

# Withdrawn

**This publication is withdrawn.**

This publication is no longer current.

# Department for Work and Pensions

## Work Programme Live Running Memo

**To:** Work Programme Providers

**Cc:** Account Managers  
Account Executives  
Senior Performance Managers  
Performance Managers

**From:** Work Programmes Division

**Memo Serial Number:** 149

**Date:** 01 April 2014

**Subject:** Guidance for Performance Management Regime  
Version 2

**Action:** For Information and Action

**Timing:** Immediate

### Background

The PMR was brought into operational running last June, it was always our plan to review the guidance and make improvements to our Performance Management Framework.

Attached is version 2 of the Performance Management Regime guidance for providers which has been revised following internal consultation.

### High Level Changes:

This is now one document which should be used no matter which level of the Performance Management Regime your contracts are placed into.

### New Chapter or Changes to existing Chapter

Chapter 5 - Performance Manager Checks - Your performance manager will now follow up and ensure clearance of any CMO checks that have been identified as outstanding.

Chapter 8 - Supply Chain Management Information - this chapter is new to the PMR and requests MI regarding the performance of your Supply Chain partners and how their performance contributes to yours.

The Department will notify you of when this process will start and of the first month you will be expected to submit your MI.

Chapter 9 - Management Information - This chapter has been revised; you should see the guidance below for instructions on the return of your information.

For the return of the Flat File monthly Pipeline, ensure that:

- It is returned by no later than the 5th working day of the month (see timetable within the guidance)
- It must be e-mailed to: [MIPROVIDER.RETURNS@DWP.GSI.GOV.UK](mailto:MIPROVIDER.RETURNS@DWP.GSI.GOV.UK)
- The e-mail must NOT be marked as private – the return e-mail address is secure and only assessable to DWP staff collating the returns. Marking as private means the e-mail is not visible to DWP staff collating the returns.
- The checking tool does NOT show any errors – the total number recorded within individual cohort periods in the current month must be the same as the previous month for all PGs / Cohort periods.

### **Further Information Contact Details**

All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.

Regards

**Work Programmes Division Enquiries Team**