

NOTICE TO PROVIDERS

NEW WAYS OF WORKING

9 March 2009

Provider Engagement Meetings (PEMs)

'New Ways of Working' is a new methodology looking at the ways for DWP Contract Managers, Jobcentre Plus and Providers to work together to ensure all parties are focussed on delivering the best customer experience and achieving the best outcomes from the provision.

At the heart of this new approach are the Provider Engagement Meetings (PEMs). PEMs have been introduced as a result of a number of factors including: changes in the way contracts are let and managed; a new commissioning strategy leading to bigger, longer contracts, including contracts which span a number of districts and/or regions; and the management and development of the top providers being undertaken through three Supplier Relationship Management teams.

A PEM is a meeting between Jobcentre Plus, DWP Contract Managers and either a single contracted employment programmes provider or a number of providers. During a PEM, discussions usually focus on performance and delivery issues agreeing actions which will lead to improved customer experience and more job outcomes.

The PEM is about Jobcentre Plus and the provider working together to look at issues that are impacting on the delivery of services locally as well as providing an opportunity for Jobcentre Plus and the provider to share information, such as expected changes to volumes, periods of high staff absence which might impact on referrals or any other planning or forecasting information that might impact on the delivery of the services to customers.

The PEM should also be used as an opportunity to consider trends and reflect on other factors impacting on performance. Changes in the local labour market, wider strategic policies, employer engagement, other provision, links to other providers, third sector involvement, skills and changes in programmes requirements are all areas that should be part of the PEM discussions.

PEMs are also a key mechanism for continuing the engagement, influencing and understanding the providers approach to supporting and delivering outcomes across Local Employer Partnerships.

[Provider Engagement Meetings \(PEMs\) guidance](#)