

# Withdrawn

**This publication is withdrawn.**

This publication is no longer current.



## Chapter 6: Performance Requirements and Management Information

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### Performance Management

- 6.01 Group Work “JOBS II” contracts will be managed by Category Managers and performance managed by Performance Managers whose recommendations will feed into the Live Service Forum. Provider performance is based on an assessment of performance priority which considers a range of factors including contract value, compliance with the contract, performance and security.
- 6.02 To ensure compliance with the JOBS II manual, monitoring visits will be undertaken throughout the life of the contract, including during the training period. The Department’s Policy Psychology Division (PPD) will co-ordinate Work Psychologist (WP) attendance at courses to monitor delivery. The WPs will return feedback to the Department’s programme management and PPD and will not provide feedback directly to Providers.



- 6.03 Providers will, therefore need to advise the Department’s JCP SPOC of course dates and locations, to facilitate attendance in advance. Whilst the Department will normally advise of attendance we reserve the right not to provide prior notice.
- 6.04 Described below are the suggested monitoring visits that Work Psychologist and other Departmental officials may undertake:
- Group Leader Training Courses –three Work Psychologist monitoring visits
  - Group Leader JOBS II Programme Delivery – First two Programmes - one Work Psychologist monitoring visit per programme
  - Group Leader JOBS II Programme Delivery – Subsequent Programmes - of one Work Psychologist monitoring visit every five programmes. Plus a minimum of two visits per delivery centre by Trial Management Officers over the duration of the contract and
  - Group Leaders JOBS II reception meeting delivery- minimum of two visits per delivery centre by Trial Management officers over the duration of the contract.
- 6.05 The Department will monitor performance and will use MI to inform Provider Performance Reviews, as required.
- 6.06 Where the Department requires additional information, for example to support performance management, you will be expected to supply this within the agreed time limits.
- 6.07 The Department is committed to raising the standards of its contracted provision and making continuous improvement to areas such as building relationships with work coaches, MI collection, etc. This should be achieved while consistently delivering a high fidelity to the JOBSII manual as an integral part of its contracting arrangements.
- 6.08 If you wish to change your delivery model to include sub-contractors you should obtain the Department’s approval first. You will be responsible for managing sub-contractors, including addressing poor performance. You will need to ensure that all systems and processes used for the monitoring and recording of performance are robust, provide a clear audit trail of evidence, and give confidence to the Department that you, the prime Provider, and your supply chain are delivering the provision in accordance with your overall



contractual obligations. If their delivery model changes to include subcontractors they should discuss this with the department first.

- 6.09 You must appoint an appropriate named contact who will work with the Department to ensure Group Work “JOBS II” is delivered as specified in the contract and required standards and performance levels are met.
- 6.10 The Department will use MI presented by PRaP for the on-going management of the provision and for discussion with you. The MI will be presented on a course basis of actual starts each month, with monthly percentage-based expectations towards achievement of the required number of starts.
- 6.11 The Department is happy to work with Providers to explore methods of reducing drop-outs between the reception interview and the start of the JOBS II manual course.
- 6.12 As the Department is committed to transparency on how its programmes are working, you need to be aware that MI and performance information may be published and may also feed into published Official Statistics.
- 6.13 You are reminded that you must read this Guidance in conjunction with DWP Generic Guidance, particularly the [Framework Generic Guidance](#).

## Minimum Performance Levels

- 6.14 Delivery against respective responsibilities will be monitored through a combination of existing performance management practices, quality analysis and a range of service delivery standards.
- 6.15 Key Performance Indicators are based on the initial specification. Minimum Service Levels are specified in your contract.
- 6.16 Early feasibility of Group Work “JOBS II” achieved 40% of completers. To improve on this a series of different notification methods are being tested in this Group Work “JOBS II” Trial.
- 6.17 The performance management information will include the:
- profiled number of starts



- length of time between a referral to initial assessment and the reception interview
- length of time between the reception interview and a start on the provision (course day one) and
- length of time between the start on the provision and the end on the Provision.

### Actions

6.18 Upon receipt of a referral from a JCP Work Coach, you should:

- within 5 working days - Acknowledge the referral in PRaP and deliver the face to face reception interview
- within 7 working days - you will record in PRaP
  - did not attend (DNA) when a participant does not attend the face to face interview or
  - did not Start (DNS) when a participant attends but chooses not to join provision or
  - a Start when the participant joins provision and receives an induction pack
- within 15 working days - you will deliver JOBSII course day 1 for all participants that joined provision
- within 17 working days – you will record in PRaP
  - a Course Start; or
  - an Exit/End for those participants that did not attend course day 1.
- within 2 working days of a course completion or early exit – you will record in PRaP an Exit/End.

**Please note:** More information regarding PRaP processes can be found in [Chapter 10](#), The Provider Referral and Payment System and Annex 3.

### Minimum Service Levels

6.19 You are expected to actively manage the intervention to ensure appropriate action takes place when the customer starts and completes the intervention.

6.20 These actions are to:

- collect wellbeing data
- ensure that the data is collected accurately, honestly and without bias. This must be done within 5 working days after the required trigger dates and



- liaise with the evaluator to ensure that the data collected is of the required quality standard during the lifetime of the trial.

6.21 DWP at its sole discretion retains the right to decide when to apply the remedies available to you when failing to meet the Minimum Performance Levels (MPLs) and/Or Customer Service Standards (CSSs) without prejudice to any other rights in your contract.

6.22 In cases where MPLs or CSSs are not achieved due to no fault of the Provider (for example when referral volumes or participant availability do not support delivery of course starts within agreed timescales), you must make a request to DWP to consider exemptions to the PMIR on the schedule 2 Appendix 1 template of your contract and in Annex 7 of this guidance.

### **Collect and Record Management Information (MI)**

6.23 DWP requires that you collect and record Management Information in the format listed in this section. The Management Information must be made available to DWP at the intervals stated. This will allow DWP to evaluate the outcomes of this trial. The Management Information must include:

- proportion of claimants who attend the reception interview
- proportion of those claimants who agree to start the JOBS II intervention;
- proportion of claimants who start the intervention
- proportion of claimants who complete the intervention and
- administer the instruments that will provide DWP with measures of wellbeing, self-efficacy for work and mental health status at outset and completion of the intervention.

### **MI collected at the Initial Reception Interview**

6.24 MI collected at the Initial Reception interview should include the:

- claimants personal details
- number of claimants who attend an initial reception meeting and
- numbers of claimants who accept or decline to participate in the Group Work “JOBS II” Intervention.

### **MI collected at the start of the Group Work “JOBS II” Course**

6.25 MI collected at the start of the Group Work “JOBS II” course should include:

- number of claimants who start the Group Intervention



- psychological state measures, including wellbeing, job search self-efficacy and mental health status at outset, completion and follow-up intervention for all JOBS II participants who have consented and
- job search activity measure – time spent on different job search activities job applications made, mode of job search and interviews offered.

### **MI collected at the end of the Group Work “JOBS II” Course**

6.26 MI collected at the end of the Group Work “JOBS II” course should include the:

- number of claimants who complete the Group Intervention
- reasons for drop-out/non-completion
- psychological state measures, including wellbeing, job search self-efficacy and mental health status for all JOBS II participants who have consented and
- participant’s satisfaction with the JOBS II programme delivery and their engagement.

### **Other MI required**

6.27 You must let DWP have a complete data set for all participants who have consented every month. This must contain individual records regarding:

- participation
- completion and
- answers to background and psychological state information.

### **Further MI information**

6.28 You must ensure that all data is collected in accordance with Market or Social Research standards and all reasonable steps are taken to reduce any potential bias which may impact on the overall evaluation findings.

6.29 You will be required to engage with an external evaluator in order to participate in qualitative process evaluation.

6.30 The major critical success factor will be to ensure that DWP have the best chance of gathering data which clearly shows the impact of the intervention by meeting the objectives as outlined above.

**Please note:** the above MI MSLs etc. are not part of the PRaP recording requirements and are there to support the evaluation.



## Sharing of Management Information

- 6.31 There are rules around the sharing of MI. These are detailed within the terms of the contract.
- 6.32 You shall not (and shall ensure that any of your sub-contractors shall not) at any time publish, disclose or divulge any of the MI to any third party until the date of publication of the official and/or national statistics.
- 6.33 You must implement appropriate arrangements which ensure that the Department’s information and any other Departmental assets are protected in accordance with prevailing statutory and central government requirements. These arrangements will clearly vary according to the size of the organisation.
- 6.34 It is your responsibility to monitor compliance of any sub-contractors and provide assurance to the Department.
- 6.35 Failure to comply with any of these Policies or Standards could result in termination of current contract.
- 6.36 Any data transferred to the Department must adhere to data security standards.