

Appendix 3: DWP monitoring and reviews

Clause 6.3.2. of the programme guidance states:

'Reviews will be based on the Accountable Bodies' initial assessments, followed by visits from DWP to review supported employment programme processes, as required. The frequency of reviews will be agreed following the initial assessment (for more information see future Technical Note: Performance Measurement and Assurance).'

From the draft Assurance framework:

- Performance will be monitored against a framework.
- This framework will consist of a 4-staged approach to ensure the Grants deliver a good quality of service for all Participants in accordance with Delivery Plans, and the Grant Funding Agreement, and value for money for the taxpayer in accordance with Managing Public Money principles and Grant Management standards.
- Level 1 signifies that all performance measures are being met (business and usual) with incremental levels signifying increasing concerns around performance achieved.
- Performance will be measured monthly and there may be additional quarterly MI requirements.
- As a minimum at all 4 levels of the framework, DWP and ABs will have a monthly touch call (virtual) and a quarterly visit (F2F).
- If any of the performance measures are not being achieved, Level 2 and above, DWP may offer support in the form of additional meetings, facilitated workshops and forums. We may also require a Remedial Action Plan to be developed and agreed.
- Level 3 may see further offers of support in the form of additional calls to discuss issues and resolution, additional visits, facilitated workshops and a remedial action plan.
- At Level 4, in addition to the above support that may have been provided, there may be a timetable of support agreed at a senior level.
- Where we have significant concerns about performance with an inability to remedy, DWP may suspend or amend the Grant funding.