

SUPERVISED JOBSEARCH PILOTS MINIMUM SERVICE LEVELS				
Evidence required for Performance Measurement Payment				
MSL No	Stage	Actions	Minimum Tolerance KPI	KPI Weighting
Joining the Pilots				
PMP1	Initial Interview	<p>The provider must notify in writing (in appropriate alternate format if required) and ensure claimants have a clear understanding of their responsibilities and the consequence of any failure to fulfil requirements imposed including DMA action (DWP approved MAN letter).</p> <ul style="list-style-type: none"> Has the letter been given to the claimant at the initial interview; or Has the letter been issued within 2 working days of the initial interview 	Provider must achieve 100% to meet PMP1	12.5% Out of total 60%
		<p>At the interview the provider must issue DWP F06 (ESF leaflet) and explain that the pilots are ESF funded. Record that this has been discussed.</p> <ul style="list-style-type: none"> Is there a record that the claimant has been notified about ESF funding 		
		<p>At the interview, did the provider advise the claimant and record the following:</p> <ul style="list-style-type: none"> the importance of punctuality and consequences of late 		

		<p>attendance e.g. consistent late attendance could be categorised as failure to participate</p> <ul style="list-style-type: none"> • Health and Safety requirements whilst attending Supervised Jobsearch • if they are found using the computers for anything other than jobsearching and legitimate research (for example Facebook), they will be treated as not participating in the session, and therefore this could affect their benefit • the importance of behaviour standards (including restrictions on use of mobile phones), and explain how these may be treated as not participating in the session therefore this could have an affect on their benefit • the provider feedback and the complaints procedure including how to complain to the Independent Complaints Authority 		
		<p>At the interview did the provider give the claimant the following and make a record of this:</p> <ul style="list-style-type: none"> • informed the claimant of the expectation that they will attend Worksearch Reviews • an assessment on how job ready the claimant is • a contact telephone number and an emergency number has been made available • any additional support requirements (such as childcare, travel, caring responsibilities and reasonable adjustments etc) that are available to the claimant and how these may impact on the claimant's work opportunities • an assessment of the claimant's basic IT skills 		

		<ul style="list-style-type: none"> • begun to develop and agree an individually tailored action plan and agree client goals for the pilot duration • ensure claimant has an email address and knows how to access it and use email appropriately and effectively • informed about online security. • the claimant is issued with an electronic data storage device e.g. USB memory stick and advise on use • use of Universal Jobmatch or linking in with Claimant Commitment 		
During the Pilots				
PMP 2	Action Plan	<p>The provider must keep a record of all participation and agreed activities to be undertaken throughout the Supervised Jobsearch, and ensure all agreed activities are recorded on the action plan within 1 day.</p> <ul style="list-style-type: none"> • Is there an action plan • Is the action plan signed by both the claimant and facilitator • Are the activities undertaken recorded on the action plan within 1 day • Is the action plan individually tailored to track the activities of each claimant. • Is the action plan reviewed and updated weekly • Is the action plan available for DWP Contracted Employment Provision Directorate (CEPD) management checks, HMRC and ESF checks 	Provider must achieve 100% to meet PMP2	10% Out of total 60%
PMP 3	Claimant Portfolio	The provider must compile a claimant portfolio for each claimant throughout their participation on the pilot.	Provider must achieve 100% to	10% Out of

		<p>Does the claimant portfolio contain Curriculum Vitae. Is the CV:</p> <ul style="list-style-type: none"> • up to date (re-written if required) to reflect (not limited): <ul style="list-style-type: none"> ▪ claimant skills ▪ qualifications ▪ experience <p>Does the claimant portfolio contain a provider reference. Does it contain the following:</p> <ul style="list-style-type: none"> • an overview of the positive aspects of the claimant's attendance whilst on Supervised Jobsearch including behaviours, performance and enthusiasm. 	meet PMP3	total 60%
PMP 4	Supervised Jobsearch Activities	<p>Supervised Jobsearch activities must be individually tailored to meet the requirements of each claimant. Throughout the pilot has the provider kept a record of:</p> <ul style="list-style-type: none"> • career guidance, mentoring and counselling to improve their job skills • evidence of all job applications and the outcome/response • key job search web sites used on a regular basis • that career discussions have taken place every fortnight • assess the claimant's job readiness every fortnight • claimants email address • claimants jobsearch activities (either on Universal Jobmatch or clerical copy if no DWP permission on the Universal Jobmatch account) 	Provider must achieve 100% to meet PMP4	12.5% Out of total 60%

		<ul style="list-style-type: none"> • updates to the claimant's 'My Workplan' as part of the claimant commitment • a list of the recruitment agencies to support claimant's job searching • any assistance with job applications • support given for job interview skills including preparation and presentation at interview 		
PMP 5	Attendance Management	<p>The provider must keep a daily record of attendance for each individual claimant for ESF, HMRC and other audit requirements.</p> <ul style="list-style-type: none"> • Are there daily records of attendance for each claimant • Are any absence clearly noted • Are they approved or unauthorised 	Provider must achieve 100% to meet PMP5	5% Out of total 60%
		<p>The provider must liaise and inform Jobcentre Plus regarding any events which could affect the claimant's receipt of Jobseekers Allowance within 1 working day of the request or notification from the claimant.</p> <ul style="list-style-type: none"> • Have change of circumstances notifications been issued within 1 working day 		
DMA Action				
PMP 6	DMA Referral Action Fail to attend / participate	The provider must initiate a DMA referral to DWP LMDM immediately that a failure occurs for consideration of a sanction within 1 working day of the initial FTA/FTP. Any subsequent failures to attend / participate must be done at the	Provider must achieve 100% to meet PMP6	5% (Out of total 60%)

		<p>end of the week as this will give a better indication on good reason.</p> <ul style="list-style-type: none"> • Has a DMA referral been made for non-participation or non-compliance within 1 working day • Has there been any subsequent weekly referrals • Has JCP been notified as this could affect benefit entitlement and continuing participation 		
		<p>The provider must initiate a DMA referral to DWP LMDM immediately of failure or refusal to apply for a job, failure or refusal to attend an interview or failure or refusal to accept a job offer within 1 working day.</p> <ul style="list-style-type: none"> • Has a DMA referral been made for failure or refusal to apply for a job, failure or refusal to attend an interview or failure or refusal to accept a job offer within 1 working day • Has JCP been notified as this could affect benefit entitlement and continuing participation 		
Leaving the Pilots				
PMP 7	Exit Interviews	<p>The provider must conduct an exit interview with all claimants that complete Supervised Jobsearch. They must complete and send to JCP and keep a copy of the Exit Feedback Template (see Annex 6) within 5 working days of the exit interview. If the claimant does not attend the exit interview the provider must still complete the Exit Feedback Template and annotate that the claimant did not attend.</p>	<p>Provider must achieve 100% to meet PMP7</p>	<p>5% (Out of total 60%)</p>

		<ul style="list-style-type: none">• Has an Exit Feedback Template been completed for all claimants due back with JCP		
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