

Withdrawn

This publication has been withdrawn.

It is no longer current.

Chapter 9 – Performance Management and Evidencing Requirements

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Introduction

1. This section details what we expect of you in terms of performance delivery. It also outlines how you will supply Jobcentre Plus with required performance and management information (MI).

Service Delivery Standards

2. The success of Skills for Work (Wales) will be measured against the expectation that 95% of claimants that complete the training will attain a relevant certification and that the policy intent of the programme is delivered. We consider this to be a shared responsibility between you and our performance managers.
3. Delivery against respective responsibilities will be monitored through a combination of existing performance management practices, local Provider Engagement Meetings and a range of service delivery standards.
4. You are expected to actively manage the provision to ensure appropriate action takes place. Following referral, the outcome will be:
 - the claimant starts and completes provision; or
 - a sanction doubt is raised with Jobcentre Plus ; or
 - the claimant achieves an appropriate qualification.
5. When the Jobcentre Plus personal adviser decides a referral to the Skills for Work (Wales) is appropriate, it is important that momentum is maintained and the claimant starts on training at the earliest opportunity. The measures to identify that timely access to provision, appropriate communication channels and robust processes are in place will include:

- start and/or end dates input onto PRaP within 24 hours of the claimant starting or completing provision, note that end dates should not be entered until payment if appropriate has been made;
- at the point of referral the Personal Adviser will contact you by telephone (if this is the agreed local practice) to inform you a referral is being made;
- you will need to ensure that in every case the claimant attends for the welcome meeting and initial assessment within 10 working days from the date of referral;
- a contact landline telephone number should be supplied by you for the claimant to use to contact you while they are on your provision;
- when a claimant fails to comply, you will be expected to notify Jobcentre Plus within 24 hours, so that Jobcentre Plus can consider if a sanction is appropriate, and update PRaP within 48 hours;
- completion and return of the claimant feedback form within 10 working days of the claimant completing their training or leaving provision;
- you are required to keep documentation to support the training start date and attendance - DWP can request this documentation at any time; and
- ensure that the environment is conducive with achieving the desired outcomes for the claimant and you should ensure minimum health and safety standards, as laid down in legislation, are met at all times.

Assurance Processes

6. It is essential that we can provide assurance to the taxpayer that publicly funded provision is delivering a quality service and value for money has been obtained. This will be measured using the following methods:
 - your representation at local performance meetings as agreed with ourselves at post-tender negotiations;
 - your procedures to handle claimant complaints, which must be available to us and the Independent Case Examiner (ICE) upon request;
 - your Annual Self Assessment and associated Action Plan that shows how you will address areas for improvement and build on strengths; and
 - performance management process as outlined below.

Performance Management and Account Management

7. The Skills for Work (Wales) contracts will be managed by account managers and performance managers. Your performance is based on an assessment of performance priority which considers a range of factors

including contract value, compliance with the contract, performance and security.

8. You will be responsible for managing the arrangements and the performance of your sub-contractors, including addressing poor performance. You will need to ensure that all systems and processes used for the monitoring and recording of performance are robust, provide a clear audit trail of evidence, and give confidence to us that you and your supply chain are delivering the programme in accordance with your overall contractual obligations.
9. You must appoint appropriate named contacts who will work with our account manager and performance managers to ensure that Skills for Work (Wales) is delivered as specified in the contract and that required standards and performance levels are met.

Performance and Management Information

10. You may be invited to discuss your performance regularly at Provider Engagement Meetings (PEM) which will focus on performance, delivery and claimant experience; Jobcentre Plus and Strategic partners will also be invited to attend.
11. We will use MI presented by PRaP for the ongoing management of the provision and for discussion with individual providers.
12. As we are committed to transparency on how our programmes are working, you will need to be aware that MI may also feed into published Official Statistics on Skills for Work (Wales). Consequently you must treat information you have access to as restricted, and for your use only, ahead of formal publication. Official Statistics may also cover performance expectations at your level.

Provider Assurance Team (PAT)

13. The primary purpose of the Provider Assurance Team is to provide the DWP Contracted Claimant Services Director with an assurance that;
 - payments made to DWP Contracted Employment Programme(CEP) providers are in accordance with DWP and Treasury requirements;
 - public funds and DWP data are protected; and
 - value for money has been obtained.
14. This is achieved through the operation of a national standard risk based approach to provider assurance work.

15. The work of the Provider Assurance Team is delivered primarily by visiting providers to review the systems of internal control in place to manage the risks to DWP in relation to CEP expenditure and claimant data. This will include the arrangements you have in place for your sub-contractors.

Jobcentre Plus and Third Party Provision Managers (TPPM)

16. During the lifetime of the contracts, there will be regular interactions between you and Jobcentre Plus staff to ensure the effective delivery of provision and services to claimants.

17. Jobcentre Plus is committed to making its premises available to their local strategic and service delivery partners, when and where spare capacity exists. For the initial engagement with the claimant, you may wish to consider the use of Jobcentre Plus premises on an ad-hoc basis as the first option if your service delivery model requires premises. You must contact the Jobcentre Plus district manager if you wish to use this option.

18. The role of the Third Party Provision Manager (TPPM), or designated district person, is to act as the link between you, Jobcentre Plus (except on information normally passed through PRaP) and Adviser Team Managers (ATMs).

19. For the purpose of Skills for Work (Wales), the TPPMs or designated district person's main activities are to:

- ensure the continued successful relationship between you and Jobcentre Plus;
- ensure that where problems may arise these are rectified or escalated immediately;
- discuss with you cases where claimants have not had a start registered within 10 working days of referral and establish why;
- discuss with you cases where claimants who have completed their eight weeks training have not attained a qualification; and
- escalate quality issues raised by claimants and advisers.

Jobcentre Plus Single Point of Contact

20. Jobcentre Plus will appoint a SPoC to support the implementation and delivery of Skills for Work (Wales) for each district. They will act as a contact point and take responsibility for co-ordinating communications within the CPA between providers and district representatives.

Quality

21. Our expectation is that you will invest in and be active in your own improvement and development through a process of continuous self-assessment and action planning. This process will eventually be reviewed as part of the provider assurance process.

Programme Evaluation

22. Evaluation of the programme will seek to determine the success of Skills for Work (Wales) provision. We will analyse MI and conduct qualitative research with DWP staff, claimants and you to build up a picture of the support delivered. Researchers will wish to visit and interview you as part of the evaluation. You will be contacted in advance of any fieldwork. You are expected to fully co-operate with Skills for Work (Wales) evaluation activity commissioned by DWP.

Collection of MI

23. We will collect data on the following:

- claimants entering the programme;
- referrals;
- starts;
- timings within the process; and
- payments.

24. This list is not exhaustive.

25. Key to this will be the achievement of 95% of claimants who complete training achieving a qualification.

26. Collection of all MI will be through PRaP.

27. This data will be presented by contract package area and will be supplied to DWP officials and providers to ensure that there is effective and efficient performance monitoring.