

# Department for Work and Pensions

## Work Programme Live Running Memo

**To:** Work Programme Providers

**Cc:** Supplier Managers  
Senior Performance Managers  
Performance Managers

**From:** Work Programmes Division

**Memo Serial Number:** 169

**Date:** 12 September 2014

**Subject:** Limited Attendance at Contract Performance Reviews

**Action:** For information and action

**Timing:** Immediate

### Background

A pilot recently took place in Contract Package Area 3 (West London), for a three month period (March 2014 to May 2014), to test a new approach for Jobcentre Plus and Labour Market Decision Making (LMDM) teams within the Contract Performance Reviews (CPR).

Following the pilot evaluation DWP agreed to roll out this model nationally by the end of September 14.

### Summary

From the end September 14 there will be limited attendance at your CPR with a lead JCP Single Point of contact (SPOC) representing all districts in the Contract Package Area (CPA).

It is not envisaged that the LMDM SPOC will need to attend every CPR as your performance manager will raise and take forward any LMDM concerns or issues. The LMDM SPOC will only attend the CPR in exceptional circumstances.

The Department views the monthly CPR as a key meeting with Work Programme Providers to discuss performance of your contract. Although Departmental representation will be limited at these meetings we are confident this will allow for a more structured and focused performance discussion.

These changes are intended to improve the quality of service delivery from DWP and form part of our commitment to continuous improvement.

### **Further information contact details**

All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance.

Regards

**Work Programme Division**