

CHAPTER 5: MANAGEMENT INFORMATION

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CHAPTER 5 – MANAGEMENT INFORMATION

Introduction

1. This chapter describes the arrangements for the collection of Management Information (MI) in support of provider job outcomes and provider payments. For European Social Fund (ESF) provision see Chapter 12. For the recording of temporary jobs see Chapter 5A.

Management Information

2. Management Information (MI) is used to measure the performance and success of contracted employment provision - at local, regional and national levels, in terms of:

- a) The progress of individual customers. This also feeds the Analytical Division (Information Centre) evaluation databases and is used to report to Ministers;
- b) The uptake and delivery of provision within programmes;
- c) Contract monitoring/management (including financial monitoring and external quality inspection); and
- d) Outcomes achieved.

Information Flows/Requirements from Providers

3. Referrals, starts, fail to start and leaver/dismissal information should be notified to Jobcentre Plus advisers on the form SL2JP. The Programme type and Customer group information detailed by the Jobcentre Plus office at parts 1 and 2 of the SL2JP provide the information needed to complete the JE2JP and JO2JP (performance) forms (for completion notes, see para 10 below).

Contractual and Jobcentre Plus Targets Information

Contracts let from 1 April 2006

See Chapter 5B for Tracking Periods for New Deal for Young people, New Deal 25 Plus and Programme Centres for jobs starting after 1st January 2009.

4. For contracts let from 1st April 2006 performance is measured against paid job outcomes claimed on form JO2JP: (see paragraph 5 below for provision not attracting a payable job outcome). The Job Outcome definitions for new contracts are as follows:

i) Customers in receipt of Jobseekers Allowance (excluding those on Progress to Work/Link Up) who enter a job, or jobs where employment is with more than one employer which:

- consists of at least 16 hours of work each week;
- is expected to last at least 13 weeks;
- begins within 6 weeks of the customer leaving provision.

ii) Inactive customers plus Progress to Work/Link Up customers in receipt of Jobseekers Allowance who enter a job, or jobs where employment is with more than one employer which:

- consists of at least 8 hours of work each week;
- is expected to last at least 13 weeks;
- begins within 6 weeks of leaving provision.

Note 1:

Where providers delivering 13 weeks New Deal 25 plus Intensive Activity Period (IAP) routeways, or New Deal for Musicians, have been allowed 13 weeks extensions they can claim job outcomes for both the original IAP and the extension period. The tracking period will be deferred and will commence from the end of the extended period. This is the only exception within New Deal 25 plus IAP provision when the 6 weeks tracking period is deferred.

Note 2:

The New Deal Streamlining Options tracking period lasts for 6 weeks and begins from the day after the last provider finished delivery of their provision – regardless of the provision type, i.e. VS, ETF or FTET.

5. For provisions with a contractual performance target that do not attract job outcome payments i.e. Gateway to Work the same job outcome definitions apply but should be notified on form JO2JP (performance). All returns on form JO2JP (performance) should be sent to Third Party Provision Manager at District offices by the dates shown below for form JE2JP shown in paragraph 12 of this chapter. The validation process for these returns is outlined in paragraph 11.

6. As Jobcentre Plus no longer records the outcomes of vacancies to measure its performance the provider is responsible for tracking job outcomes and collecting the evidence necessary to support a payment.

7. Chapter 4 of this guide give details of how to claim a job outcome and the evidence required to support it. Chapter 5A of this guide has been introduced and shows how to record temporary jobs.

Residual contracts let prior to 1 April 2006

8. The BOND pilot districts have residual contracts let prior to 1st April 2006, which operate on existing terms and conditions, and performance continues to be measured using the old definition of a job entry. Form JE2JP should be used to notify Jobcentre Plus of participants starting work within 13 weeks of their last day of attendance on the provision. The job must be expected to last for 8 hours in a week (between Sunday and Saturday). Where the work is expected to be completed in a full day, a lunch break of up to 1 hour can be included as part of the 8 hour total.

Form JE2JP is available for providers to order from:

Meads Ltd
Leen Gate
Lenton
Nottingham
NG7 2GB

9. For both performance information and contract management purposes it is imperative that this JE2JP form is completed correctly with in-month data (i.e. not cumulative) and sent to your Jobcentre Plus District Office by the agreed dates.

How to Complete the JE2JP Form

10. You must provide the following information, as detailed on the front of the form:

- Client Group: Enter details of the customer group from Part 1 of the SL2JP Start/Leaver form.
- Programme type Enter details of the programme type detailed in Part 2 of the SL2JP. The programme types are as follows:

ND18-24 - Gateway, Gateway to Work, FTET, ETF, VS Option, S/E Route, Follow-through, New Deal for Musicians.

ND25 Plus - Gateway, Gateway to Work, IAP - BET, Training, Self-employment, ETO, Work Placement, Work experience. Follow-through, Follow-through IAP. (Participants attending SJFT and LOT type provision should be recorded as "IAP" training), New Deal for Musicians.

Workstep
Programme Centres
Mentoring
Progress2Work /Progress to Work Link Up

Validation

11. It is the responsibility of the Jobcentre Plus District Office to check the JE2JP and JO2JP (performance) forms for validation purposes against the information held by Jobcentre Plus offices. Any errors, omissions or anomalies should be reported to you at this stage to enable you to rectify the data in time for the next due date. Current Jobcentre Plus processes require that Jobcentre Plus District Offices undertake a 100% check of JE2JP forms.

Timetable for Returns

12. The timetable below confirms the period-end dates and the dates the JE2JP forms should reach the Jobcentre Plus District Office. It is imperative that the form is completed correctly with in-month data (i.e. not cumulative) and sent to your Jobcentre Plus District Office by the dates in column 3 below:

Month	Period end date	Date forms are due at Jobcentre Plus District Office
January 2009	30/1/2009	4/2/2009
February 2009	27/2/2009	4/3/2009
March 2009	27/3/2009	1/4/2009
April 2009	24/4/2009	29/4/2009
May 2009	29/5/2009	3/6/2009
June 2009	26/6/2009	1/7/2009
July 2009	31/7/2009	5/8/2009
August 2009	28/8/2009	2/9/2009
September 2009	25/9/2009	30/9/2009
October 2009	30/10/2009	4/11/2009
November 2009	27/11/2009	2/12/2009
December 2009	25/12/2009	30/12/2009
January 2010	29/01/2010	3/2/2010
February 2010	26/02/2010	3/3/2010
March 2010	26/03/2010	31/3/2010

Guidance on the Clerical Collection of Management Information (MI) on Basic Skills

13. The results of the Independent Assessment (IA) should be recorded on the IA2 by the Assessment Provider, and sent to Jobcentre Plus as well as any further Basic Skills Provider. More information, including guidance notes for IA providers is given in Chapter 10.

14. The referrals to and starts on contracted Basic Skills provision should be recorded on the REF2JP and SL2JP forms and sent to the appropriate Jobcentre Plus office. More information on referrals/starts within Basic Skills provision is given in Chapter 2.