

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Category Management Team - Work Programme
Senior Performance Managers
Performance Managers
Mike Jones
Nick Murphy
Angela Hargreaves

From: Work Programmes Division

Memo Serial Number: WP LR190

Date: 8 May 2015

Subject: New Work Programme quarterly management information return: Key Performance Drivers

Action: For information and action

Timing: Immediate

Background

This memo informs Work Programme providers about a new quarterly performance information return: Key Performance Drivers MI.

DWP will use this new data:

- to enable DWP to better understand your delivery model and performance at contract and provider levels. It is expected that this will improve the quality of your performance discussions with the Department
- at Contract Performance Reviews, with the expectation that you will be able to discuss the information in detail if required by the Performance Manager
- to allow DWP to analyse some of the key operational characteristics of Work Programme providers to better understand performance at national programme level; and
- to contribute to future programme design.

Summary and action

Provider Guidance including the spread sheet you must use to complete and send the return to DWP is attached below.

This management information return must be completed on a quarterly basis and the timetable for the returns is at Annex 2. The first return is due on **14 July 2015** and we are asking for this initial return to cover the period start September 2014 to end June 2015.

If the providers have any issues in meeting the deadline they must inform the Department's Performance Manager immediately.

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

CENTRALPERFORMANCE.TEAMINBOX@DWP.GSI.GOV.UK

Further information and contact details

If they wish providers are asked to contact Andy Whisker, e-mail andy.whisker@dwp.gsi.gov.uk to discuss any issues related to this guidance and the content of their return before they complete the first returns due in July.

Andy Whisker

Work Programmes Division