

Withdrawn

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Section 15 Performance and Management Information

**NOTE: THE GUIDANCE IN THIS SECTION APPLIES TO
THE ORIGINAL WORK CHOICE CONTRACTS i.e.
ALL PROGRAMME REFERRALS PRIOR TO 25th OCTOBER 2015
EXCEPT EMPLOY**

**FOR PROGRAMME REFERRALS FROM 25th OCTOBER 2015 ALL
PROVIDERS SHOULD FOLLOW GUIDANCE IN SECTION 15a**

15.1. This section covers:

Performance and Management Information 1

Performance and Management Information

15.2. The Work Choice Programme has three national key performance indicators:

1. As minimum, for every hundred new participants who start provision we expect 55 to achieve a **supported** employment outcome.
2. As a minimum, for every hundred participants who start (or transfer onto*) Work Choice, we expect 30 to achieve an unsupported employment outcome. By this we mean either:
 - by progressing to unsupported employment following a period of supported employment in Module 2 or 3 (termed a non-paid unsupported outcome); or
 - directly following participation in Module 1 (termed a paid unsupported outcome).
3. As a minimum, for every hundred participants who achieve an unsupported employment outcome, either following a period of support in Module 2 or 3, or directly following participation in Module 1, we expect 60 of these to sustain unsupported employment for at least 26 out of the 30 weeks following the date they exit the programme.

*Also termed a Transitional Customer/Participant

Please see [Section 16](#) of this guidance for complete definitions of Short and Sustained Job Outcomes.

- 15.3. The National minimum performance expectations were published at PQQ. For contracts awarded in 2010 this was an average figure of the 28 contract package areas for the full 5 years of the contracts. Bidders were asked to provide their Performance Offer against these minimum performance expectations. This, therefore, means each contract package area (CPA) has a slightly different performance percentage based on their transitional start position and capacity build up. Your contract sets out your individual targets in each CPA.
- 15.4. **Note:** regardless of your contract award date you must read this section in conjunction with Schedule 3 of your contract – Information and Monitoring Requirements.
- 15.5. Providers will be required to give feedback of their performance to DWP via PRaP. Work Programmes Division Specialist Provision Group will regularly monitor your performance and will conduct regular provider performance reviews. The risk assessment will inform the frequency of these reviews, as a minimum three or four each year. There will also be informal meetings and reviews as required to address specific issues.
- 15.6. Contract performance will be managed by performance teams. These teams are based in regional hubs and are responsible for developing the Contract Package Area to ensure the required level of performance is achieved.
- 15.7. DWP will collect Management Information (MI) through the PRaP System to monitor:
- referrals;
 - starts including type of start;
 - leavers;
 - Job Outcomes; and
 - financial claims.
- This list is not exhaustive.
- 15.8. Where DWP requires additional information, to support performance management for example, Providers will be expected to supply this within the agreed time limits.
- 15.9. For information about Provider Engagement please see Generic Provider Guidance Chapter 3 via this link [Generic provider guidance chapter 3](#) and for standard MI requirements please see [Generic provider guidance chapter 4](#)

Key Performance Indicators (KPIs) are set out in Schedule 3 Appendix A of your contract and comprise the following:

- a. Key Performance Indicator 1: total Short Job Outcomes as a percentage of Starts;
- b. Key Performance Indicator 1a: Supported Short Job Outcomes as a percentage of Starts;
- c. Key Performance Indicator 1b: Unsupported Short Job Outcome as a percentage of Starts;
- d. Key Performance Indicator 2: Job Outcome Progressions as a percentage of Supported Short Job Outcomes (and for the avoidance of doubt this will result in a Supported Short Job Outcome becoming a Unsupported Short Job Entry);
- e. Key Performance Indicator 3: Sustained Job Outcome as a percentage of Starts.

NOTE: specific KPIs and PIs and related performance profiles for each and every Cohort in respect of each KPI and PI per CPA and Contract-wide will be found in Appendix A to Schedule 3 of your contract.

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