

# Withdrawn

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## Community Work Placement Live Running Memo

**To:** Community Work Placement Providers

**Cc:** Non-Work Programme Policy Team Managers  
John Tiplady  
Senior Performance Managers (non-Work Programme)  
Supplier Managers  
Lisa Holden

**From:** David Shreeves

**Memo Serial Number:** CWP LR10

**Date:** 13 April 2015

**Subject:** Community Work Placement - Changes to Minimum Performance Levels (MPLs) and Minimum Service Levels (MSLs)

**Action:** For information

**Timing:** Effective from and including 1 April 2015

Following the latest Contract Variation (effective from and including 1 April 2015), the following changes are now applicable to the Community Work Placements (CWP) Provider Guidance:

- Para 2.02 – The referred contractual target in this paragraph is changed to require the Initial Engagement Meeting and subsequent start to take place within 20 working days of the CWP referral however; the recording action for the CWP Start must take place within 30 working days of the CWP referral.
- Para 3.01 – This is changed to reflect the above change to paragraph 2.02.
- Para 9.7 bullet 1 – This is changed to reflect a new performance level of '95% of *Referred Participants*' rather than '100% of referred claimants'. The requirement to record the CWP Start only is amended to 30 working days from 20 working days. The requirement for the achievement of the CWP Start to occur and for initiated DMA activity to be recorded remains at 'within 20 working days from CWP referral'.
- Para 9.7 – Two new MPLs are added to this paragraph focusing on a) an achievement of a CWP Start for at least 50% of *Individual*

*Participants* referred to CWP; and b) the Cumulative Backlog of *Referred Participants* is less than 4%.

- Para 9.7 – The expectation that ‘all Monthly Cohort Minimum Performance Levels for a given month will be met or exceeded’ is added.
- Para 9.8 bullet 3 – This is changed to reflect the requirement for the CWP Start only to be recorded within 30 working days rather than within 20 working days

Achievement of each Minimum Performance Level and each Minimum Service Level is considered at the end of each month.

For the purpose of the above changes, the following is applied:

- a) *Referred Participants* are those counted, within the performance determination, each and every time a CWP referral is made for that individual. Accordingly, first, second and subsequent referrals for an individual will be evident within any given and/or subsequent monthly cohort. Action is required against each referral made in accordance with the applicable MPL/MSL.
- b) *Individual Participants* are those counted, within the performance determination, once and once only; the status or outcome of the ‘last’ referral made, whether that is a CWP Start, DMA action initiated, or is shown (on the Provider Reporting and Payment (PRaP) system) as ‘open’, is included for that individual in any given monthly cohort.
- c) The metric for the ‘at least 50% of *Individual Participants* have a CWP Start’ MPL is defined as:
  - Numerator: All *Individual Participants* that have started (excluding backed-out starts); and
  - Denominator: All *Individual Participants* referred to CWP (excluding any participants inappropriately referred either pre or post acceptance)

All enquiries on the subject of this memo should be directed to your Performance Manager in the first instance.

David Shreeves – Policy Manager