

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 471

Date: 27 February 2018

Dear Lee Jefferson,

Thank you for your Freedom of Information request of 03 February 2018. You asked:

Dear Department for Work and Pensions,

We have provided helpful information leading to each request below. Please kindly supply the information requested for each request until the Section 12 cost limit is reached. If (or once) the cost limit is reached we shall make a fresh Fol submission from that point.

Information guidance leading to a request:

DWP recently published a document (dated January 2018) titled "Work and Health Programme Provider Guidance" subtitled "Chapter 16 - Performance Management and Compliance Monitoring". (Linked to below but we've also sent it directly to the DWP Fol email address in case you cannot read online links from your website).

Page 1 section 2 states: "The aim is to ensure you meet the performance levels and customer service standards stipulated in your contract and where required take formal action against you, where you do not meet such performance levels and customer service standards."

** Request 1: Please kindly provide details of these 'performance levels' including any numeric or percentage values therein.*

Information guidance leading to a request:

Page 1 section 2 states: "DWP will manage your performance at the headline CPA level, the headline Devolution Deal Area (DDA) level, and at individual customer group level (disability, LTU and early access) in the CPA, and may take performance improvement action should your performance in any of these fall below the levels stipulated in your contract. We will also monitor the performance of the individual participant groups within the DDA in order to inform progress towards an outcome. These will be included in the regime as Performance Indicators (PIs).

** Request 2: Please kindly provide details of these 'headline CPA levels'; 'headline Devolution Deal Area levels'; 'Performance Indicators' including any numeric or percentage values therein.*

Information guidance leading to a request:

Page 2 section 6 states: "DWP holding regular Contract Performance Review (CPR) meetings with you which will focus on achieving contractual performance levels and customer service standards including but not limited to, on an in-month, rolling 3 month, rolling 12 month and cumulative basis, in line with the Contract from Day One."

** Request 3: Please kindly provide details of these 'contractual performance levels' including any numeric or percentage values therein.*

Information guidance leading to a request:

Page 3 section 13 states: "DWP will manage your performance against Performance Indicators (PI). These will include the individual participant groups within the DDA, and also the progress towards an outcome as informed by earnings commencement, and the £1,000 and £2,000 milestones. Where a PI potentially indicates a future failure of a tMPL, DWP may require you to develop an improvement plan to remedy this by issuing a Performance Indicator Course of Action Notice."

** Request 4: Please kindly provide details of these 'Performance Indicators' including any numeric or percentage values therein. Please explain what £1,000 and £2,000 milestones refer to (for instance is it extra payment for good performance?)*

Information guidance leading to a request:

Page 6 section 27 subsection 1 states: "CPA level tMPL. This is the headline performance target; a CPA-level % conversion rate taken from your tender offers for each of the separate customer groups. Performance will be measured and managed on a cohort profile basis."

** Request 5: Please kindly indicate details of the 'CPA level tMPL headline performance target' along with any numeric or percentage value describing what this target currently is.*

Information guidance leading to a request:

Page 6 section 27 subsection 2 states: "CPA level Disability Customer Group tMPL This is the performance target for persons who have a disability attending WHP on a voluntary basis, taken from your tender offer. Performance will be measured and managed on a cohort profile basis."

** Request 6: Please kindly indicate details of the 'CPA level Disability Customer Group tMPL' performance target along with any numeric or percentage value describing what this target currently is.*

Page 6 section 27 subsection 3 states: "CPA level Early Entry Customer Group tMPL. This is the performance target for the Early Entry disadvantaged groups attending WHP on a voluntary basis, taken from your tender offer. Performance will be measured and managed on a cohort profile basis."

** Request 7: Please kindly indicate details of the 'CPA level Early Entry Customer Group tMPL' performance target along with any numeric or percentage value describing what this target currently is.*

Page 6 section 27 subsection 4 states: "CPA level LTU Customer Group tMPL. This is the performance target for the LTU group attending WHP on a mandatory basis, taken from your tender offer. Performance will be measured and managed on a cohort profile basis."

** Request 8: Please kindly indicate details of the 'CPA level LTU Customer Group tMPL' performance target along with any numeric or percentage value describing what this target currently is.*

Page 6 section 27 subsection 5 states: "DDA level tMPL The tMPL for the DDA will be measured both distinctly from and as part of the tMPL for the CPA (tMPL 1). Performance will be measured and managed on a cohort profile basis. This is an aggregate of the performance against performance targets for each of the separate customer groups at DDA level; a DDA-level % conversion rate."

** Request 9: Please kindly indicate details of the 'DDA level tMPL' performance target along with any numeric or percentage value describing what this target currently is.*

Thank you.

For reference here is the file we used for this request and as stated earlier we have provided a copy of this to your Freedom of Information email address

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/678218/whp-provider-guidance-chapter-16-performance-management.pdf

DWP Response

I can confirm that the Department holds the information you are seeking. However, the information you have requested is commercially sensitive (with the exception of part of your Request 4 as below) and is therefore exempt from release under Section 43 of the Freedom of Information Act.

Section 43 exempts information which, if disclosed, would be likely to prejudice the commercial interests of any person. It protects not only the commercial interests of third parties but also the commercial interests of the Department. It is intended to protect the ability of a public authority like DWP to obtain goods or services on the best possible commercial terms and to protect the legitimate commercial interests of its suppliers. The information you seek falls into this category.

As required by the FoI Act the use of this exemption requires the public interest for and against disclosure to be assessed. Generally speaking there is a public interest in the disclosure of commercial information to ensure transparency in the

accountability of public funds and to show that public money is being used effectively. Conversely, there is a public interest in ensuring that disclosure does not compromise an existing competitive market environment or the Department's ability to secure best value for money for the taxpayer. On balance I am satisfied that, in this instance, the public interest in applying the exemption outweighs the public interest in disclosure.

In response to part of request 4, you request an explanation of what £1000 and £2000 milestones refer to? The £1000 & £2000 milestones refer to a notification that is issued to Providers when an individual participant on WHP has received employment earnings of £1000 and then again when the participants employment earnings reach £2000, this information comes from HMRC and is issued via DWP systems and demonstrates progress in employment and the achievement of an employment outcome. Further information and details can be found at:

<https://www.contractsfinder.service.gov.uk/Notice/710bcc86-887b-454b-be8a-f8cc05112e8a?p=@RPT0=NjJNT08=UFQxUIR>

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

Yours sincerely,

DWP Strategy 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@dwp.gsi.gov.uk or by writing to DWP, Central Fol 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.gov.uk