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Department
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European Union
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Investing in jobs and skills

Health Care Provider Guidance for ESA Pilots 18-24 Month Claimants

Chapter 3

Management Information and Performance Management

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Introduction

Following a work capability assessment placing these claimants into the ESA income related Work Related Activity Group (WRAG) 18 to 24 month prognosis these participants have been referred to you to take part in a series of interviews. All interviews are mandatory once notified.

ESA Pilots for 18-24 Month Prognosis Claimants Management Information (MI) will be used to help inform the success of the pilot and to monitor your performance whilst delivering the programme. The outcome of the data will be used to help towards the evaluation of the pilot. This will be measured against the enhanced Jobcentre Pilot, a Work Programme Pilot and Jobcentre Business As Usual acting as a control group.

Performance Managers will monitor all MI requirements to ensure that service standards are met and participants are able to access provision and activities within the stated timescales as set out in your bid.

Collection of MI from PRaP

DWP IT systems will collect MI electronically about participants who have been referred to you by Jobcentre Plus. Provider Referral and Payment (PRaP) information will be made available to the Performance Managers on a weekly basis. The PRaP system will be the main source of Contracted Employment Provision (CEP) MI collected by DWP to provide data on:

- Actual Referrals – JCP will refer participants to you via the PRaP system and the data will be used monitor the number of referrals made;
- No of referrals ‘acknowledge-accept’ - As per your contract you are required to conduct an initial assessment meeting with participants within ten working days of receiving the referral to you via PRaP by JCP;
- Referrals outstanding for 15 days or more
- Data will also be assessed from PRaP relating to the first, second and third mandatory interviews;
- No of cancellations and rejections- the number of participants who are inappropriately referred; and
- Completers (PRaP referral Ends) (See [Chapter 1](#) for definition of completers)

For all completed interviews, whatever the method of contact used, a signature of attendance from the participant is required. See [Chapter 2](#) for the Record of Attendance form;

Collection of MI outside PRaP

The following information will be required for MI and is required as part of the contract DWP has with you. As it is not available through PRaP, data will need to be captured through your internal systems or collected manually. The information will be forwarded to the Performance Managers.

Monthly MI returns are due on the 5th working day of the month for the previous calendar month.

- Number of referrals in month (gross and net)
- Number of claimants assessed as vulnerable
- Number of inappropriate referrals from DWP
- Number of successful contacts within 2 days of referral, and percentage of whole
- Number of successful contacts outside 2 days of referral
- Total number of claimants contacted in month
- Number of initial interviews booked to be conducted within 10 days of the Jobcentre referral, and percentage of whole
- Number of initial interviews booked to be conducted outside 10 days of the Jobcentre referral and the reasons, i.e. Provider or Claimant issue
- Total number of Initial interviews booked
- % of Initial interviews conducted outside 10 days – Provider issue
- Number of first rearrangements of interviews originally inside 10 days, by Provider, and by claimant
- % of re-arranged initial interview appointments
- Completed initial interviews in month (payment claimed)
- Number of face to face interviews, and percentage of whole
- Number of Home Visits
- Number of Fail to Attends (FTA) no claim for payment
- % FTA rate
- Number of DMA referrals made on the day and after the day
- % DMA compliance rate
- Number of ongoing interviews booked in reporting period within Service Delivery Requirement (SDR)
- Number of ongoing interviews held outside SDR due to provider issue
- Number of ongoing interviews held outside SDR due to claimant issue
- Total number of ongoing interviews booked
- Number of claimants assessed as vulnerable
- Rearrangements of appointments originally inside SDR to outside SDR, due to Provider, and claimant issue
- % of rearranged appointments
- Completed ongoing interviews in reporting period (payment claimed)
- Number of face to face interviews
- Number of Home Visits
- Number of Fail to Attends (FTA) - no claim for payment
- % FTA rate
- Number of DMA referrals made on the day and after the day
- % DMA compliance rate
- Number of 12 month interviews held;
- Number of 18 month interviews held;
- Number of LMDM referrals made on the day of non attendance;
- Number of LMDM referrals made after the day non attendance
- Number of additional face to face interviews outside interviews one to five;

- Number of additional non face to face interviews outside interviews one to five held;
- Number of complaints received;
- Number of complaints resolved;
- Number of complaints escalated (ICE);
- Number of staff in place with qualifications
- Number of staff registered with relevant authority
- Good News stories
- Number of completers;
- Number of leavers;
- Number of claimants in pilot

Please note: Evidence of the completion of mandatory interviews at or around 12 and 18 months is required. A signature from the participant confirming attendance is required.

Compliance Monitoring Checks

ESF Contract Monitoring Officers (CMO) will undertake compliance checks along with data collection for ESA 18-24 month pilots. Performance Managers will liaise with the CMO to ensure you are meeting the necessary required standards for the ESF audit, as well as completing the relevant requirements set out in their bid for this contract.

Independent evaluation will be an important element of the ESF provision and the supplier must cooperate in a range of evaluations, commissioned by the DWP ESF Managing Authority and the DWP Chief Finance Officer (CFO).

For more information regarding ESF compliance please see the [Provider Guidance Chapter 11- ESF Requirements](#)

Performance Management

This section sets out what Performance Managers from the Health Services Directorate (HSD) will be considering during their interactions with you (see [Provider Guidance Chapter 3 – Provider Engagement](#)), to enable them to make informed decisions regarding the support you need to improve and maintain performance of your contract.

Management of your performance will begin from the start of your contract and all aspects of your performance will be taken into account.

Minimum Service Standards

In the call off terms and conditions DWP have outlined the minimum service standards and you are expected to adhere to them.

Feedback on your delivery of these standards will inform the regular discussions with your Performance Manager from HSD.