness absence levels of the DBS Personnel;



- Identification of any work-related health and safety risks impacting the case (including infections);
- Advice on whether the DBS Personnel's illness or injury is work-related;
- The DBS Personnel's prognosis, rehabilitation plan, advice to support case resolution and to help the DBS to manage any unexpected outcome, with an indication of likely timescale for case resolution;
- A note of the discussion between the DBS Personnel and Supplier Personnel on what steps the DBS Personnel is taking, if any, to improve their circumstances;
- Confirmation of and clinical justification for a further review of the DBS Personnel's case where relevant;
- A determination if the Equality Act 2010 is likely to apply, how it is relevant and what adjustments should be considered including the reasons why, and the likely duration that the adjustment will be required for;
- Where the Equality Act 2010 does not apply, a recommendation on what workplace adjustments should be considered, the reasons why and the duration for which they may be required;
- A balanced assessment of DBS Personnel perception versus clinical opinion;
- Summary recommendations, supported as required by medical evidence, providing a clear recommendation of any actions that a line manager should take;
- A review of whether ill-health retirement should be considered for the DBS Personnel;
- Confirmation that the DBS Personnel has been asked that a copy of the case report can be forwarded to their GP and whether this has been consented to;
- The relevant Supplier Personnel's contact details for further clarification on any aspect of the case report;
- Inclusion of GP and/or specialist reports;
- A recommendation if the DBS Personnel should be referred to the Employee Assistance Programme services or other services offered by the DBS;
- A recommendation if a work-related injury or ill health should be reported to the Health and Safety Executive (HSE) under



Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR);

- A recommendation if a work-related injury or ill health might be appropriate for referral to the Civil Service Benefits Injury Scheme or other such schemes as may be noted by the DBS;
- A recommendation on the actions needed if the DBS Personnel has come into contact with someone suffering from an infectious disease or condition. Where relevant, the Supplier will also specify whether the Health and Safety Executive (HSE) or local authority need to be informed; and
- A clear indication of likely timescale for case resolution.

- 1.5.4 The Supplier shall also provide support to the DBS in the preparation of material required for an employment tribunal or court.
- 1.5.5 The Supplier shall provide DBS with the content of any case reports if requested, to support employment decisions, including dismissal on ill health grounds or to defend personal injury claims in an employment tribunal or court. If required by the court, the Supplier Personnel responsible for the report shall be available to defend the contents of the report in court.
- 1.5.6 The Supplier shall provide additional and/or clarify information where requested by DBS. This shall be considered part of the case report and not additionally charged to DBS.
- 1.5.7 The Supplier shall deliver a case report based on information held on file and not based on further assessments of the DBS Personnel where requested by DBS. Examples of such information on file could be previous occupational health assessments and support provided or further medical evidence reports.
- 1.5.8 The Supplier shall ensure that occupational health advisor telephone consultations are held, and reports provided to the DBS within four (4) Working Days of a DBS Personnel referral.
- 1.5.9 The Supplier shall ensure that occupational health physician telephone consultations are held, and reports provided to the DBS within seven (7) Working Days of a DBS Personnel referral.
- 1.5.10 The Supplier shall ensure that occupational health advisor or occupational health physician face-to-face consultations are held, and reports provided within 10 Working Days of DBS Personnel referral (including confirmation of appointment to the DBS Personnel and Referring Manager).

1.6 OH4 - Case Conferences and attendance at court/tribunals



- 1.6.1 The Supplier shall attend and participate in case conferences, court cases and tribunals as required by the DBS. Case conferences shall take place on an ad hoc basis for any complex cases, to monitor attendance management cases and shall be conducted for one or more cases as requested by the DBS.
- 1.6.2 The Supplier shall:
- Ensure case conferences focus on recommendations to resolve long-term sickness absence and cases of repeated short-term absences where a medical condition may be the cause;
 - Provide verbal and written case reports including a summary of the case, prognosis, likely length of absence, reasonable adjustments required, and recommendations and actions required by either the Supplier, DBS and/or the DBS Personnel; and
 - Provide the DBS with details of any recommendations made by the Supplier to the DBS Personnel and with which the DBS Personnel disagrees.
- 1.6.3 The Supplier shall be advised that attendees at case conferences may include line management, DBS HR, relevant Supplier Personnel (such as the occupational health advisor), a member of the DBS Workplace Adjustments team, health and safety advisor, wellbeing advisor, a trade union representative and/or legal advisor, where the DBS Personnel has given prior agreement.
- 1.6.4 The Supplier shall be advised that case conferences shall be delivered by telephone, face-to-face, video, on-site and/or off site as required by the DBS.
- 1.6.5 The Supplier shall ensure that ad hoc case conferences take place within 5 Working Days of request by the DBS.
- 1.6.6 The Supplier shall ensure multiple case conference (including collation of referrals) take place within ten (10) Working Days of request by the DBS.

1.7 OH5 - Ill-Health Retirement

- 1.7.1 The Supplier shall make recommendations to DBS to support them with Ill-health retirement cases when requested.
- 1.7.2 The Supplier shall assist the DBS to gather and collate medical evidence to support the Medical Advisor to the Principal Civil Service Pension Scheme (PCSPS), ill health retirement scheme for the NHS or other relevant pension scheme on applications for ill health retirement.
- 1.7.3 The Supplier shall not make a decision as to whether the DBS



Personnel qualifies for ill health retirement.

1.7.4

The Supplier shall, on request, provide the DBS with an opinion on the likelihood of the DBS Personnel meeting the criteria for ill health retirement to enable the DBS to determine if a formal retirement application should be made for the DBS Personnel.

1.7.5

The Supplier shall provide such opinion, based on a paper review of existing medical evidence provided to the Supplier, or via a further medical examination of the DBS Personnel.

1.7.6

The Supplier shall provide an electronic report of the opinion to the DBS once the DBS Personnel consent has been gained.

1.7.7

The Supplier shall work with other suppliers of medical services which support ill-health retirement applications and industrial injury cases as needed in the collation of evidence for such cases.

1.7.8

The Supplier shall provide the DBS with a copy of a medical in confidence report which contains a breakdown of known medical information in sealed envelopes to support ill health retirement requests. The report may also be used to support injury benefit requests and in response to subject access requests.

1.7.9

The Supplier shall provide all medical opinion reports to the DBS within ten (10) Working Days of request.

1.8 OH6 - Pre-Appointment and Pre-Enrolment Check

1.8.1

The Supplier shall provide pre-appointment and pre-enrolment checks on behalf of DBS.

1.8.2

The Supplier shall work with the DBS to determine the type and level of medical assessment for DBS and/or potential DBS Personnel.

1.8.3

The Supplier shall:

- Provide an online assessment service that will automatically return clearance where the potential DBS Personnel responses conclude medical fitness;
- Assess fitness in relation to specific job requirements and, where necessary, identify health surveillance requirements including a baseline of the DBS Personnel health status against which to measure future health surveillance tests;
- Where practicable and where requested by the DBS, the health surveillance assessment and fitness for task test shall be conducted at the same time;
- Advise on any workplace adjustment including the provision of specialist equipment, which may be required in order to support DBS Personnel with a pre-existing



condition to carry out a role;

- Provide automatic escalation of the case where required;
- Highlight if the DBS Personnel is likely to be covered by the Equality Act 2010 and provide clear advice and guidance on any reasonable adjustments to the work environment, required under the Equality Act 2010, taking account of the job specification;
- Provide a report to DBS following online screening within one (1) Working Day of screening;
- Provide an occupational health adviser written opinion following online assessment to the DBS within two (2) Working Days of assessment;
- Provide DBS Personnel with a face to face assessment within five (5) Working Days of request; and
- Provide DBS with a written opinion following telephone and face-to-face assessment within two (2) Working Days of the assessment.

1.9 **OH7 - Fitness for Task and Safety Critical Work Services**

- 1.9.1 The Supplier shall carry out fitness for task and safety critical work medical assessments to ensure that DBS Personnel can safely do a specific job or task.
- 1.9.2 The Supplier shall ensure that all fitness for task and safety critical work assessments and reports are completed within ten (10) Working Days of referral.
- 1.9.3 The assessments shall:
- Enable the DBS to comply with relevant health and safety legislation and the DBS policies and procedures;
 - Determine if the DBS Personnel is suffering from any medical condition or undergoing medical treatment which could impact on their ability to undertake a safety critical task or pose a significant risk to themselves or others; and
 - Deliver mandatory substance misuse testing for drugs and alcohol, as required under the security clearance process as requested by DBS.
- 1.9.4 The Supplier shall provide assessments for pregnant workers; however, DBS reserves the right to call off other categories of assessment as required.



OH8- Vaccinations

- 1.10.1 The Supplier shall provide DBS Personnel with Vaccinations.
- 1.10.2 The Supplier shall provide Vaccinations to DBS Personnel as required in the course of their role and as authorised by DBS and shall work with DBS to develop programmes for the delivery of specific Vaccinations which shall be made available to DBS Personnel.
- 1.10.3 The Supplier shall:
- Deliver Treatments at the DBS premises where this represents the most cost effective and/or efficient means of delivering the Services;
 - Have documented clear procedures for response to sharps injury, including speedy access to appropriate prophylaxis treatments.
- 1.10.4 The Supplier shall comply with all relevant UK legislation and guidelines, including:
- PHE Standards (GOV.uk);
 - COSHH Regulations;
 - Health and Safety at Work Act 1974;
 - HSE Guidance;
 - The Green Book – Immunisation Against Infectious Diseases 2013; and
 - National Travel Health Network and Centre (NTHNC) advice and guidance standards.
- 1.10.5 The Supplier shall, in the delivery of Vaccinations, whether as part of a programme of Vaccinations or to individual DBS Personnel:
- Inform the DBS Personnel as to the full scope of the Treatment, including pre and post assessments, the number of Vaccinations required to complete a course and the frequency of Vaccinations;
 - Provide general healthcare advice to support the DBS Personnel throughout the Treatment;
 - Provide all consumables to support the delivery of the Vaccinations (e.g. gloves, needles);
 - Ensure all medical waste is disposed of in accordance with applicable law;
 - Maintain comprehensive patient records of all Vaccinations;
 - Inform the DBS if a DBS Personnel has failed to attend an appointment for Treatment and has not booked a



replacement appointment;

- Provide appropriately skilled Supplier Personnel as required for the delivery of any Treatment in line with published guidelines; and
- Provide DBS Personnel with the most up-to-date public health advice.

1.10.6 The Supplier shall ensure that DBS Personnel fully understand the impact of all Vaccinations on existing or underlying health conditions so that any risks can be managed and/or mitigated against.

1.10.7 The Supplier shall gain written consent from the DBS Personnel, ensuring that the risks have been explained to them before accepting any course of treatment.

1.10.8 The Supplier shall book an appointment for the DBS Personnel upon receipt of a request for treatment from the DBS.

1.10.9 **Table 1 - Immunisations, Vaccinations, Inoculations**

1.10.9.1 DBS requirement is for flu Vaccinations only, however, DBS reserves the right to vary the Call Off Contract to include any of the immunisations, vaccinations and inoculations listed, including but not limited to:

Table 1 - Immunisations, Vaccinations, Inoculations
BCG
Cholera oral full course
Combined Diphtheria, Tetanus and Polio
Combined Hepatitis A + B
Combined Hepatitis A + B (paediatric)
Combined Hepatitis A + Typhoid
Diftavax (Combined Diphtheria and Tetanus)
Diphtheria
Flu
Hepatitis A
Hepatitis B
Hepatitis C
Hepatyrix
Japanese Encephalitis
Junior Hepatitis B
Mantoux test
Meningitis ACWY
Meningococcal Meningitis
Polio
Rabies
Rubella
TB
Tetanus



Tick Encephalitis
Tick Encephalitis (Junior)
Typhoid
Typhoid (Oral, price for full course)
VZV (Chicken pox)
Yellow Fever
Anthrax

1.11 OH9 - Health Screening Services

- 1.11.1 The Supplier shall provide a face-to-face health screening programme to DBS Personnel, including but not limited to:
- Lifestyle questionnaire;
 - Body mass index;
 - Blood pressure tests;
 - Advice on general well being
- 1.11.2 The Supplier shall signpost DBS Personnel to the DBS Employee Assistance Programme Services, if deemed necessary, based on the assessment of the DBS Personnel's responses to questions and/or physical examination.

1.12 OH10 - Physiotherapy Services

- 1.12.1 The Supplier shall provide physiotherapy services and shall deliver these services either:
- face-to-face;
 - via a telephone advice line including triage;
 - using the online portal; and/or
 - paper based.
- 1.12.2 The Supplier shall provide DBS Personnel with exercise and advice programmes that can be self-managed by the DBS Personnel.
- 1.12.3 The Supplier shall accept self-referrals from DBS Personnel or from Referring Managers, in line with the DBS guidance. Should treatment be recommended, DBS approval is required.
- 1.12.4 The Supplier shall provide Supplier Personnel who are qualified as physiotherapists or suitably qualified to assess the needs of DBS Personnel and determine if physiotherapy Services are an appropriate form of treatment.
- 1.12.5 The Supplier shall agree the criteria for face-to-face physiotherapy with the DBS who will approve the number of sessions that can be offered to DBS Personnel. This will not exceed 6 sessions unless agreed with DBS.
- 1.12.6 The initial face-to face session shall be up to one (1) hour. All



further sessions are expected to be up to forty-five (45) minutes in duration.

- 1.12.7 The Supplier shall provide face-to-face physiotherapy which shall accommodate DBS Personnel's mobility needs and shall be conducted in a location which meets such needs.
- 1.12.8 The Supplier shall provide a detailed assessment of the DBS Personnel's musculoskeletal injuries to identify any traumatic and trauma associated conditions.
- 1.12.9 The Supplier shall provide a report to the DBS Referring Manager if appropriate and the DBS Personnel, on the nature, extent and prognosis of each individual condition, including appropriate treatment programmes.
- 1.12.10 The Supplier shall provide fast track physiotherapy services to DBS Personnel who present with a musculoskeletal disorder resulting from an acute injury, which may or may not be work-related.
- 1.12.11 The Supplier shall not provide this service to DBS Personnel with long- standing chronic conditions; such DBS Personnel shall be signposted by the Supplier to NHS primary care.
- 1.12.12 The Supplier shall provide DBS Personnel with a telephone assessment within four (4) Working Days of request.
- 1.12.13 The Supplier shall provide DBS Personnel with an appointment and first face-to-face physiotherapy session within seven (7) calendar days of referral.
- 1.12.14 The Supplier shall provide the Referring Manager and the DBS Personnel with a report detailing the outcome of the treatment within two (2) working days of completion of treatment.

1.13 OH11 - Workplace Assessments and Adjustments

- 1.13.1 The Supplier shall provide DBS with workplace assessments and adjustments where requested.
- 1.13.2 The Supplier shall conduct assessments of a DBS Personnel's workstation, workplace or specialist requirements to determine what, if any, adjustments are required to support the DBS Personnel's ability to attend work or to carry out a particular job.
- 1.13.3 The Supplier shall ensure that role and procedure assessments are included in the overall assessment.



- 1.13.4 The Supplier shall ensure that assessments are appropriate for DBS Personnel with a diverse range of conditions (for example, dyspraxia or autism).
- 1.13.5 The Supplier shall ensure the assessments meet the needs of DBS Personnel with neuro-diverse conditions such as Asperger's / autism, bipolarity, ADHD, schizophrenia, schizoaffective disorder or sociopathy, who may also be presenting with other non-related conditions.
- 1.13.6 The Supplier shall provide a report to the DBS after an assessment listing recommended adjustments.
- 1.13.7 The Supplier shall cooperate with the DBS contracted suppliers regarding the assessment and provision of reasonable adjustments.
- 1.13.8 The Supplier will provide advice to DBS on ongoing support services that may benefit the DBS Personnel as part of reasonable adjustments.
- 1.13.9 The Supplier shall assess any existing workplace adjustments to determine if continued use of such provision is acceptable.
- 1.13.10 The Supplier shall ensure that all workplace assessments including those listed below take a maximum of ten (10) Working Days from referral to delivery of report to the DBS.

1.14 Assessments Relating to Reasonable Adjustments for Hearing and Sight Loss

- 1.14.1 The Supplier shall provide DBS with assessments relating to reasonable adjustments for hearing and sight loss where requested.
- 1.14.2 The Supplier shall carry out specialist hearing or sight assessments for DBS Personnel who are considered disabled under the Equality Act 2010.
- 1.14.3 The Supplier shall provide a detailed report recommending suitable aids, adaptations, equipment, training and/or specialist support for both the DBS Personnel and the Referring Manager and make recommendations to the DBS Personnel of actions they can take to enable them to do their job more effectively.

1.15 Dyslexia Assessments

- 1.15.1 The Supplier shall provide dyslexia assessments by specialist dyslexia assessors (including educational psychologists) where requested by DBS.
- ~~1.15.2 The Supplier shall provide a report to the DBS Personnel and~~



Referring Manager listing any reasonable adjustments to be made, including any learning required and shall make recommendations to the DBS

Personnel of actions they can take to enable them to do their job more effectively.

1.16 Specialist Support Services

1.16.1 The Supplier shall provide specialist support services to include the following for DBS Personnel experiencing hearing and/or sight loss and/or dyslexia:

- Telephone advice line for Referring Managers;
- Specialist advice for Referring Managers via case conferences;
- Training and/or specialist support for both the DBS Personnel and Referring Manager to enable implementation of the recommendations listed in an assessment report; and
- Additional reports or further information in relation to the original assessment should further information be required.

1.17 Support Worker Services

1.17.1 The Supplier shall provide DBS with support worker services.

1.17.2 The Supplier shall, on request by the DBS, assess a disabled DBS Personnel's need for a clinical or non-clinical support worker to assist them at work. For example, support may include personal hygiene, support with eating, dressing and/or supporting a disabled DBS Personnel in and around the work place.

1.17.3 The Supplier shall carry out the assessment at the DBS Personnel's place of work and shall book an appointment with the DBS Personnel upon receipt of a request from DBS.

1.17.4 The Supplier shall provide the DBS with a formal report of the assessment having been carried out and the report shall include advice relating to the tasks a support worker would be required to undertake.

1.17.5 The Supplier shall advise DBS where to source a support worker to carry out the tasks recommended in the assessment.

1.18 Occupational Therapy Assessment

1.18.1 The Supplier shall provide an occupational therapy assessment for DBS Personnel where requested, for example, where a clinical need has been identified.



- 1.18.2 The Supplier shall work with other DBS contracted suppliers engaged in the supply and delivery of other related services, including specialist equipment suppliers.
- 1.18.3 The Supplier shall deliver an assessment report to the DBS detailing the DBS Personnel issues identified, functional abilities, potential adjustments that should be made in the work place for the DBS Personnel and a graded rehabilitation programme in accordance with the Equality Act 2010.
- 1.18.4 The Supplier shall carry out a follow-up assessment, to be undertaken by an occupational therapist, on request of the DBS.
- 1.18.5 The Supplier shall assess whether the recommendations and advice provided in the assessment report have been implemented correctly and assess if further adjustments are required.
- 1.18.6 The Supplier shall confirm to the DBS if the DBS Personnel has sufficient information to manage their condition and shall confirm that equipment provided has been set up and/or modified appropriately.

1.19 Display Screen Equipment Workstation Assessments

- 1.19.1 The Supplier shall provide Display Screen Equipment (DSE) workstation assessments where requested by DBS.
- 1.19.2 This shall include, but not be limited to:
- Providing on-site workstation assessments in line with the DBS policies;
 - Providing off-site workstation assessments for those DBS Personnel who work remotely at home or in field locations;
 - Assessment of ergonomics such as dust levels and lighting;
 - Delivery of DSE assessor training for DBS personnel;
 - Providing written advice on workstation suitability and configuration taking into account individual needs, health and safety requirements and any physiological conditions; and
 - Advising, in report format, the requirement for additional / alternative ergonomic equipment to support an individual whilst at work.

1.20 OH12 – Health Promotion and Awareness Programmes

- 1.20.1 The Supplier shall deliver a programme of education and support to



DBS Personnel in relation to the Services.

- 1.20.2 The Supplier shall agree the content and delivery of such programmes in advance with the DBS.
- 1.20.3 The Supplier shall ensure that all health promotion materials reflect that of wider government health policy published by the Department of Health and Public Health England and reflect clinical best practice.
- 1.20.4 The content of any programme shall be based mainly on material readily available to the Supplier and tailored where required for the DBS. The Supplier may be required to include additional material at DBS request, for example, as a result of DBS policy changes.
- 1.20.5 The Supplier shall ensure that the programme coincides with all national and local health strategies and awareness campaigns.
- 1.20.6 The Supplier shall deliver the programmes using a variety of communication methods, including posters, leaflets, audio, web-based, workshop, seminars and televisual and shall tailor programmes to meet the needs of the DBS.
- 1.20.7 The Supplier shall ensure subject areas cover general health and wellbeing including, but not limited to:
- Mental health;
 - Musculoskeletal health;
 - Healthy lifestyle;
 - Stress management;
 - Back care;
 - Exercise;
 - Sleep;
 - Health promotion;
 - Smoking awareness;
 - Sun safe;
 - Blood pressure;
 - Diabetes (incorporating obesity and healthy eating);
 - Bone density;
 - Weight; and
 - Diet and nutrition.

1.21 **OH13 - Publicity and Promotion**

- 1.21.1 The Supplier shall provide DBS with publicity and promotion materials where requested.
- 1.21.2 The Supplier shall work with the DBS to agree a series of on-going publicity and general promotional material and initiatives throughout the term of the Call Off Contract to highlight awareness of the Services.
- 1.21.3 The Supplier shall use a range of delivery methods including but not



limited to:

- Webcasts;
- Telephone broadcasts; and
- Aide memoires.

1.21.4 The Supplier shall ensure that any material provided shall be agreed in advance by the DBS and contain branding specific to the DBS if required.

1.21.5 The Supplier shall ensure that such promotion and awareness shall include at a minimum:

- The role of the Occupational Health Service; the purpose of referrals, what to expect and what not to expect;
- Guidance for managers on completing the referral forms, e.g. checklist, examples of best practice; and
- How DBS Personnel can make the most effective use of the Services.

1.22 **OH14 - Consultancy Services**

1.22.1 The Supplier shall provide a consultancy service delivered by Supplier Personnel with specialist knowledge, where requested by DBS.

1.22.2 The consultancy service shall include:

- Project managers to manage specific projects and co-ordinate defined research activities;
- Occupational health advisors to deliver educational and advice services focused on health in the workplace. Such services can be delivered in a variety of ways, including presentations, published guidance and/or webinars;
- Occupational health physicians to deliver advice and guidance on health in the workplace. Such services can be delivered in a variety of ways including presentations, guidance and/or webinars; and
- Occupational therapists to deliver consultancy, education and training on areas pertinent to the provision of the Services.

1.22.3 The Supplier shall provide suitably qualified, skilled or experienced Supplier Personnel to attend employment tribunals to provide support or to act as a witness where requested by the DBS.



Failure to Attend Appointments Process

- 1.23.1 The Supplier shall remind DBS Personnel via telephone, e-mail and/or SMS of booked appointments. The Supplier shall send a reminder to DBS Personnel at two (2) Working Days and one (1) Working Day before any appointment is due.
- 1.23.2 The Supplier shall inform the Referring Manager of all missed appointments, including repeated failures to attend. If the DBS Personnel does not attend three appointments the Supplier shall work with the DBS to address why the DBS Personnel has been unable to attend an appointment and seek to resolve the issue.
- 1.24 The Supplier shall identify and report on all missed appointments and work with DBS to propose, implement and track ways of reducing the number of missed appointments.

1.25 Premises and Access to Services

- 1.25.1 The Supplier shall ensure when delivering the Services on the DBS premises that the accommodation is suitable for the Services.
- 1.25.2 The Supplier shall agree with DBS any equipment required for the delivery of the Services, on-site.
- 1.25.3 Where the Supplier shall be responsible for the provision of such equipment and the Supplier shall provide the DBS with all requirements of the premises in order that the equipment can be correctly installed and maintained.
- 1.25.4 The Supplier should note that the availability of WIFI may be inconsistent across the DBS' premises.
- 1.25.5 The Supplier shall ensure that access to premises is requested from DBS in advance of the Services being performed so as to allow for any additional security clearance, which may be required.
- 1.25.6 The Supplier shall provide mobile units and all necessary equipment and Supplier Personnel where the Services are required to be delivered from such facilities. The Services may also be required for DBS Personnel based in remote locations, travel clinics or where the DBS is unable to provide suitable accommodation.
- 1.25.7 The Supplier shall ensure that when the Services are required to be carried out face-to-face away from the DBS normal place of work, they are conducted on premises that are appropriate, safe and offer adequate levels of privacy for DBS Personnel.
- 1.25.8 The Supplier shall ensure that appointments take place in suitable



Supplier premises within a reasonable travelling distance of the DBS Personnel's home, but no more than one hour's travelling distance by public transport, from the DBS Personnel's office location.

- 1.25.9 The Supplier shall ensure, if requested by the DBS Personnel, Supplier Personnel of the same gender shall carry out the consultation.
- 1.25.10 The Supplier shall ensure that there are sufficient, adequately equipped premises to provide Services to disabled DBS Personnel, including disabled parking.

1.26 Service Implementation

- 1.26.1 The Supplier shall provide implementation support to the DBS which shall include as a minimum but not be limited to:
- A detailed implementation plan, including risks and mitigation, tasks, a timeline, milestones, priorities and dependencies;
 - Work with DBS to set up systems and processes to support the delivery of the Services;
 - Work with the DBS to agree all policies and procedures which are relevant to the Services and develop and execute a training plan for relevant Supplier Personnel;
 - A communications strategy to ensure DBS is kept informed at key stages during the transition of the Services;
 - Work with the incumbent suppliers to ensure a seamless transfer and continuity of the Services, including the transfer of all relevant medical records and Data; and
 - The transfer of all relevant historical medical records to any new Supplier on expiry of the Call Off Contract.
- 1.26.2 The Supplier shall provide DBS with a process flow and description of how the Services are managed, from the point of contact through to case management and resolution as part of their implementation plan. These processes shall be approved in advance by DBS.
- 1.26.3 The Supplier shall ensure that where DBS has separate contracted provision for employee assistance programmes, the Supplier shall work with other DBS contracted suppliers to deliver a seamless and joined up approach across the Services.
- 1.26.4 The Supplier shall establish a project team, which is responsible for the implementation of the Services.
- 1.26.5 The Supplier shall appoint a project manager with relevant experience of implementing a project of similar size and complexity.
- 1.26.6 The Supplier project manager shall report to DBS on all aspects of implementation.
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Diversity and Inclusion

- 1.27.1 The Supplier shall ensure Services comply with all discrimination legislation, including the Equality Act 2010 and Gender Recognition Act 2004.
- 1.27.2 The Supplier shall ensure Supplier Personnel are trained in such legislation as necessary for the provision of the Services. The delivery of the Services shall be accessible to DBS Personnel users, and shall include as a minimum:
- Provision of written reports in alternative formats where required or upon request of the DBS Personnel;
 - Telephone services to support DBS Personnel with hearing or speech difficulties;
 - Services for DBS Personnel whose first language is not English and who may request or require language support;
 - Access to Supplier premises for face-to-face appointments shall be disability friendly, where required to be so. Where this is not possible alternative arrangements shall be made in advance of any appointments; and
 - Provision of disabled parking at Supplier premises, where required.
- 1.27.3 The Supplier shall meet or be working towards meeting the content accessibility standards WCAG 2.0 AA in line with central Government standards. For further information see [Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

1 SUPPLIER ACCREDITATION, SECURITY AND STANDARDS

1.28 Supplier Accreditation

- 1.28.1 The Supplier shall be Safe Effective Quality Occupational Health Service (SEQOHS) accredited or be signed up to the SEQOHS accreditation pathway.
- 1.28.2 The Supplier shall act in compliance with Health and Safety Executive (HSE) guidance in the delivery of the Services.
- 1.28.3 The Supplier shall ensure that all service delivery adheres to recognised public health initiatives and best practices including, but not limited to:
- NICE Workplace Guidance; and
 - Public Health Responsibility Deal.



- 1.28.4 The Supplier shall ensure that the delivery of the Services remains current with all changes to published public health initiatives and will update the DBS how any changes will be applied to and/or impact the delivery of the Services.
- 1.28.5 The Supplier shall work with DBS to embed the pledges of the Public Health Responsibility Deal (“Deal”) within the Services. The “Deal” is a framework designed to improve the health and wellbeing of the population through their experience at work.

1.29 Security

- 1.29.1 The Supplier shall ensure that the implementation of security controls and how they shall comply to CESG BC and HMG Security Policy Framework as detailed at the link below; and Industry best practice is documented, with associated security policies and standards:

<https://www.gov.uk/government/publications/security-policy-framework>

- 1.29.2 The Supplier shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the Service Commencement Date of the Call Off Contract. Cyber Essential Scheme requirements can be located at:
<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>

- 1.29.3 The Supplier shall ensure that prior to the Service Commencement Date and annually thereafter that they will undertake Check Assurance with a CESG approved provider. Further information on CESG penetration testing can be found at:

<https://www.cesg.gov.uk/articles/using-check-provider>

<https://www.cesg.gov.uk/scheme/penetration-testing>

- 1.29.4 The Supplier shall ensure that DBS information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the DBS’ requirements.
- 1.29.5 The Supplier shall, where required, have the capability to employ encryption to information / data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the DBS’ requirements.



- 1.29.6 The Supplier shall ensure that any suspected or actual security breaches are reported to the DBS representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the DBS.
- 1.29.7 The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to data and asset security.
- 1.29.8 In addition, the Supplier must meet the DBS security requirements as per Annex D – DBS Occupational Health Security Requirements

1.30 Standards

- 1.30.1 The Supplier shall provide secure solutions that comply with any restrictions or requirements arising out of DBS' security policies. This shall include, but not be limited to:
- Cyber Essentials Scheme Basic Certificate;
 - C ESG Check Accreditation;
 - BS EN ISO 9001 or agreed equivalent; and
 - ISO 27001 Information Security Management or agreed equivalent.
 - HMG Baseline Personnel Security Standard
- 1.30.2 The Supplier shall not charge a premium to DBS for any additional standards and/or security compliance applicable to the Call Off Contract, unless otherwise agreed in advance by DBS.

2 SUPPLIER PERSONNEL

1.1 Supplier Personnel

- 1.1.1 The Supplier shall ensure that all Supplier Personnel are suitably experienced, skilled and/or qualified to deliver the Services for which they are employed.

1.2 Patient Confidentiality and Anonymity

- 1.2.1 The Supplier shall ensure that Supplier Personnel are aware of the following:
- Factual, contemporaneous and legible medical records shall be maintained for all users of the Services; and
 - Reports produced for DBS Personnel can be disclosed to that DBS Personnel on request in accordance with the Access to Medical Reports Act 1988 and the Access to Health Records Act 1990.
- 1.2.2 The Supplier shall ensure Supplier Personnel are trained in all applicable law relating to patient confidentiality and the Supplier



shall provide evidence of such training on request to DBS.

1.3 Qualifications

1.3.1 The Supplier shall ensure that Supplier Personnel delivering the Services shall have the following qualifications:

- Clinical staff shall be registered with the relevant regulatory authority and shall have annual verification of GMC, NMC, HCPC certification;
- Consultant occupational health physicians shall be a Member or Fellow of the Faculty of Occupational Medicine (MFOM or FFOM), or can demonstrate they are in the process of accreditation;
- Occupational health physicians shall be an Associate of the Faculty of Occupational Medicine (AFOM) and shall hold as a minimum a Diploma in Occupational Medicine (DOccMed). Such Supplier Personnel shall have access to consultant occupational health physicians in order to consult on complex or specialist cases;
- Occupational health advisors shall be a Registered Nurse (RN) with the Nursing Midwifery Council (NMC) and shall hold or can demonstrate they are working towards a degree or post-graduate diploma in Occupational Health with associated registration on Part 3 of the Register as a Specialist Community Public Health Nurse (OH) (SCPHN/OH);
- HAVS screening shall be carried out by Supplier Personnel who are trained practitioners to the NHS Career framework Level 3 standard (OH Support Worker Level 2);
- All Supplier Personnel who provide immunisation, screening and/or surveillance Services shall be a Registered Nurse (RN) with the

1.4 Training

Nursing Midwifery Council (NMC) and shall hold evidence of having undertaken face- to- face immunisation training in the last 12 months including basic life support and anaphylaxis (NHS Career framework Level 2 (OH Support Worker Level 1));

- ;
- Occupational therapists shall hold a BSc (Hons) in Occupational Therapy or a Masters Degree or Advanced Postgraduate qualification in Occupational Therapy. They shall also be registered with the Health and Care Professions Council (HCPC) and shall hold membership of the British Association of Occupational Therapists; and
- Physiotherapists shall have a BSc in Physiotherapy and shall hold professional



- 1.4.1 The Supplier shall ensure that all Supplier Personnel undertake continuing professional development (CPD).
- 1.4.2 The Supplier shall provide adequate supervision and support, where newly qualified Supplier Personnel provide the Services, including a designated qualified mentor.
- 1.4.3 The Supplier shall ensure all Supplier Personnel who provide the Services shall:
- Be appropriately trained in the DBS processes and policies as provided by the DBS;
 - Be trained in the Supplier's processes, procedures and policies, including those which have been agreed between the Supplier and the DBS;
 - Be trained in the counselling and advice services that are offered and/or available and have access to a database of such services so that DBS Personnel who use the Services can be triaged appropriately and signposted to the relevant services; and
 - Undergo, at a minimum, annual training, which shall include training on any changes to the above and refresher training.
- 1.4.4 The Supplier shall keep a record of such training and provide evidence of training and/or qualifications on request to the DBS.



1.5 Vetting

- 1.5.1 The Supplier shall ensure that Supplier Personnel having access to OFFICIAL-SENSITIVE information have undergone basic recruitment checks. The Supplier shall apply the requirements of HMG Baseline Personnel Security Standard (BPSS) for all Supplier Personnel having access to OFFICIAL-SENSITIVE information. Further details and the full requirements of the BPSS can be found at the Gov.UK website at: <https://www.gov.uk/government/publications/security-policy-framework>.
- 1.5.2 The Supplier shall ensure that all Supplier Personnel have been security vetted and approved to Disclosure and Barring Service (DBS) relevant standards and/or Disclosure Scotland relevant standards where appropriate. The Supplier shall ensure this is completed prior to the involvement of Supplier Personnel in the delivery of the Services under this Framework Agreement.
- 1.5.3 The Supplier shall ensure that all Supplier Personnel have appropriate security clearance and comply with any additional security requirements specified by DBS within the Call Off Contract.
- 1.5.4 The Supplier shall provide details of its Supplier Personnel security procedures to DBS.

1.6 Supply Chain Management

- 1.6.1 The Supplier shall note the Government is committed to making sure that small and medium-sized enterprises (SMEs) have access to Government contract opportunities.
- 1.6.2 The Supplier shall proactively encourage SME's to become part of their supply chain to support the Governments SME agenda.
- 1.6.3 The Supplier shall ensure that it exercises due skill and care in the appointment and selection of any Sub Contractors (including associates/partners).
- 1.6.4 The Supplier shall ensure that all Sub Contractors appointed have the technical and professional resource and experience to unreservedly deliver any of the Services Sub Contracted to them.
- 1.6.5 The Supplier shall be responsible for managing and monitoring the on- going performance of any Sub Contractors appointed and ensure they have a process in place to deal with any issues with under and non- performance of appointed Sub Contractors.
- 1.6.6 The Supplier shall formalise relationships with Sub Contractors and manage any Sub Contractors in accordance with industry good practice.



1.7 Call Off Contract Management

- 1.7.1 The Supplier shall provide a suitably qualified Contract manager within five (5) Working Days of the Call Off Contract Commencement date, provide DBS with the name and contact details (including the telephone number and email address) of the Contract manager.
- 1.7.2 The Contract manager shall have a detailed understanding of the Framework and Call Off Contract and shall have experience of managing contracts of similar size and complexity.
- 1.7.3 The Supplier shall communicate any proposed change in the Contract manager to DBS; no less than one (1) month in advance of any planned change.
- 1.7.4 The Supplier shall participate in face to face meetings at no additional cost to DBS.
- 1.7.5 The Supplier shall promote, deliver and communicate transparency of pricing and savings when requested by DBS.
- 1.7.6 The Supplier Call Off contract manager shall be the primary contact between the Supplier and the DBS. The Supplier Call Off contract manager shall be responsible for managing the relationship with the DBS, which shall include:
- Ensuring continuity of provision and delivery of the Services;
 - Service planning, monitoring and continuous improvement;
 - Agreeing and documenting points of contact with the Supplier for communication and escalation;
 - Contract administration;
 - The provision of Management Information;
 - Attending Call Off Contract review meetings at the frequency determined by the DBS;
 - Providing detailed key performance data;
 - Issue resolution and service improvement where issues have been identified; and
 - Resolution of complaints and queries, which have been



escalated.

- 1.7.7 The Supplier shall provide contact details of Supplier Personnel responsible for managing the Call Off Contract where the Call Off Contract manager is not available.
- 1.7.8 The Supplier Call Off Contract manager shall escalate any issues that cannot be resolved between DBS and the Supplier to the Framework Authority
- 1.7.9 The Supplier shall provide the DBS with a quarterly report, listing as a minimum:
- External market trends, including analysis of how the DBS could benefit from such trends, including a cost analysis of any such changes; and
 - Proposed improvements to the Services, including but not limited to, technology changes, administrative changes, Charges and new ways of working. Such proposals shall include an impact assessment of such changes.

1.8 Service Levels and Service Credits

- 1.8.1 Will be as defined in the Call Off Contract Clauses and Call Off Contract Schedule 6: Service Levels, Service Credits and Performance Monitoring Part A: Service Levels and Service Credits.

1.9 Clinical Governance and Performance Monitoring

- 1.9.1 The Supplier shall conduct an annual service review in respect of each Contract Year. The service review shall be supported by a report that provides details of the methodology applied to complete the review, the sampling techniques applied, details of any issues identified and remedial action to be taken.
- 1.9.2 The Supplier shall make the results available to the DBS.
- 1.9.3 The Supplier shall include the following in the review:
- Supplier Personnel levels are being maintained and monitored to cope with service demands and that a Supplier Personnel resource planning process is regularly reviewed and maintained;
 - All clinical policies and procedures are being monitored and followed;



- The maintenance and secure storage of medical records;
- Supplier Personnel are professionally accredited in order to provide the Services;
- The Supplier is compliant with SEQOHS standards;
- Supplier Personnel professional qualification accreditation is monitored and maintained at organisational level; and
- The complaints process is effectively monitored and maintained by sampling 10% of complaints and reviewing that all processes are followed, and appropriate records maintained.

1.9.4 The Supplier shall work with the DBS to track and report on any remedial actions identified and the Parties agree that they shall bear their own respective costs and expenses incurred in respect thereof.

1.10 Measuring Service Impact and Outcomes

1.10.1 The Supplier shall use published, recognised methodologies, where available and agreed in advance with the DBS, to measure the Services at least twice in each Contract Year. The Supplier shall include, at a minimum, an assessment of the impact of the Services on:

- DBS Personnel engagement with the DBS as an employer;
- DBS Personnel perception of their own health and wellbeing;
- DBS Personnel perception of their own stress and anxiety levels;
- DBS Personnel perception of their own levels of resilience; and
- DBS Personnel perception of presenteeism (the extent DBS Personnel work when sick or feel obliged to work when sick) and productivity.

1.10.2 The Supplier shall also measure the impact of the Services on:

- Reducing average working days lost (AWDL);
- Interventions put in place for disabled DBS Personnel;
- Interventions relating to each type of DBS Personnel absence;
- Support for DBS Personnel remaining in the workplace; and
- Support for DBS Personnel returning to work and



whether they have remained in the workplace for a sustained period of time.

- 1.10.3 The Supplier shall undertake satisfaction surveys of the Services twice a year as a minimum and shall aim to get a 50% response from DBS Personnel.
- 1.10.4 The Supplier shall ensure that surveys contain questions relating to all aspects of the Services, and, where appropriate incorporating measures that are included in DBS employee surveys, which will be shared with the Supplier.
- 1.10.5 The Supplier shall design and provide such surveys to DBS upon request at no additional charge.
- 1.10.6 The Supplier shall provide DBS with survey results, including recommendations for improvements, identifying changes to the Services where DBS Personnel satisfaction has not met DBS agreed targeted results.
- 1.10.7 The Supplier shall agree the content of DBS Personnel satisfaction surveys in advance with the DBS, including the target measures to be achieved.

1.11 Strategy, Policy and Guidance

- 1.11.1 The Supplier shall be conversant with all current, proposed and new legislation pertinent to the Services provided.
- 1.11.2 The Supplier shall provide the DBS with a written report of proposed and new legislative changes and/or guidance stating how the Services will be impacted and/or where the Services will need to be modified in order to maintain compliance with such changes.
- 1.11.3 The Supplier shall also ensure that the DBS is aware of any national medical issues including pandemics.
- 1.11.4 The Supplier shall work with the DBS and provide policy and strategy guidance and advice. This shall include a review of internal policies and sharing best practice from across employment sectors and reviewing policies in line with current legislation.
- 1.11.5 The Supplier shall work with DBS to understand any policy changes, which may impact the Services.



1.11.6

The Supplier shall:

- Undertake periodic analysis of the DBS absence Data, case information and trends;
- Determine the most appropriate methods of Data collection and related protocols;
- Undertake comprehensive analysis of the Data at business level, occupational group and demographic groups to identify trends, hotspots, best practice and areas for concern;
- Undertake regular benchmarking of absence and trend across employment sectors; and
- Provide recommendations using the Data analysis to highlight potential for improvements to the Services and mechanisms to reduce absence levels.

1.11.7

The Supplier shall propose changes and/or modifications to the Services to address any specific trends and/or issues, including a time plan for implementation.

1.11.8

The Supplier shall work with DBS to determine what preventative solutions can be implemented to address organisational attendance issues. This shall include sharing patterns of absence or absence type, trends, hotspots and examples of best practice.

1.12 Complaint Process

1.12.1

The Supplier shall ensure that any issues raised directly by DBS Personnel are dealt with as a matter of priority.

1.12.2

The Supplier shall assist in seeking speedy resolution to resolve the situation, irrespective of where the fault lies. Types of complaints that shall be supported in this way include, but are not limited to:

- DBS Personnel complaints relating to delays in booking appointments for Services;
- DBS Personnel complaints relating to the availability of the Services;
- DBS Personnel complaints relating to any sharing of Data;
- DBS Personnel complaints in relation to the quality of the Services received;
- DBS Personnel complaints in relation to the Services not meeting specific needs of individuals e.g. facilities for disabled DBS Personnel;



- DBS complaints relating to failure of Service Levels; and
- DBS complaints in relation to invoicing and billing.

- 1.12.3 The Supplier shall acknowledge complaints made by DBS Personnel i.e. verbal, formal or informal and written within one (1) Working Day of the details of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution to the complaint shall be made by the Supplier to the DBS at intervals of two (2) Working Days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties. Complaints are to be resolved within four (4) weeks of the complaint being received by the Supplier.
- 1.12.4 The Supplier shall have in place a robust escalation process to support complaints handling and to ensure effective management and resolution of all complaints received from DBS.
- 1.12.5 The Supplier shall provide DBS with one consolidated report (per month) capturing all complaints detailed by DBS Personnel and the DBS. These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the Services and lessons learnt.
- 1.12.6 The Supplier shall provide the DBS with a copy of the documented complaints process.

1.13 DBS Management Information (MI)

- 1.13.1 The Supplier shall provide the following Management Information, as a minimum, to DBS.
- 1.13.2 The DBS will require comprehensive and robust Management Information to verify that the Services are being delivered to the required standard, providing quality outcomes and providing value for money.
- 1.13.3 The Supplier shall ensure DBS Personnel anonymity and confidentiality in the delivery and content of all Management Information.
- 1.13.4 The Supplier shall provide the Management Information broken down as specified by the DBS.
- 1.13.5 DBS may request a reasonable number of ad-hoc Management Information reports. The Supplier shall provide such Management Information reports at no additional charge.



- 1.13.6 DBS will, where the Data is available, provide the Supplier with quarterly statistics on causes of sick absence, absence levels and average working days lost (AWDL). DBS will supply these figures at organisational, departmental and agency level where available. DBS will also advise the Supplier of any planned programmes of work, which may have an impact on the usage of the Services, such as major transformation programmes.

1.14 DBS Monthly Management Information

- 1.14.1 The Supplier shall provide the following monthly Management Information to DBS and shall include a demographic (gender, ethnicity, age and disability) breakdown of usage of the Services.
- 1.14.2 General
- Monthly and cumulative Contract Year to date Charges for the Services, including any pass through or additionally agreed Charges;
 - Consolidated DBS Personnel complaints report;
 - Performance against agreed Service Levels ;
 - Results of DBS Personnel satisfaction surveys; and
 - Identification of any risks identified with the delivery of the Services including mitigating actions to manage the risks going forward.
- 1.14.3 Helpdesks
- Numbers of telephone enquiries received;
 - Numbers of email enquiries received; and
 - Numbers of calls to helplines, categorised by type, e.g. manager, nursing.
- 1.14.4 Pre-employment checks
- Number of online assessments completed; and
 - Number of occupational health adviser assessments completed.
- 1.14.5 Attendance Management
- Total number of DBS Personnel referrals;
 - Referral by type – telephone, electronic, face to face, paper based;
 - Referral by category of illness / condition / medical category / service. The categories shall be standardised in agreement with the Supplier, but shall include musculoskeletal, mental health, work related stress, surveillance and pre-employment at a minimum;



- Management referral activity by clinical disease codes (ICD10);
- Number of occupational health visits undertaken, categorised by type such as workplace and home;
- A breakdown of referrals categorised by new referrals (including time from referral to first appointment), closed referrals (including how long the referral lasted), in progress referrals categorised by time slots of ten days and type (standard, complex, further medical evidence required, etc.), number of referrals not yet processed (including the age of such referrals by the number of days;
- Number of occupational health advisor and occupational health physician appointments;
- Number of appointments cancelled by the Supplier;
- Number of the appointments cancelled by the DBS;
- Number of DBS Personnel referred with absence less than 21 days;
- Number of DBS Personnel referred with absence of more than 21 days;
- Number of in-work referrals and further information requests;
- Number of cases related to equality legislation;
- Number of re-referrals and further information requests;
- Number of reports returned to the Supplier for revision and amendments, including time taken to produce the amended report;
- Type of recommendation and/or outcome for referrals, i.e. return to work, reasonable adjustment, medical retirement, medical termination;
- Number of further medical evidence requests and by type and
- Analysis of DBS Personnel who did not attend appointments.

1.14.6 Case Conferences

- Number of case conferences held between the Supplier and the DBS.

1.14.7 Vaccinations



- Numbers and types of each treatment given for Vaccinations..
- 1.14.8 Assessments for DBS Personnel Covered by the Equality Act 2010
- Number of workstation assessments;
 - Number of workplace assessments;
 - Numbers of assessments relating to hearing loss; and
 - Number of assessments relating to sight loss.
- 1.14.9 Other Services
- Number of dyslexia/dyspraxia assessments undertaken;
 - Number of referrals to the dyslexia/dyspraxia support service;
 - Number of health screenings delivered;
 - Health screening results by demographic;
 - Number of face- to- face physiotherapy sessions; and Number of telephone based physiotherapy sessions.

1.15 DBS Quarterly Management Information

- 1.15.1 The Supplier shall provide the following quarterly Management Information. The content and scope of reports shall be defined by DBS and shall include a demographic (gender, ethnicity, age and disability) breakdown of usage of the Services:
- An executive summary outlining usage of the Services by DBS and emerging trends;
 - Explanation of how the Data has been collated and derived and any anomalies identified;
 - Monthly and year to date performance against SLAs;
 - Period by period comparison of the Data presented;
 - Presentation in graphical and tabular form along with the base Data, the specific format of which will be agreed on award of the Call Off Contract;
 - The benefits and added value the Services are providing, specifically stating what benefit the Supplier has brought to the Services both for the DBS Personnel and commercially;
 - Summary of DBS Personnel satisfaction surveys, which shall track the DBS Personnel journey from referral to resolution and identify where the Services are not meeting expected standards and plans to address these;
 - Summary of DBS Personnel complaints and identification of any trends resulting from these with a proposed service improvement plan to be agreed between the Parties;
 - Number of planned and executed policy and other occupational health workshops, listed by department;



- Trend analysis of usage of the Services including suggested actions and service improvements, with proposed times and costs for implementation;
- Service hotspots in DBS, defining where these specifically occur along with service improvement plans to address such issues;
- Identification of risks, reasons and mitigating actions to manage the risks going forward; and
Market innovations and trends emerging in the wider occupational health market including mental health, musculoskeletal and healthy lifestyle.

ANNEX 1 – GLOSSARY

Expression or Acronym	Definition
Call Off Contract	means the contract entered into by the DBS and the Service Provider pursuant to Framework Schedule 4 (Ordering Procedure) of the Framework Agreement comprising of the Form of Contract Document, the Call Off Terms, the schedules hereto, the Master Contract Schedule and any other Contract Document
Data	means: a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any DBS's Confidential Information, and which: i) are supplied to the Supplier by or on behalf of the DBS; or ii) the Supplier is required to generate, process, store or transmit pursuant to this Call Off Contract; or b) any Personal Data for which the DBS is the Data Controller;
DBS	means the Disclosure and Barring Service, the Contracting Authority for the purposes of this Call Off Contract.
DBS Personnel	means all permanent and fixed term employees of DBS.
Management Information	means the management information specified in Annex E – DBS Supplementary Information



POISE	means the physical POISE desktop asset and supporting infrastructure provided to departments across the Home Office estate and providing access to the following corporate applications and capabilities: MS Exchange (secure email), MS Office Suite, MS Word, MS Excel, MS PowerPoint, the corporate file structure, internet access and to bespoke business applications hosted on the Home Office Digital Data and Technology (HODDaT) shared service platform
Public and Bank Holidays	means the week days on which banks in England are officially closed.
Referring Manager	means the authorised representatives of DBS, for example, a line manager.
Regulated Activity	meaning is as defined in Schedule 4 of the Safeguarding Vulnerable Groups Act 2006 as amended from time to time.
Services	means all services as detailed in the Statement of Requirements and Annex E – DBS Supplementary Information
Service Commencement Date	means the date the Services will commence after successful transition from the incumbent supplier
Service Level	means the levels of the Services required as specified in the Call Off Contract.
Solution	means the Supplier technology platform that shall be used by the DBS to make referrals.
Supplier Personnel	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any of its Sub-Contractors engaged in the performance of the Supplier's obligations under the Call Off Contract.
Vaccinations	Means treatments with a vaccine to produce immunity against influenza.
Working Day	means any day excluding Saturday, Sunday and public holidays in England and Wales.
Working Hours	means 07:00 to 19:00 each Working Day.

ANNEX 2 - JOB ROLES AND DUTIES UNDERTAKEN BY DBS PERSONNEL



The duties undertaken by DBS Personnel are multiple and varied, including but not restricted to:

- Desk based and display screen equipment and associated work, both seated and standing;
- Call centre operations;
- Caseworkers dealing with images and written material of an explicit, difficult and disturbing nature;
- Ability to work flexibly at home;
- Shift workers.

ANNEX 3 – AS PER SCHEDULE 1 OF THE ESPO 985_19 FORM OF CONTRACT

SERVICE LEVELS AND SERVICE CREDITS

1. SCOPE

This schedule 1 sets out the Service Levels which the Service Provider is required to achieve when delivering the Services, the mechanism by which Service Failures will be managed and the method by which the Service Provider's performance of the Services by the Service Provider will be monitored. This schedule comprises:

Part A: Service Levels;

Appendix to Part A - Service Levels and Service

Credits; and Part B: Performance Monitoring.

PART A

SERVICE LEVELS

2. PRINCIPAL POINTS

2.1 The objectives of the Service Levels and Service Credits are to:

2.1.1 ensure that the Services are of a consistently high quality and meet the requirements of the Customer;

2.1.2 provide a mechanism whereby the Customer can attain meaningful recognition of inconvenience and/or loss resulting from the Service Provider's failure to deliver the level of Service for which it has contracted to deliver; and

2.1.3 incentivise the Service Provider to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously.

3. SERVICE LEVELS



The Appendix to this Part A of this schedule sets out Service Levels the performance of which the Parties have agreed to measure.

3.2 The Service Provider shall monitor its performance of each of the Services referred to in Appendix A by reference to the Service Level(s) for that part of the Services and shall send the Customer a report detailing the Service Level which was achieved in accordance with the provisions of part B of this schedule 1.

3.3 If the level of performance of the Service Provider of any element of the Services during Contract Period:

3.3.1 fails to achieve a Service Level in respect of each element of the Services, then the Customer shall make a deduction from the Contract Charges in accordance with Appendix A to this schedule 1; or

APPENDIX TO PART A SERVICE LEVELS AND SERVICE CREDITS TABLE

BASELINE SERVICE LEVELS FOR OCCUPATIONAL HEALTH SERVICES:

		Service Level Performance Measure				
Service Level Performance Criterion	Description	Service Level– Fail RED	Service Level– Warning AMBER	Service Level– Pass GREEN	Service Credit Payable (%)	
Online Portal	Online Portal to be available fifty-two (52) weeks a year, on Working Days and within Working Hours, except for agreed downtime and maintenance which will be agreed with DBS at least seventy-two (72) hours in advance of such work being					



	carried out.					
Telephone Support Services	Telephone support services to be available fifty-two (52) weeks a year, on Working Days and within Working Hours, except for agreed downtime and					
	maintenance which will be agreed with DBS at least seventy-two (72) hours in advance of such work being carried.					
	Occupational Health physicians and Occupational Health advisors to be available fifty-two (52) weeks a year, on Working Days and within Working Hours					
	All calls to be answered within five (5) rings					
	All telephone messages and emails to be responded to within one (1) Working Day					
Case Management	Occupational Health advisor or Occupational Health physician face- to- face consultation to be					



	held and report to be provided within 15 Working Days of DBS Personnel referral (including confirmation of appointment to the DBS Personnel					
	employee and Referring Manager)					
	Occupational Health advisor telephone consultation to be held and report to be delivered within four (4) Working Days of DBS Personnel referral					
	Occupational Health physician telephone consultation to be held and report to be delivered within seven (7) Working Days of DBS Personnel referral					
	All written case reports to be right first time (with correct level of information and details)					



	Notification to the DBS of a DBS Personnel failing to attend appointment within one (1) Working Day of appointment being missed.					
	On-site Occupational Health professionals to be available at the times agreed, including scheduled replacement of Occupational Health professionals.					
	File opinion to be delivered to the DBS within five (5) Working Days on receipt of request.					
	Single case conferences to take place within 5 Working Days of request of DBS					
	Multiple case conference (including collation of referrals) to take place within ten (10) Working Days of request					



Further Medical Evidence	Further medical evidence report requested from a specialist or general practitioner within two (2) Working Days of the need having been identified by the Supplier					
Ill Health retirements	Medical opinion to support ill health retirement applications to be delivered within ten (10) Working Days of request					
Pre-Appointment and Pre-Enrolment Checks	Delivery of report to DBS following online screening within one (1) Working Day.					
	Occupational Health adviser written opinion following online assessment to be delivered to the DBS within two (2) Working Days					
	Telephone assessment of DBS Personnel within three (3) Working Days of request.					
	Face- to- face DBS Personnel assessment within five (5) Working Days of request.					



	Written opinion following telephone and face-to-face assessment to be received by DBS within two (2) Working Days of the assessment.					
Assessments	<p>For all DBS Personnel assessments listed below: ten (10) Working Days from referral to delivery of report:</p> <ul style="list-style-type: none">• Workplace / Workstation Assessments for employees considered disabled under the Equality Act 2010• Occupational Therapy• Specialist assessments for sight and hearing• Dyslexia/dyspraxia assessment• Specialist assessments for disabled employees					
Complaints	All DBS complaints to be acknowledged within one (1) Working Day of					



	receipt					
	DBS complaints to be resolved within ten (10) Working Days					
DBS Satisfaction	All DBS satisfaction surveys to meet agreed target measures					
Contract Management	All invoices right first time, provided with supporting data and received at the agreed times					
	Account management support available on Working Days and within Working Hours with responses to queries from the DBS within one (1) Working Day					
Management Information	Management Information delivered at periods specified in Attachment 3 – Statement of Requirements, Section 8, Management Information and in					
	Annex E – DBS Supplementary Information,					



	All ad hoc and urgent MI in relation to Freedom of Information requests, Minister's questions and Parliamentary Questions will be provided within the timelines outlined for each request by the DBS					
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