

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Section 15a Performance and Management Information

This Section pertains to referrals to Work Choice made from 25th October 2015 until the commencement of the current contracts' extension period in England and Wales, and to referrals in Scotland up to 31st March 2017.

For guidance pertaining to all referrals to Work Choice in England and Wales made **during** the current extension period, specifically referrals from 25th April 2017 for contracts originally awarded in 2010, and from 7th April 2017 for Remploy, please see "Work Choice Provider Guidance: Post-April 2017" version which will be found on GOV.UK : <https://www.gov.uk/government/collections/dwp-provider-guidance>

FOR PROGRAMME REFERRALS PRIOR TO 25th OCTOBER 2015 PROVIDERS SHOULD FOLLOW GUIDANCE IN SECTION 15

15.1. This section covers:

Performance and Management Information 1

Performance and Management Information

15.2. Work Choice Key Performance Indicators (KPIs) for the post-Contract Extension period 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 Outcome such that only one Short Job Outcome payment shall be payable per Starts);
- e. Key Performance Indicator 3: Sustained Job Outcome as a percentage of Starts;

- 15.3. The Work Choice Programme has three national Performance Indicators (PIs) for the post-Contract Extension period:
- a. Performance Indicator 1: Job Entries as a percentage of Starts;
 - b. Performance Indicator 1a: Supported Job Entries as a percentage of Starts;
 - c. Performance Indicator 1b: Unsupported Job Entries as a percentage of Starts;

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

- 15.4. Your contract sets out your individual targets in each CPA.
- 15.5. **Note:** regardless of your contract award date you must read this section in conjunction with [Schedule 3](#) of your contract – Information and Monitoring Requirements.
- 15.6. 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.
- 15.7. DWP will collect Management Information (MI) through the PRaP System to monitor:
- referrals;
 - starts including type of start;
 - leavers;
 - Job Entries
 - 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

Work Choice Provider Guidance



for standard MI requirements please see [Generic provider guidance chapter 4](#)