Withdrawn

This publication has been withdrawn.

It is no longer current.

DWP Provider Guidance Chapter 10
ESF Support for Families with Multiple Problems (England)

Chapter 10 – Management Information

Management Information Background

1. MI from the provision will be required on both an individual and family unit basis.

2. The MI will be collected by a combination of DWP systems and through information you hold.

3. The first official statistical release regarding ESF Support for Families with Multiple Problems was published on 21 November 2013 providing an overview of performance to March 2013 and monthly thereafter and by CPA from provision start up to September 2013. You can access this information on the Internet at:
https://www.gov.uk/government/publications/esf-provision-for-families-with-multiple-problems-statistics
Further statistical releases are planned to be published every six months, with the next release scheduled for March 2014.

Content of Management Information

4. Management Information is required to:

- support the performance management of the provision;

- inform evaluation;

- enable the DWP (as a Co-Financing Organisation) to claim ESF funding;
- show how the provision has supported the cross-government agenda for troubled families.

Families Management Information Reporting

5. Management information for the Families provision consists of DWP system-generated MI, based on attachments and outcome-based activity in the provision and provider-collected MI, which provides expanded information on referrals and families in the provision. DWP systems will record MI when providers accept referrals and make claims for progress measures and job outcomes through PRaP. This information is used internally to support performance review of the provision. Provider-collected MI is used to support a more detailed understanding of the progress of the provision, and to assist with evaluation and reporting, for ESF and Departmental purposes.

6. This Chapter primarily deals with Provider-collected MI requirements. Provider-collected MI must be reported monthly, using the most up-to-date version of the Families Provider MI template. **Only** the template supplied by DWP for the purposes of collating Families MI is to be used.

7. The latest version of the MI template is titled **CPA_Return_Checker v6.xls.** This and any future updates, will be distributed by your named Performance Manager. The original password for opening the spreadsheet remains the same for this and any future versions. The template is NOT to be amended, copied, renamed or altered in any way.

8. Families' management information (MI) must be reported monthly, and as a cumulative total from the start of the programme (starting in December 2011), up to and including the last working day of each month.

9. Only one template is required for each CPA, with the exceptions of CPA 7, which has been split into 7a and 7b to separate Merseyside, and CPA 12, which has been split into 12a and 12b to separate South Yorkshire, as further data is required to support ESF funding arrangements for these areas.

10. You should rename the template each month. Please make sure that you insert your CPA number into the file title, and add the current cumulative month for which figures are provided: e.g., **CPA00_Return_Checker v6 Aug13.xls**

11. The template is to be saved only in Microsoft Excel Workbook (.xls) format, version 2002 or earlier.

12. It is your responsibility to ensure that the information entered is correct for your provision, and has been entered accurately, before returning the monthly template. Within the template there are built-in checking tools - see Annex A - Completion of the Provider-returned ESF Families MI template - that will

highlight if any of the entered data is incorrectly entered or is inaccurate compared to your previous MI.

13. The template must be returned, within 5 working days after the last working day of each month, to your Performance Manager - see Annex C – Timetable for Provider Template Returns.

14. Any queries regarding the completion of this template should be raised through your Performance Manager.

15. You must ensure that you have a named contact in place, with a designated deputy whenever the named contact is not available, to answer any queries regarding the monthly return and to supply revised MI where appropriate. Please ensure that your Performance Manager has the name of your contact for MI.

16. If required, the statistical information on the template can be sent to your Local Authority contacts within the Contract Package Area. This is non-validated MI and therefore must only be used for internal planning purposes and NOT for any external publicity etc.

Please note: You should only share statistical information that is relevant to the specific LA, rather than for the contract as a whole, and on the understanding that it is only to be used internally to inform delivery of the provision and is not to be shared more widely.

17. In line with your local agreements, it will be for you and the Local Authority to decide whether further information, additional to that on the template, will be shared, and for any sharing protocols designed to protect personal or commercial information.

Clarification of the Primary and the Secondary Referral Routes for eligibility

18. It is important that you record the referrals correctly within the MI template. Please ensure that attachments resulting from eligibility decisions made according to either the Primary or the Secondary referral routes are correctly recorded:

> **Primary referral route – eligibility determined by the Local Authority (LA):** where referrals are made by the LA to the provider the individuals/families are automatically eligible for the provision by virtue of the LA having identified them. The Primary route also includes Local Authority-sanctioned referral by their partner organisations and other partners they may have formally designated as able to refer, for example under a Provision Awareness Scheme, or similar;

> **Secondary referral route – eligibility determined by the provider**: providers who have an agreed contract variation to implement this referral route can identify, check and confirm eligibility and refer

individuals/families directly to their ESF Families Provision. The key aspect of this route is that providers are required to check eligibility against a number of criteria and must keep evidence of this for ESF audit purposes (See Chapter 3).

Further questions

19. If you have any questions regarding the MI template or the data that is required to be collected, please contact your Performance Manager.

Annex A - Completion of the Provider-returned ESF Families MI Template

Within the template there are 4 sheets:

Sheet	Explanation
Sheet 1	Coloured orange - entitled "<u>CHECKING TOOL</u>" - This sheet details the 7 steps that are required to be followed / completed to correctly complete a monthly return. ALL the cells coloured yellow MUST be completed. Steps 1 – 4 MUST be completed before the current month's data is input. Before returning the MI template to your Performance Manager, Step 9 MUST be checked / completed The 4 rows at step 9 must be coloured green for the entered data to be recorded correctly.
Sheet 2	Coloured green - entitled "<u>Guidance</u>" - this sheet - a summary of the guidance.
Sheet 3	Coloured blue - entitled "<u>LA Engagement Tool</u>" - this is where to enter your cumulative LA Engagement MI relating to your CPA. Firstly select the name of the CPA you are reporting, from the drop down list in the red coloured cell in the far left column. Only enter data into the blank cells. Do **NOT** paste data into these cells. Manually type the number into each of the cells. Where you enter data that does not conform to the validation, the cell will turn red, highlighting that an incorrect number has been entered and requires amending. If you paste data into these cells it will corrupt the checking tool and the spreadsheet will become unusable. If this happens select Undo or close without saving and re-open the spreadsheet. **If there is nothing to record, a zero (0) MUST be entered in the cell.** Only the cells where data is to be input are accessible - All other cells in the sheets are locked: see <u>Annex B - Explanation of the LA Engagement Tool and Secondary Ref Tool tabs: column headings and information to be entered.</u>
Sheet 4	Coloured blue - entitled "<u>Secondary Ref Tool</u>" - this is where to enter your cumulative Self Referral Engagement MI relating to your CPA. Firstly select the name of the CPA you are reporting, from the drop down list in the red coloured cell in the far left column. Only enter data into the blank cells. Do **NOT** paste data into these cells. Manually type the number into each of the cells. Where you enter data that does not conform to the validation, the cell will turn red, highlighting that an incorrect number has

V3.0 29/11/13

been entered and requires amending.

If you paste data into this cell it will corrupt the checking tool and the spreadsheet will become unusable. If this happens select Undo or close without saving and re-open the spreadsheet.

If there is nothing to record, a zero (0) MUST be entered in the cell.

Only the cells where data is to be input are accessible - All other cells in the sheets are locked: see Annex B - Explanation of the LA Engagement Tool and Secondary Ref Tool tabs: column headings and information to be entered.

Annex B - Explanation of the LA Engagement Tool and Secondary Ref Tool tabs: column headings and information to be entered

Where the explanations for the column headings are different for the tables in the LA Engagement Tool and Secondary Ref Tool tabs, individual explanations are provided.

Column Heading	Explanation / Action
CPA number	Identify your CPA number – select from the drop-down menu
LA	**Pre Populated** when you select the CPA
<u>LA Engagement Tool</u> tab: No. of Families engaging with LAs _Secondary Ref Tool_ tab: No. of Families the Provider is engaging with	Enter the cumulative TOTAL (from December 2011) number of Families engaging with each of the Local Authorities - i.e. the total number of Families that each Local Authority has referred to your provision. Enter the cumulative TOTAL number of families (from December 2011) you are engaging with directly
<u>LA Engagement Tool</u> tab: No. of individual family members referred by LA to Provider <u>Secondary Ref Tool</u> tab: No. of individual family members engaging directly with Provider	Enter the cumulative number of individual family members that have been referred by the Local Authority to a Provider. Enter the cumulative number of individual family members that you have engaged with directly. For both the LA Engagement Tool tab and Secondary Ref Tool tab's **This must include ALL referrals, including those that do not eventually start in the provision.**

Column Heading	Explanation / Action
No. of family members where an ESF14 has been completed	Enter the cumulative number of family members, where an ESF14 has been completed and sent to Jobcentre Plus. The number entered can **NOT** be greater than: No. of individual family members referred by LA to Provider.
No. of confirmed attachments	Enter the cumulative number of confirmed attachments. The number entered can **NOT** be greater than: No. of family members where an ESF14 has been completed.
No. of Progress Measures claimed	Enter the cumulative number of progress measure payments claimed. There can **NOT** be any progress measures claimed if there are **NO** confirmed attachments.
No. of jobs started to date	Enter the cumulative number of jobs started to date. The Number entered can **NOT** be greater than: No. of Family members where an ESF14 has been completed.
No. of Job Outcome payments claimed	Enter the cumulative number of job outcomes claimed. The number entered can **NOT** be greater than: No. of jobs started to date
Totals	The total value for all LAs for that column of information - **Automatically calculated**.
Previous month's totals	The previous month's totals - **Pre Populated** from the data entered at stages 3 and 4 on the CHECKING TOOL tab.

Annex C - Timetable for Provider Template Returns

Last date for Provider to record cumulative MI for the Month.	Provider to return cumulative MI template to DWP Performance Manager by no later than:
30th August 2013	6th September 2013
30th September 2013	7th October 2013
31st October 2013	7th November 2013
29th November 2013	6th December 2013
31st December 2013	7th January 2014
31st January 2014	7th February 2014
28th February 2014	7th March 2014
31st March 2014	7th April 2014
30th April 2014	7th May 2014
30th May 2014	6th June 2014
30th June 2014	7th July 2014
31st July 2014	7th August 2014
29th August 2014	5th September 2014
30th September 2014	7th October 2014
31st October 2013	7th November 2014
28th November 2014	5th December 2014
31st December 2014	7th January 2015

For contracts that have agreed to extend beyond December 2014, the following timetable applies:

Last date for Provider to record cumulative MI for the Month.	Provider to return cumulative MI template to DWP Performance Manager by no later than:
30th January 2015	6th February 2015
27th February 2015	6th March 2015
31st March 2015	7th April 2015