

# Withdrawn

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## **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:** 147

**Date:** 30/01/14

**Subject:** Introduction of the handover process from Compliance Monitoring Officer actions to Performance Manager follow up.

**Action:** For Information and Action

**Timing:** Immediate

#### **Background**

The following message informs all Work Programme providers of the formal handover process from Compliance Monitoring Officers (CMOs) to Performance Managers (PMs) to carry out their monthly checks at provider premises.

The revised CMO check regime has been in place across all Work Programme contracts since July 2013 and, similarly, Performance Managers have been carrying out their own participant record checks since summer/autumn in most CPAs. This notification is to inform you of the changes that will affect providers now that the handover process from CMO to PM has been refined and standardised.

#### **Overview**

The steps below describe the process from a CMO completing their checks, to issue of the ESF3 report and the introduction of a new PM check.

- 1) At the end of a CMO visit, after discussing the issues found, the provider will be given 'one calendar month' to address any issues highlighted on the ESF2a forms,
- 2) If the Provider can produce any evidence not already seen by the CMO, then the '48-Hour Additional Evidence period' remains in place, as before,

- 3) After the 48-Hour period has ended, the CMO will review any outstanding ESF2a Actions and will select up to 5 (20%) for the PM to check/follow up (if the number is less than 5 then all ESF2a's will be selected),
- 4) Within 12 working days from the provider visit the CMO will issue the ESF3 report.
- 5) The PM will review each case identified on their first visit following the 'one calendar month' period. (The provider will be notified of the identified check cases when the PM visit is arranged),
- 6) Any issues not resolved after this period, will be taken forward through the Contract Performance Reviews.

Following the internal handover of check cases from the CMO, the PM will be responsible for ensuring providers resolve each of the issues highlighted.

### **Summary and Next Steps**

The ESF2a form has been amended to include a '48-hour Additional Evidence' deadline date and a 'One Calendar Month' Provider Action deadline date to remind providers of the timeframe for resolving issues.

Each ESF2a should clearly inform providers that evidence has not been seen by the CMO during their checks.

The implementation of the revised ESF2a will commence from February 2014.

Note: The timeframe of 'one calendar month' is a given amount of time before the selected ESF2a's come into the scope of PM checks. If some of the issues highlighted take longer, or require several interventions to address issues, then Providers should work to meet all of the Minimum Service Offer statements, as per their bid. Any steps, taken by Providers, to address issues will be noted by the PM for future discussions.

Version two of the Performance Management Regime provider guidance, which includes this change, will be issued in the next two weeks.

### **Further Information Contact Details**

All enquiries on the subject of this memo should be raised with your performance manager in the first instance.

Regards

**Compliance Management Team**