

# Withdrawn

This publication is withdrawn.  
The publication is no longer current.

## Chapter 8 - Performance Requirements and Management Information

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### Service Delivery Standards

- 8.01 The success of SES will be measured against a series of delivery standards to ensure that the policy intent of the programme is delivered. You will be measured on your Minimum Performance Levels (MPLs) as per the performance levels included in your bids, and Minimum Service Levels (MSLs).
- 8.02 Delivery against respective responsibilities will be monitored through a combination of existing performance management practices, Contract Performance Reviews and a range of service delivery standards.

### Performance Management and Category Management

- 8.03 During live running we will utilise the DWP Performance Management Regime to assure delivery of the proposals and standards as set out in your contract. Minimum Performance Levels are described in this chapter and in your contract. Note: you must read this chapter in conjunction with Schedule 3 of your contract.
- 8.04 Your SES contract is managed by DWP Category Managers and Performance Managers. Provider performance is based on an assessment of performance priority which considers a range of factors compliance with the contract, meeting your performance targets and security.
- 8.05 You are responsible for managing the contract, including addressing poor performance and managing the performance of sub-contractors and delivery partners. You must 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 DWP that you and your supply chain are

delivering the Programme in accordance with your overall contractual obligations.

- 8.06 SES contracts are managed in DWP by Performance Managers and Category Managers. Your named contact will work with the DWP Category Manager and Performance Manager to ensure that the SES is delivered as specified in your contract and that required standards and performance levels are met.
- 8.07 DWP Performance Managers will hold regular Contract Performance Review (CPR) meetings with you, which will focus on achieving contractual performance and service targets and improving performance and delivery in line with the contract. Staff representing JCP Districts may also attend these meetings.
- 8.08 DWP will use MI presented by PRaP and from assurance activities for the ongoing management of the scheme and for discussion with you. However, you must ensure that you hold and maintain data / evidence for each customer and subcontractor, and that it is available on request.
- 8.09 You are reminded that you must read this Guidance in conjunction with DWP Generic Guidance, particularly Framework Generic Guidance.

### **Minimum Performance Levels**

- 8.10 You are reminded that you must read this Guidance in conjunction with DWP Generic Guidance, particularly Framework Generic Guidance.
- 8.11 Key Performance Indicators are based on the initial specification. Minimum Performance Levels are based on your bid.
- 8.12 Your individual Minimum Performance Levels (MPLs) are based on your bid. Your performance offer forms part of Appendix A of Schedule 3 of the final version of your contract.
- 8.13 The Authority reserves the right to increase the volume of Referrals made under the Contract to cater for increased volumes as a result of such factors as increased demand, performance, customer preference or the early termination of one or more Contracts.
- 8.14 The performance management information will include:
- Profiled number of starts;
  - The length of time between a referral to initial assessment and a start on the provision;
  - The percentage of these starts that achieve an outcome; and

- The profile for the length of time between participants starting the programme and achieving outcomes.

## Minimum Service Levels

8.15 You are expected to actively manage the provision to ensure appropriate action takes place when the claimant starts and completes provision or an Individual Support Plan is agreed following assessment.

8.16 These actions are:

- Recording a start on provision in PRaP within 20 working days of the SES Initial Assessment referral;
- Ensuring PRaP actions are undertaken within required timescales;
- Ensuring that the provision environment is conducive with achieving the desired outcomes for the claimant;
- Ensuring Health & Safety standards, as laid down in legislation, are met at all times; and
- Completing and maintaining an agreed Individual Support Plan covering start to end of participation on provision and beyond, where appropriate.

## Management Information

8.17 DWP will collect Management Information (MI) through the PRaP System to monitor:

- Referrals;
- Starts;
- Length of time from Referral to Start
- Leavers;
- Job Outcomes; and
- Financial claims

This list is not exhaustive.

8.18 DWP requires additional information, e.g. to support performance management, providers will be expected to supply this within the agreed time limits.

8.19 For further information about Provider Engagement please see Generic Provider Guidance [Chapter 3 - Provider Engagement](#).

8.20 For further information about how DWP collects and uses MI please see Generic Provider Guidance [Chapter 4 - Management Information](#).

## Cohort-based Performance Management

- 8.21 DWP will measure the performance of the contracts using cohort-based Management Information (MI). A cohort is a group of participants starting provision in a set period. For SES we will measure monthly cohorts.
- 8.22 Providers have provided targets for end-of-cohort outcomes, i.e. how many participants starting on the scheme are expected to achieve a certain outcome by the time they leave the provision. You were asked to supply outcome profiles: when you will achieve outcomes.
- 8.23 Performance will be managed by customer cohort profile, tracking all individuals that start within a given period and the corresponding level of outcomes (% of starts).
- 8.24 Provider bids and performance will be robustly monitored against a profiled cohort in line with all recent procurements. The contract will include start conversion rates for each outcome and profiles for the time distribution between starts and outcomes being achieved.
- 8.25 Providers will be invited to discuss their performance regularly at Contract Performance Review meetings (CPR) which will focus on achieving contractual performance and service delivery in line with the contract. Staff representing JCP districts may also attend these meetings.
- 8.26 DWP will use Management Information presented by PRaP for the ongoing management of the provision and for discussion with individual Providers.
- 8.27 As DWP is committed to transparency on how its programmes are working, Providers need to be aware that MI may also feed into published Official Statistics on SES and ranking tables shared with all providers. Consequently you must treat information to which you have access as restricted ahead of formal publication. Official Statistics may also cover performance expectations at Provider level.