

# 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:** 165

**Date:** 1 August 2014

**Subject:** Publication of Work Programme  
Performance Management Regime  
Provider Guidance

**Action:** For information and action

**Timing:** Immediate

### Background

The Work Programme Performance Management Regime Provider guidance sets out the Performance Management Regime (PMR) for Work Programme contracts. It is a step by step guide of processes to follow, and the roles and activities of Work Programmes Providers.

Work Programme Division (WPD) constantly review performance management arrangements, to seek improvements in the way we interact with Work Programme providers to drive up performance.

As part of this continuous improvement, a third review of the PMR has taken place. This memo is to inform you of the changes made to the PMR and the actions that you should take.

### Summary and action

Following this review, two regimes are being introduced to replace the previous, Low, Middle and High regimes.

These new regimes are:

- Performance Management Regime
- Accelerated Performance Regime

The Accelerated Performance Regime has been introduced to intensify Performance Management activities for the bottom quartile Work Programme contracts.

These new changes have been reflected in the PMR Provider guidance Version 3.

This memo provides you with the latest version of the Performance Management Regime Provider Guidance. Please ensure that the revised guidance is used by you and all of your subcontractors with immediate effect.

It is our intention to publish the PMR guidance on the internet in mid-August and we will notify you when this has been completed

### **Further information and 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**