

## **New Ways of Working – Contracted Employment Provision**

We are writing to tell you about a new project in DWP/Jobcentre Plus that will impact on the way you work with Jobcentre Plus in the future. The project is called the New Ways of Working Contracted Provision Performance (NWOW CEP) Project, and this note is to signal our commitment to this important joint work and enlist your support as we move forward to implement the new ways of working.

The NWOW CEP project draws on three strands of work which were initiated with three parts of DWP; WWEG Delivery Directorate had been looking at how we might improve the performance of contracted provision and had run a Performance Workshop last December, Jobcentre Plus had established a New Ways of Working Project to look at a range of issues to improve performance, of which this area was one; and as you already know, CEP have developed their new organisational structure and Supplier Relationship Management approach. While there is much common ground and many shared goals in these areas of work, we have become convinced that the absence of a clear and mutually understood overall framework has sometimes meant we do not always get the best from our relationships with you, our providers.

We have therefore developed a Standard Operating Model for Contracted Employer Provision (a CEP SOM Performance). Our intention in doing this is simply to help clarify existing responsibilities and to describe how we want to work together from now on. Nothing in the CEP SOM changes existing roles and responsibilities and Commercial Directorate CEP will continue to manage commercial relationships with suppliers and your contract/supplier manager will still be your key contact within DWP.

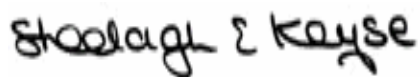
What it does do is describe the overarching framework for joint performance/customer experience management and articulate a need to support partnership working between JCP and providers at National, Regional and District levels. One of the key changes is the development of Provider Engagement Meetings (PEM) to facilitate and support relationships between Jobcentre Plus and providers. To meet this need we have commissioned a joint project to develop and help implement the new PEMs.

Our view is that PEMs will provide the structure and environment to further develop existing best practice and support a new, joint, way of working. Jobcentre Plus Districts and Regional colleagues will take a lead in initiating and running PEMs but success will clearly depend on commitment and contributions from you as providers.

We are trailblazing the PEM approach in a couple of Districts in order to better understand the operational and behavioural implications of the model. This work, and the wider roll-out of the PEM approach to which we are all committed, is being led and supported by a joint Project Team reporting to us.

The Project Team will develop the tools and guidance needed to roll-out the PEM approach from September 08 onwards. Our clear expectation is that by the end of the operational year Provider Engagement Meetings will be happening everywhere and you as providers will be involved in these meetings.

There is much still to do. Inevitably there will be issues and challenges to address as we move forward. Communications will be challenging, particularly in the early Trailblazing phase, where the aim to introduce this change and learn lessons for those who come after. We are sure however, that you will welcome this new approach and will work with us constructively over the coming months to develop and embed the new arrangements.



**Sheelagh Keyse**  
**Director of Customer**  
**Services**  
**Jobcentre Plus**



**Alan Cave**  
**Delivery Director**  
**WWEG**



**David Smith**  
**Commercial Director**