[2.15.1] Performance Offer Rationale

With reference to the performance offer that you have provided at Annex S (Pricing Proposal), please explain the rationale for this offer.

Your response should:

- Clearly identify and explain any assumptions used to develop your offer
- Detail any research and/or evidence relevant to the provision used to underpin your offer
- Clearly explain how you will support and achieve the rate of both Job Outcomes and Sustained Job Outcomes offered within each cohort

Insert your response in the pre-set, shaded space on the following pages. Your response MUST be limited to 1 sides of A4.

1. STARTS: Our offer of REDACTED starts, a REDACTED**% uplift** against minimum, is a stretching but realistic number of participants to support within the financial envelope. It is achievable based on the following evidence: **a) Demographic research**: NOMIS data (Sept 2015) shows a high number of people eligible for this programme – in REDACTED there are REDACTED people registered unemployed and REDACTED inactive.
b) Our ability to engage participants: Each subcontractor already delivers locally and has broad networks of partners who have agreed to refer to ESF, e.g. REDACTED has agreed to refer significant flows (>REDACTED volumes expected) through the Council's new Health Works and new GP Health and Wellbeing Worker roles.
2.SHORT JOB OUTCOMES (SJO): our offer of REDACTED% (REDACTED) is based on the following:
a) Work Programme (WP) performance data: DWP statistics show that REDACTED% of Payment Group(PG) 3 referrals achieve a REDACTED month sustained outcome in REDACTED.
b) Supply chain performance: e.g. REDACTED achieved REDACTED% SJO on REDACTED; REDACTED achieved REDACTED% SJO.
c) G4S track record: Applying the performance levels of our most recent WP PG 3 cohort, G4S achieves REDACTED% SJO. G4S has a consistent track record of uplifting performance of our supply chain SJOs by REDACTED%.
***Assumptions*:** i) PG3 broadly reflects ESF eligibility as it includes those that are claiming JSA and who also have other barriers including those that are ex-offenders, disabled, carers, have a substance dependency or are homeless; ii) G4S's robust and supportive performance management model will continue to support our supply chain to increase on their existing performance by REDACTED%; iii) We will work with the harder to help eligible participants (similar to WP PG3) so have not significantly increased our offer above existing performance levels; iv) G4S and our supply chain have excellent employer links, enabling us to benefit from wide ranging local employment opportunities e.g. in REDACTED.
3.SUSTAINED JOB OUTCOMES (SusJO): our offer of REDACTED% (REDACTED) is based on:
a) Work Programme REDACTED **performance**: DWP WP statistics show that WP providers in REDACTED achieve REDACTED month sustained across all payment groups.
b) Supply chain past performance: REDACTED Council achieved REDACTED% SusJO on their REDACTED Works Placement programme for long term unemployed and inactive. REDACTED achieved REDACTED% as part of their Adult Skills Budget delivery.
c) G4S past performance: we know that REDACTED% of our PG3 customers that achieve a Job Outcome go on to sustain for REDACTED months. ***Assumptions:*** G4S's performance support, including a new G4S In-Work Support Advisor role to complement the Keyworker role, will enhance supply chain outcomes. We assume this will add REDACTED%.
4. HOW we will support to achieve performance: G4S has built a supply chain that is: well established locally; already working with eligible and priority participants; has strong existing employer links and experience of delivering sustained job outcomes ▪ Our participant journey promotes 'work first' whilst tackling more entrenched barriers ▪We will deliver a two stage in-work support model to maximise job sustainability with Keyworker 1-1 support supported by G4S's Employment

Support and Progression Team ▪ We will use G4S's proven Performance Management Framework, which includes KPIs linked to contract service levels, regular management reviews, job start and sustainability rates ▪ Our structured Performance Improvement Plan (PIP) process for under-performance provides intense support. Interventions to correct underperformance include movement between G4S's 4 PIP levels, increased compliance checks or G4S training ▪ We will manage and monitor cohort performance through: target setting, MI analysis, daily data and trend analysis reports shared with subcontractors.