

Withdrawn

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Chapter 5: Quality, Assurance, Continuous Improvement, Assessment and Evaluation

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Minimum Performance Levels

5.01 Your minimum performance levels are listed below:

- fidelity to the JOBS II Manual and the Addendum to the Jobs II Manual
- 100% of Reception Interviews will be held within 5 working days of the referral date and the outcome (DNA, Start or DNS) will be recorded in PRaP within 7 working days of the referral date
- in 100% of cases where a participant starts provision, JOBSII course day 1 will be delivered within 15 working days of the referral date and the outcome (Course Start Outcome or End/Completion for those that DNA) will be recorded in PRaP within 17 working days of the referral date
- in 100% of cases where a participant achieves a Course Start Outcome (attends, signs the attendance register and completes the Wellbeing Measures (where consent has been given) and participates in JOBSII course day 1) an End/Completion will be recorded in PRaP within 2 working days of the final course day attended
- you will ensure that each Course starts with a minimum of 10 and a maximum of 20 participants who sign the attendance register and completes the Wellbeing Measures (where consent has been given).

Customer Service Standards

5.02 Your customer service standards are detailed in the following list:



- course with less than 10 participants on day one must be postponed; the provider must contact the department, and arrange for attending participants to be referred. The provider must annotate PRaP with did not start
- providers must collect, collate and supply the required Management Information (except the psychological wellbeing and jobsearch measures) by noon on the 3rd working day of each month
- providers must issue participants with an induction pack in 100% of cases at the reception interview
- providers must keep a daily attendance record on all participants
- providers must facilitate the participants’ completion of the six psychological wellbeing and jobsearch measures on day one and five of the course (providing they have signed and given consent for their data to be used) and,
- providers must submit the completed psychological and jobsearch measure Management Information within 6 working days of completion to the department.

Quality

5.03 As noted in the DWP Specification DWP Work Psychologists will undertake monitoring visits of both the Group Leader Training and the Group Work “JOBS II” sessions. The Work Psychologists will monitor against the criteria noted in the DWP Specification and the first of the minimum performance levels, noted in paragraph [5.01](#) that is the fidelity with the Jobs II Manual. Feedback will be provided to DWP Policy Psychology Division. These visits may be announced or unannounced.

Assurance

5.04 In addition to the Work Psychologists monitoring, you are required to ensure your risk management and control systems are robust and effective. You must be able to provide an assurance to the Department that the processes, systems and controls you have in place foster and embed a robust approach to the achievement, management and reporting of performance.

5.05 You must have robust governance arrangements in place. You should ensure that anti-fraud measures are in place, including audit, Whistle-blower’s policy, segregation of duties (i.e. those who are achieving performance should not be the same as those reporting it) and measures in place to discourage inappropriate behaviour, particularly around claims completion and



performance.

- 5.06 You must ensure that the service constitutes Value for Money and that customers receive a service that is specific to their needs. This should cover your systems for starting, ending and moving participants through provision and generally ensuring that DWP is getting the service it is paying for (see continuous improvement section below for self-assessing the quality of your delivery).
- 5.07 You must implement and maintain effective systems ensuring claims for payment are valid and are submitted within agreed timescales; systems should include appropriate segregation of duties and independent checks.
- 5.08 You must have robust and effective controls to manage the storage and transfer of sensitive DWP data that comply with the data security legislation and DWP security requirements as detailed in your Security Plan.

Continuous Improvement

- 5.09 Continuous Self-Assessment is fundamental to driving forward quality improvement. As a condition of your contract you are required by DWP to carry out Self-Assessment of all provisions that you are delivering to form a judgement on the quality of service delivered and how this can be improved. You are required to consider 11 statements outlined in the DWP provider Self-Assessment Tool, which can be found in the [Generic Guidance for DWP Providers Chapter 7](#). An initial Self-Assessment must be completed within 6 months after contract start and thereafter annually. Areas for improvement identified should be included and acted upon as part of your improvement plan.