

# Withdrawn

This publication is withdrawn.  
The publication is no longer current.

## Section 15a (2017) Performance and Management Information

This Section pertains to all referrals to Work Choice during the contracts' extension period in England and Wales effective from April 2017; specifically from 25th April for contracts originally awarded in 2010, and from 7th April for Remploy.

For guidance pertaining to all referrals to Work Choice made prior to this extension period please see the previous version of Work Choice Provider Guidance which has been retained on GOV.UK for reference:

<https://www.gov.uk/government/collections/dwp-provider-guidance>

**Note:** FOR PROGRAMME REFERRALS PRIOR TO 25<sup>th</sup> OCTOBER 2015 PROVIDERS SHOULD FOLLOW GUIDANCE IN SECTION 15

15.1. This section covers:

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### 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; **NOTE: this KPI has been removed for the 2017 contract extension period and replaced by Performance Indicator 2a (see below).**
- c. Key Performance Indicator 1b: Unsupported Short Job Outcome as a percentage of Starts; **NOTE: this KPI has been removed for the 2017 contract extension period and replaced by Performance Indicator 2b (see below).**
- d. Key Performance Indicator 2: **NOTE: this KPI has been removed for the 2017 contract extension period.**
- e. Key Performance Indicator 3: Sustained Job Outcome as a percentage of Starts;

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- 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;
  - d. Performance Indicator 2a: Supported Short Job Outcomes as a percentage of Starts;
  - e. Performance Indicator 2b: Unsupported Short Job Outcomes 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.

## Work Choice Provider Guidance

- 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](#).