

Chapter 10 – Performance Management and LMS Markers and Hotspots

Introduction - Performance Management and LMS Markers and Hotspots

1. The DWP single departmental plan: 2015 to 2020 (link is external) sets out our plans and ambitions as a Department to 2020. Contained within the Business Plan is the Performance Agreement for this year.

2. Our Business priorities reflect the challenges we must meet to deliver for our claimants, our Ministers, our partners and the Department. Equally important, they enable us to contribute towards the delivery of the Government's Social Justice agenda to ensure the most disadvantaged in Society are supported to turn their lives around. Our priorities are:

- run an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment;
- increase saving for, and security in, later life;
- create a fair and affordable welfare system which improves the life chances of children and adults;
- deliver outstanding services to our customers and claimants; and
- delivering efficiently: transforming the way we deliver our services to reduce costs and increase efficiency.

3. The performance agreement is underpinned by a set of measures based on planning assumptions. These planning assumptions continue to place the emphasis on driving better outcomes and delivering a more personalised, efficient and effective claimant experience, and this includes giving managers greater control over how they use their resources to support people into work.

4. This greater freedom brings greater responsibility for work coach teams to accurately diagnose the support each claimant needs and challenge the claimant to make them a better jobseeker. Work coach teams performance will be judged on the success in getting people off benefits and into work rather than on following internal processes.

5. A full list of the latest agreed performance measures and planning assumptions (link is external) for WSD in 2016/17 is available and shows those we will report on to OET and those we will monitor internally. Please remember these are planning assumptions, not targets. The forecast numbers are an important indicator of the level of service we deliver, but they are secondary to the quality and professionalism of the support we provide to hundreds of thousands of claimants every day.

Useful tools

6. The key to achieving the outcome measures will be in the flexible menu of support tailored to the needs of your individual claimants. The Customer Service Leaders (CSL) Handbook and other chapters within this Handbook focus on the ways in which you can manage this process through meaningful and quality interactions with your staff and claimants and some of the tools available that you could use to help you in this.

7. The useful tools included in Chapter 4 of the CSL Handbook are not the only ones available and you should use any you feel will help you provide support to your staff and claimants. The tools detailed in the CSI Handbook include:

- insight;

- using CVs effectively
- the Knowledge Hub
- Advisory Services Team site
- the Customer Assessment Tool (CAT)
- the CAT Masterclass
- the Quality Assurance Standards
- caseloads and case conferences and
- My Work Plan booklet or action plans.

LMS Markers and Hotspots

8. The LMS Markers and Hotspots Instructions contain information about the various LMS Markers and Hotspots and how they should be used.