

Key Delivery Indicators

Ref.	Key Delivery Indicators
1	<p>Induction (Stages 4 and 5).</p> <p>Induction Interview to be completed face to face within 5 Working Days from receipt of the referral.</p>
2	<p>Induction (Stages 4 and 5).</p> <p>For any Participant whose Induction interview is not completed within the 5 Working Days timeline as outlined in Ref.1 above, the Induction Interview must be completed within 10 Working Days from receipt of the referral.</p>
3	<p>Induction (Stages 4 and 5).</p> <p>Within one working day following receipt of referral, the Service Provider must notify the Participant and DWP, in writing, of the date and time of the Induction Interview.</p>
4	<p>Induction (Stages 4 and 5).</p> <p>2 working days prior to the Induction Interview, the Service Provider must contact the Participant by phone to alleviate any Participant concerns. Evidence of both successful and unsuccessful calls should be recorded.</p>
5	<p>Induction (Stages 4 and 5).</p> <p>At the Induction Interview, the Service Provider must provide each Participant with an Induction Pack and have evidence of a signed Participant Agreement.</p>
6	<p>Intervention / Participant Engagement (All Stages)</p> <p>Weeks 1-3 Service Provider must demonstrate engagement with the Participant</p> <p>Weeks 4 – PES End Date At every weekly face to face intervention, a Participant’s personalised Action Plan will be reviewed and updated to reflect progress and agreement of future activities and actions.</p>
7	<p>Intervention / Participant Engagement (All Stages)</p> <p>Face to face formal monthly review between the Key Worker and the Participant to take place.</p>
8	<p>FSS Questionnaire</p>

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	FSS Questionnaire must be completed at the Induction Meeting.
9	<p>FSS Questionnaire</p> <p>Service strand to be confirmed by end of week 3 commencing from the Participants start date.</p>
10	<p>In Work Support Plan (Stage 10)</p> <p>A detailed In Work Support (IWS) Plan to be agreed with the Participant within 10 Working Days of job start.</p>
11	<p>Procedure for Disengagement by Participant</p> <p>The Service Provider must contact the Participant within 1 Working Day to establish circumstances surrounding disengagement from being notified that the Participant will not continue with the Service.</p>
12	<p>Procedure for Disengagement by Participant</p> <p>If the Service Provider is unable to engage the Participant within 5 Working Days of disengaging they must contact DWP.</p>
13	<p>Participant Service Exit and Leaver Plan (Stages 8 and 9).</p> <p>The Service Provider must produce a detailed Leavers Plan for each Participant returning to DWP within 10 Working Days of Participant service exit date.</p>
14	<p>Complaints.</p> <p>The Service Provider must acknowledge receipt of complaints/concerns with the Complainant within 2 Working Days of receipt.</p>
15	<p>Complaints.</p> <p>Service Provider must provide a formal response to Complainant within 5 Working Days (copied to the Scottish Government) of the complaint being raised.</p>
16	<p>Specialist Support</p> <p>Service Provider must contact the Specialist Supplier Organisation on the day that the issue / need is identified to arrange interview assessment re access to specialist support to address health problems, including professional help to manage mental/physical health conditions and well-being interventions on date the requirement is established.</p>

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17	<p>In Work Support Plan (Stage 10)</p> <p>Job Analysis must be undertaken for each Participant entering employment within 10 working days of each job start, to inform the In-Work Support Action Plan, and with Participant consent, must be agreed with the employer.</p>
18	<p>Vocational Profiling</p> <p>All Participants must be offered Vocational Profiling.</p>
19	<p>Supported Employment Model and Individual Placement and Support</p> <p>The Supported Employment Model for disabled people and Individual Placement and Support (IPS) must be available and offered.</p>

Key Delivery Indicators: Performance Reporting

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20	<p>Management Information</p> <p>The Service Provider is required to provide management information to the Scottish Government in accordance with this Specification</p>
21	<p>Stakeholder Engagement Plan</p> <p>The Service Provider is required to provide an updated Stakeholder Engagement Plan every 3 months commencing from the “Commencement Date” i.e. last working day in June, September, December and March and report progress of partnership, integration and alignment activities with local organisations and services.</p>