# Withdrawn

# Work Programme Key Performance Drivers Provider Guidance

**Management Information Requirement (excluding Maximus CPA18)**

**(Version 1.1)**

**Contents**

**(Version 1.1)**

# Introduction and Background

## Introduction

1. This guidance has been produced to support Work Programme Prime providers in the completion of the Key Performance Drivers Quarterly Management Information (MI) return. A copy of the excel spread sheet you must use to complete the return is at Annex 1.

2. This requirement is introduced in the Work Programme Live Running Memo xx/xx. Full details of the requirements are set out in this guidance.

## Background

3. The Key Drivers performance information return  will:

– enable DWP to better understand your delivery model and your performance at contract and provider levels. This will improve the quality of your performance discussions with the Department;

– This data will be used at the Contract Performance Review, with the expectation that you will be able to discuss the data in detail if required by the Performance Manager.

– allow DWP to analyse some key characteristics of Work Programme providers to better understand performance at programme level; and

– contribute to future programme design.

The data will complement and enhance other Work Programme management information.

**(Version 1.1)**

**Return deadlines**

4. This management information return must be completed on a quarterly basis, reporting data on a monthly basis. A timetable for returns is at Annex 2. If the prime provider has any issues in meeting the deadline they must inform their DWP Performance Manager immediately.

5. The returns should be sent to the following Departmental in-box and must also be copied into your DWP Performance Manager:

CENTRALPERFORMANCE.TEAMINBOX@DWP.GSI.GOV.UK

**(Version 1.1)**

# MI Definitions

## Background

1. This guidance provides a detailed breakdown and definition of the Key Performance Drivers MI requirements as set out in the spread sheet at Annex 1.

2. Please note all parts of this return should be completed at CPA level and include aggregated MI for both direct and sub-contracted delivery.

## Contract Delivery

3. The following categories of Contract Delivery data are required in respect of each calendar month:

## Staffing/caseloads

4. For each category listed below, enter the number of full-time equivalent (FTE) staff engaged on this contract, taking account of part-time working and responsibilities for other contracts. Where staff time is split between contracts, their time should be apportioned accordingly. Both prime provider and sub-contractor staff to be included:

## Senior and Site/Branch management

5. The number of senior managers and site/branch/call centre managers working directly on this contract. Include senior managers who may work in a different location from the contract package area but directly contribute to its management on a full or part-time basis.

## Front line claimant-facing

6. The number of front line staff who are primarily engaged in direct claimant-facing activities. These may include advisers, work coaches and tutors.

**(Version 1.1)**

## Centrally-managed functions

7. The number of staff engaged in centrally managed functions such as validation, quality, compliance and call centres.

## Employer Engagement staff

8. The number of staff engaged in sales and job brokering roles with the objective of developing employer relationships and sourcing vacancies.

## FTE Total number of staff

9. The total full-time equivalent number of staff engaged on this contract. This field will be the sum of the previous entries and will populate automatically.

## Days lost to absences this month

10. The total full-time equivalent number of days lost due to unplanned absences during the month. This should exclude agreed leave such as annual, maternity/paternity etc.

## Claimant Volume - Actively engaged caseload

11. The number of participants currently engaged with your provision and receiving your support.

## Claimant Volume - In work caseload

12. The number of participants on caseloads who are in work – you should include participants before and after a Job outcome claim has been made.

## Claimant Volume – Not currently engaged caseload

13. The number of participants on caseloads who are not currently in contact and being supported by your provision e.g. people in prison, those people you are currently not able to contact and those people that have actively disengaged themselves from the programme.

**(Version 1.1)**

**Total Caseload size**

14. The number of participants in all caseloads. This field will be the sum of the previous entries for actively engaged, in work and not actively engaged caseloads and will populate automatically.

**Average job entries per Front line claimant-facing staff**

15. This is the average number of job entries achieved in the month per front line claimant facing staff, derived from dividing the total number of job entries achieved in month by the number of full-time equivalent front line claimant facing staff recorded for the month.

16. The table below shows the data required for the Staffing/caseloads categories:

**(Version 1.1)**

**Department for Work & Pensions**

| | In Month data collection | Months | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March |
| **Staffing/caseloads** | Senior and Site/Branch management | | | | | | | | | | | | |
| | Front line claimant-facing | | | | | | | | | | | | |
| | Centrally-managed functions | | | | | | | | | | | | |
| | Employer Engagement staff | | | | | | | | | | | | |
| | **FTE Total number of staff** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Days lost to absences this month | | | | | | | | | | | | |
| | Claimant Volume - In the active caseload | | | | | | | | | | | | |
| | Claimant Volume - In work caseload | | | | | | | | | | | | |
| | Claimant Volume – Not currently engaged caseload | | | | | | | | | | | | |
| | **Total Caseload size** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Average job entries per Front line claimant-facing staff | | | | | | | | | | | | |

**(Version 1.1)**

**Caseload Management**

17. We are aware that prime providers (and their sub-contractors) use a variety of methods to manage their caseloads, identify appropriate support for participants and to set their internal performance targets or expectations.

18. One of the key methods to capture the information required to manage the contract is to split the "out of work" caseload either by "segmenting" i.e. placing participants into elements or stages of your delivery model. Another method is to split your out of work caseload in relation to their close proximity or otherwise to getting a job. This would probably be done as part of an on-going assessment of their skills, aspirations and motivation and lead to the caseload being rated, for example, as Red, Amber or Green or a variation on this theme.

19. This part of the return requires you to capture this information to support our knowledge of your delivery model and to aid the performance management of your contract. It is possible that you both segment the caseload and rate their proximity to the labour market if so please complete all the data lines in the Caseload Management section of the return.

20. The data we require is at CPA level. Based on the information above we are asking you to complete the Caseload Management element of this return by either completing the segmentation or risk-rating tables or both if both tools are used by you as a prime provider. To complete the return it will require you to include your own headings for each row to reflect your own delivery and/or risk rating model and provide a "key" or brief summary of each heading under the Caseload Management table.

21. Most Segmentation or Risk categories should have two lines. In the segmentation section you should enter the number of participants in each segment during the month and in the RAG-rate section you will need to enter the number of customers from each RAG group that have achieved a job entry  during the same month.

22. The exception to this will be segmentation categories for customers who are already in work. In these cases, you will only be able to record the number of participants.

23. The table below shows the data required for the Caseload Management return:

**(Version 1.1)**

| CPA | |
|---|---|
| **Provider** | |

| | **In Month data collection** | **Months** | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March |
| **Segmentation** | Segmentation 1 - *[title]* - Number of particpants | | | | | | | | | | | | |
| | Segmentation 1 - Job Entries actual performance | | | | | | | | | | | | |
| | Segmentation 2 - *[title]* -Number of particpants | | | | | | | | | | | | |
| | Segmentation 2 - Job Entries actual performance | | | | | | | | | | | | |
| | Segmentation 3 - *[title]* - Number of particpants | | | | | | | | | | | | |
| | Segmentation 3 - Job Entries actual performance | | | | | | | | | | | | |
| | Segmentation 4 - *[title]* - Number of particpants | | | | | | | | | | | | |
| | Segmentation 4 - Job Entries actual performance | | | | | | | | | | | | |
| | Segmentation 5 - *[title]* - Number of particpants | | | | | | | | | | | | |
| | Segmentation 5 - Job Entries actual performance | | | | | | | | | | | | |

**(Version 1.1)**

## Annex 1: Key Performance Drivers returns template

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/449187/pmr-annex-8-july2015.xlsx


## Annex 2: Timetable for Provider Key Performance Drivers MI returns

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/449188/pmr-annex-9-july2015.pdf

**(Version 1.1)**