## Annex 10.1 - The Contract Performance Review (CPR)

1. The purpose of the CPR is to formally examine with you, the performance of your contract. All relevant aspects of performance will be assessed against contractual requirements and outcomes.
2. The frequency of CPRs will normally be monthly as a minimum, however, this will be reviewed as appropriate and normally arranged within 10 working days of the publication of the DWP Management Information. The CPR will be chaired by your DWP PM who will also invite the key stakeholders within the CPA, which will include Jobcentre Plus. They may also invite additional attendees should issue or risks exist affecting your performance, for example, PCOs, Commercial/Policy colleagues or provider specific stakeholder.

### Content of the CPR meeting

1. The CPR will focus on the ongoing achievement of your performance and depending on priority issues identified, discussions are likely to cover some or all of the following areas:

* Performance – reviewed against performance metrics, identifying trends;
* Expected future performance based on information available (e.g. first earnings and current performance levels);
* Review of your Provider Action Plan – including improvement expectations agreed at the last meeting;
* Sub-contractor/Supply Chain performance;
* Caseload sizes/staffing levels;
* Employer engagement;
* Decision Making and Appeals (DMA), where appropriate;
* Collaborative working;
* Feedback from Jobcentre Plus;
* Participant experience;
* Compliance Monitoring and Provider Assurance;
* PM checks/summary reports;
* DWP policy changes – latest DWP memos; and;
* Stakeholder Engagement – your engagement plan activities.

1. This list is not exhaustive
2. You must update your PM immediately on any changes to information, data, progress, processes, procedures and issues relating to this contract.
3. **Action points outstanding**: Your PM will go through any outstanding action points not cleared before the meeting and update where possible. Any action points raised during the current meeting will be assigned a named person/persons and given a timescale for resolution.
4. **Performance/Future Performance**: The main focus of the CPR is reviewing performance on a cohort profile basis against your performance levels and delivery of the Customer Service Standards in the Contract. Your PM will use the DWP Management Information, your MPR, action logs, supporting documents, results from compliance checks and visits and, the Action Plan to lead performance discussions. Any areas of improvement or weakness will be highlighted during the discussion and agreed action captured in your Action Plan. Your PM will challenge you to meet your targets and be clear about any intervention action which may be taken should your performance metrics in the Contract not be met.
5. **Review of your Action plan:** Review progress and, if applicable, flightpath including target dates and improvement expectations agreed at the last meeting.
6. **Subcontractor and supply-chain performance**: You will be asked about the performance of subcontractors delivering end-to-end services on your behalf, which will be reported as part of the MPR. You will be asked about the steps you are taking to ensure performance is high, and what actions you are taking to remedy any poor performance.
7. **Caseload sizes/Staffing:** We expect your caseload sizes to be within the range stated by you, and your CPA to be staffed up to the levels within your contract. Where caseload sizes are exceeding the maximum agreed limit, or staffing below expectation you will be required to take swift action to address any shortfall to meet the levels stipulated within your contract.
8. **Employer Engagement**: Your PM will ask you about the work you have done to engage with local and national employers taking account of your contract delivery model.
9. **Collaborative working**: Discussion will focus on how you are continuing to improve local working relationships with Job Centre Plus which is essential. This may include resolving any issues there may be relating to referrals and the participant journey, including sharing of good practice and good news stories.
10. **Participant Experience**: This will include the sharing of good news stories, discussion around any current complaints and participant experiences to identify trends and the effectiveness of processes.
11. Independent Case Examiner (ICE) data will be available to help inform discussions. You will be expected to provide figures on the number of complaints received (in-month); number of complaints resolved; and the number of complaints still outstanding in line with your complaints process. You will be asked about the breakdown of complaints across the Supply Chain and if this has identified any areas of weakness.
12. **Compliance Monitoring and Assurance**: Your PM or PCO will feedback outcomes / actions from the latest check and, where necessary, agree any actions to be included in your Action Plan.
13. Dependent on the assurance rating awarded as part of a Provider Assurance review, where necessary, agreed actions for improvement may be included in your Action Plan.
14. **PM CPA Checks**: The findings of the checks will be discussed at the CPR and, where necessary, agree any actions to be included in your Action Plan.
15. **DWP policy changes / latest DWP memos**: This item is to ensure all parties are aware of any policy changes since the last CPR.
16. **Stakeholder Engagement:** You will provide update on your engagement and activities with local and national employers, employer forums, training providers and other local key stakeholders.