To: Benefit Centre ECO  
JCP MI Reporting Operational Performance, Planning and Change Directorate (OPPC)  

Subject: DWP Performance Measurement exercise for your Benefit Centre on /2014

Notification of Performance Measurement (PM) exercise

PM will begin a measurement exercise for your district in week commencing __/__/__ and the exercise will last approximately 8 weeks.

Please see the attached list of cases required for the PM exercise.

Roles and Responsibilities

- Where the claim was made by telephone JCP MI Reporting OPPC Directorate is responsible for supplying the identification number for the Verint call recordings via email to GEOFF.CLOUGH@DWP.GSI.GOV.UK within 3 weeks of receipt.
- As the ECO you are responsible for ensuring that the cases and documents detailed in the action checklist are provided to PM at the start of the exercise.

Please note: For ESA and JSA cases sampled, offices must not contact the claimant or third party to obtain any missing evidence or documentation as this could prejudice the PM examination of the case.

Where evidence cannot be reproduced e.g. medical reports arising from Work Capability Assessment and where the original documentation is not found a deemed whole award error will be recorded.

As the ECO please ensure that:

- The Action Checklist is complete
• Dialogue 110 has been annotated with PM interest
• That all relevant documents are included in the case paper
• That all JSA LM documentation (including any LM Sector DM decisions) is available, if required, for the check. **NB: These will only be requested by the PM checker in exceptional circumstances**

Roles, responsibilities and best practices for the BC ECO are explained in the Performance Measurement Guide (PMG) [insert link to PMG]

**Sample**

As the ECO you are asked to identify and obtain the cases relevant to your BC for the start of the PM check. The total cases to be checked per benefit are shown in the table below

<table>
<thead>
<tr>
<th>WA sample sizes</th>
<th>YR15 Visit 1-12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>First record</td>
</tr>
<tr>
<td>ESA</td>
<td>601</td>
</tr>
<tr>
<td>JSA</td>
<td>801</td>
</tr>
<tr>
<td>JSANC</td>
<td>1001</td>
</tr>
</tbody>
</table>

**During the exercise**

The PM review process requires home visits to claimants randomly selected for checking, we will examine and interview a selection of ESA and JSA claimants to review their circumstances. The majority of these visits are un-notified (cold calls). As a result, claimants may often contact your sites to verify staff identity. Prior to the start of the exercise dialogue 110 should be noted to advise staff of a potential PM interest. I would be grateful if you could make frontline staff aware of these details to help them quickly resolve any identity issues. If there is no notepad entry, staff identity can be confirmed by checking the DWP Directory and the Global Address List.

Once a claimant visit has been completed, the case will be subject to a technical check to check the claimant's entitlement to benefit and identify any claimant fraud, error or official error.

Information on any error cases will be passed to you as the ECO. Please ensure that all errors raised are considered and that the ECO approval screen on FREDA is complete to confirm whether the error is agreed or not within the agreed timescales. Further information on the agreement/disagreement and arbitration process is available in the PMG [insert link to PMG]
Outstanding cases

At the end of the PM exercise if there are any cases that are left as incomplete there will be up to 10 weeks to provide the missing/further information. Where the necessary information is not provided within this time, the case may be treated as incorrect and a deemed error recorded. Internal results will include errors recorded under this rule. However, Operational Delivery reported results will reflect the results from actual cases checked.

To avoid the recording of deemed errors it is essential that all documents required by PM are provided at the start of the measurement exercise. Further information is available in the PMG. [insert link to PMG]

All sampling, reviewing, checking and error methodologies are fully described in the PMG [insert link to PMG]

After the exercise

The data captured during the exercise will be used to report on:

- Jobcentre Plus performance against internal Key Management Indicators;
- Jobcentre Plus performance against external targets (MVFE in ESA and JSA) which is reported to Ministers and Senior Managers

For the duration of this exercise the PM Team Manager will be and can be contacted on the following number . The PM Team Manager will make early contact you before the visit is due to start to advise you who will be taking the lead and will act as the main focal point for any issues arising during the exercise.

If you require further information regarding this letter, please ring on 0191 2168034

Thank You

Geoff Clough
Business Support Team
Performance Measurement
Information Exploitation and Security Directorate
Room BP6301
DWP Benton Park View
Newcastle upon Tyne
NE98 1YX
Tel: Tel: 0191 2168034
E-mail: GEOFF.CLOUGH@DWP.GSI.GOV.UK
## ACTION CHECKLIST

**Action to be taken:**

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>1)</strong></td>
<td>E-mail details of the BC ECO to DWP Performance Measurement Helpdesk within 5 working days of receipt of the attached letter.</td>
<td></td>
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<tr>
<td><strong>2)</strong></td>
<td>Liaise with CCD MI Team to ensure that ESA CAM ID numbers have been supplied to PM</td>
<td></td>
</tr>
</tbody>
</table>
| **3)** | Locate relevant cases from FREDA ensuring that each case contains:  
- all documentation and evidence before the decision maker, including all primary documents such as the latest claim form and/or review claim form, all verification documentation (of savings, occupational pension, earnings etc.), any evidence of an AFIP claim and any sub-files such as direct payments, overpayments or mortgages  
- for JSA cases where the date of claim is before 7.10.96 (NUBS 2 cases) and no ES461 is held, form B1 covering date of claim should be retrieved.  
- for JSA cases ensure copies of all JSAs (electronic or paper) covering the selected period are made available to PM. This will assist in negating any subsequent problems with provision of JSAs where cases subsequently go dormant during the PM process.  
- ESA checks for any IS/IB Reassessment cases ensure that all previous IS/IB documentation supporting the ESA award is available, including the IS case paper, IB GBU and IB 55 folder in addition to the ESA case. A copy of the most recent DM’s WCA and LCWRA decision together with any supporting evidence (eg ESA50, hospital report etc) will be required. Where benefit is in payment and any decision is currently under appeal, a copy of the claimant’s appeal letter. |   |
<p>| <strong>4)</strong> | Ensure that all cases required by Performance Measurement are available for the start of the exercise. |   |
| <strong>5)</strong> | Ensure dialogue 110 is updated with the following: |   |</p>
<table>
<thead>
<tr>
<th>PM visit due from .../.../...... to .../.../....</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact ECO Contact (name) ..........................</td>
</tr>
<tr>
<td>Telephone Number ...................................... before any</td>
</tr>
<tr>
<td>contact with the claimant is made</td>
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