PART 1 Introduction and Use of Data

Contents

INTRODUCTION & PURPOSE
AUTHORSHIP AND QUERIES
PMG October 2014

Introduction & Purpose

1000 The purpose of this guide is to set out:

- the background to Performance Measurement (PM) checking programme. This guide is called ‘PMG October 2014.’
- the roles and responsibilities of the key players in the monitoring and review processes
- the PM sampling and checking methodology for Employment and Support Allowance (ESA), Housing Benefit (HB), Jobseeker’s Allowance (JSA), State Pension Credit (SPC) and State Pension (SP) including the recording of errors
- the arrangements, good practices and preparation for PM visits and review periods
- the PM checking and review methodology which is a standardised and mandatory process to ensure the validity of results

1001 This guide should be brought to the attention of all Error Control Officers (ECOs), Pension Control Points (PCPs), Operational Excellence Directorate (OED), Local Authority contact points, benefit processing staff and members of PM Operational Teams and their line managers, in order that all parties:

- are aware of the methodology PM follow
- can prepare for PM visits
- can take account of PM checking methods when deciding improvement strategies

1002 The checking and reviewing principles in this guide have been discussed with all relevant persons (i.e. specifiers and stakeholders) and accepted as a statement of PM checking and reviewing methodology.

1003 This guide does not replace any technical material or guidance other than the April 2014 Performance Measurement Guide for both Common Sample and Housing Benefit and should be read in conjunction with the Data Quality Guide 2014. These guides have been produced to describe the measurement and methodology process to apply from visit 1 of the checking programme starting from October 2014.

1004 Updates to guidance will be included in Performance Measurement Guide Memos issued as and when required following agreement of changes by the Change Control Board (CCB). An overview of the Change Control process can be viewed in the PM Virtual Management Board (VMB) within the Global Library and on the IGS intranet site.

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Authorship and queries

1010 This guide is owned and developed by the PM Advice, Guidance and Arbitration (AGA) Team.

1011 Any queries regarding this guide should be directed as follows:

• Jobcentre Plus district/pension centre staff should contact their Jobcentre Plus OPPC Group Fraud & Error Leads/Pension Service Co-ordinator in the first instance
• OED should contact the relevant PM central team based in Quarry House, Leeds

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