

# Withdrawn

This publication is withdrawn.  
The publication is no longer current.

## Section 18 – Quality, Continuous Improvement, Assessment and Evaluation

This Section pertains to referrals to Work Choice made **prior** to the current contracts' extension period in England and Wales which commenced in April 2017, and to referrals in Scotland up to 31<sup>st</sup> March 2017.

For guidance pertaining to all referrals to Work Choice in England and Wales made **during** the current extension period, specifically referrals from 25th April 2017 for contracts originally awarded in 2010, and from 7th April 2017 for Remploy, please see "Work Choice Provider Guidance: Post-April 2017" version which will be found on GOV.UK :

<https://www.gov.uk/government/collections/dwp-provider-guidance>

### Contents

Introduction .....	1
Quality .....	2
Provider Assurance Teams (PAT).....	2
Complaints Process .....	2

### Introduction

- 18.1. You must ensure you read and are familiar with all DWP Generic Provider Guidance including [Chapter 2, Delivering DWP Programme Provision](#); [Chapter 7, Self Assessment](#); and [Chapter 3, Provider Engagement](#). These contain a comprehensive guide to standards required from a DWP Provider e.g. Induction Standards; Quality; Health and Safety; Legal Requirements; Safeguarding Vulnerable Groups; Contract Maintenance; Working with Sub Contractors; Improving Programme Performance

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/260415/pg-chapter-3.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/260415/pg-chapter-3.pdf)

- 18.2. This section contains some further information, specific to the Work Choice programme, which must be read in conjunction with the above Generic Provider Guidance.

### Quality

- 18.3. Providers delivering Work Choice are required to deliver a quality service to our individual participants. This includes the requirement for Work Choice Providers to continuously self-assess across the whole of their supply chain, and report on this activity annually.
- 18.4. 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. Your processes will be reviewed as part of the Provider Assurance Team review, who will assess their adequacy and effectiveness.
- 18.5. More information about self-assessment and development planning can be found in Chapter 7 of DWP Generic guidance ([link above](#)).

### Provider Assurance Teams (PAT)

- 18.6. The primary purpose of the Provider Assurance Team is to provide DWP with an assurance that payments made to DWP Contracted Employment Programme Providers are in accordance with DWP and Treasury requirements that public funds and DWP data are protected and that value for money has been obtained.
- 18.7. 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 risk to DWP in relation to contracted employment provision expenditure and customer data. This will include the arrangements they have in place for their sub-contractors.
- 18.8. The Provider Assurance Team will operate at a national level enabling them to present providers operating across regions with a single view of the effectiveness of their systems. Each provider will have a nominated Senior Assurance Manager and a single point of contact within DWP for management of assurance related issues/concerns. Provider Assurance Team will feedback to Account Managers and other key stakeholders any relevant issues. Account Manager will communicate any issues to Performance Managers as appropriate.
- 18.9. More information on PAT Processes can be found in the DWP Generic Provider Guidance Chapter 6.

### Complaints Process

- 18.10. You must have an appropriate complaints process across your whole supply chain to resolve customers' complaints. You must

explain your complaints process to the participant in your first contact with them. Please see [DWP Generic Provider Guidance Chapter 2](#) for a guide to complaint resolution.

- 18.11. You may also be interested in looking at the [Complaint Resolution Core Briefing Pack](#) for providers and the [DWP Customer Charter](#) when reviewing your processes.
- 18.12. Where a participant is unhappy about the service they receive from you and raises a complaint you should ensure that you follow each step of your detailed process robustly in order to bring the complaint to a satisfactory conclusion.
- 18.13. After following all steps in your process you must include, in your final response to the participant, a standard text which signposts the customer to contact the Independent Case Examiner (ICE) should they wish to pursue their complaint.
- 18.14. ICE will mediate between you and the participant to broker a resolution. If a resolution cannot be agreed between either party, ICE will undertake a full investigation of the complaint. To ensure that a thorough investigation can take place, you **MUST** provide all the papers which relate to the complaint. The ICE office will ask for these when required. [DWP Generic Provider Guidance Chapter 2](#) (Annex 2) contains a full description of the ICE escalation process.