

The Work Programme National Partnership Forum - Thursday 14 June 2012

Chair – Richard Aitken-Davies

Attendees

Please see attached list.

Formal Opening of the Work Programme National Partnership Forum

Richard Aitken-Davies formally opened the Work Programme Partnership Forum and thanked everyone for their attendance.

Work Programme Performance and General Update

There was a wide-ranging discussion on Work Programme performance and volumes, covering:

Jobseeker's Allowance (JSA) volumes forecasts have recently been revised and shared with providers. The figures are currently with DWP analysts / Office for Budget Responsibility and DWP are looking to increase our understanding of why the figures are like they are. Once this work is completed, a note will be issued to providers to explain our understanding of the revised volumes figures.

Meetings will be held between individual Work Programme prime providers and DWP Work Programmes Division Performance and Account management to discuss performance and volumes. These meetings will also cover the DWP request for updated business plans, flight paths and financial models.

In addition, Richard Aitken-Davies will be undertaking a round of meetings with a selection of providers to provide a confidential and independent channel for views on performance issues.

Employment Support Allowance (ESA) volumes forecasts have not yet been issued. This is so that they can be updated to reflect any changes in policy prior to release.

The ongoing end-to-end ESA review and LEAN review should result in more referrals, especially to taster sessions.

There may be some pilots this summer to look at different ways of working with these customers, prior to national rollout. Any provider who feels they could run a pilot at this time should contact DWP Work Programmes Division.

Provider input will be sought for the DWP review of minimum performance levels.

National Operations Forum

The forum discussed feedback from the National Operations Forum which met face-to-face in April and via telekit in June, including associated Special Interest Groups, Task and Finish Groups and Working Groups:

Work Programme and Specialist Employment and Mental Health Providers Working Group

The working group sent thanks to the organisations that sent in their logos to support this work. There are still six outstanding and the group would appreciate these logos.

The working group are developing a tool kit to be used by Work Programme providers – to help them in this they ask that organisations identify a lead person to Quality Assure and work with them on this product.

Sustained Job Outcome Evidence requirements

The current four-weekly evidence requirement to support Sustained Job Outcome payment claims is under review by DWP in response to concerns from providers, employers and participants. Revised guidance will be issued as soon as this work is concluded.

Cross Contract Package Area transfers

ERSA agreed to develop a best practice Service Level Agreement (SLA) covering Work Programme participants who transfer out of the CPA where they were initially attached. This will also cover a high-level reciprocal arrangement should legal advice allow this.

DWP have requested legal advice re data sharing between Work Programme providers. When received, this will be fed into the ERSA SLA work.

PRaP outcome payments

The on-hold outcome payment / rejection rate of outcome payments situation is to be reviewed by DWP urgently.

This will be taken forward through a deep-dive exercise with providers and relevant DWP officials and the next meeting of the National Operations Forum will be convened as soon as practicable.

DWP Online Services

An overview of DWP online services and planned digital initiatives was discussed by the Forum.

Youth Contract and the Wage Incentive

Sean Williams (G4S) gave a presentation on the Youth Contract Wage Incentive from a provider perspective. The presentation will be circulated to all members after the forum meeting.

Formal closing of the Work Programme Partnership Forum

Richard Aitken-Davies thanked everyone for their attendance and closed the Forum.

Future Partnership Forum Meeting Dates for 2012

- Thursday 6th September 2012, 11.00 – 13.30, Room 1.25/1.26 Caxton House, London
- Thursday 13th December 2012, 11.00 – 13.30, Room 1.25/1.26 Caxton House, London

Membership of the Work Programme National Partnership Forum

A4E	Rehab Group
Avanta	Seetec
Interserve Working Futures	Serco
CDG	Working Links
EOS	Employment Related Services Association (ERSA)
ESG Group	DWP Contracted Customer Services Directorate (CCSD)
G4S	DWP Work Programmes Division
Ingeus UK Ltd	DWP Work Services Directorate
JHP Group Ltd	DWP Labour Market and Conditionality Directorate
MAXIMUS	DWP Work Programme Provision Group Management
Newcastle College (Intraining)	DWP Account Management
Pertemps People Development Group	DWP Provision Performance and Controls Division (PPCD)
Prospects Services Ltd	DWP Commercial Directorate

NB names of some DWP and Provider representatives have been removed as disclosure would breach one or more of the data protection principles.