

Department for Work and Pensions (DWP)
Central Freedom of Information Team

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: VTR 2414

Date: 6 July 2015

Dear Ivan Pavkovic

Thank you for your Freedom of Information request received on 14 June 2015. You asked:

Can you provide me with Flexible New Deal Performance targets and key performance indicators, for each contract provider?

I have a link to the standard terms and conditions

<http://webarchive.nationalarchives.gov.uk/20130128102031/http://www.dwp.gov.uk/docs/dwp-model-tc-national-w2w.pdf>.

However this does not outline performance targets or indicators, nor does it outline minimum service requirements that other contracts for the work programme provides.

Flexible New Deal (FND) providers were all accountable for the following contract targets:

- 55 per cent of those customers starting on FND will achieve a short job outcome; and
- 50 per cent of those customers starting on FND will achieve a sustained job outcome.
- A minimum of 95% of customers who complete their 52 weeks on FND will have attended a minimum of four continuous weeks of full-time work or work related activity, within the 52 week Flexible New Deal period.
- Providers will register a Flexible New Deal start for at least 85 per cent of customers, providing they continue to claim JSA, within 15 working days of being referred by Jobcentre Plus.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745