

Schedule 2 - Tender Minimum Performance Levels (tMPLs), Required Number of Outcomes (RNOs) and Customer Service Standards (CSSs)

Tender Minimum Performance Levels (tMPLs)

TENDER MINIMUM PERFORMANCE LEVELS (tMPLs)	
Starts	REDACTED
Lower Threshold Outcomes	REDACTED
Higher Threshold Outcomes	REDACTED
Lower Threshold Performance	REDACTED
Higher Threshold Performance	REDACTED
Lower Threshold Unit Price	REDACTED
Higher Threshold Unit Price	REDACTED

Lower Threshold Outcome tMPL: REDACTED

Higher Threshold Outcome tMPL: REDACTED

- 1.1 The tMPLs are based on a predicted number of Participant Starts. The Authority shall calculate the RNOs at the Performance Measurement Point by applying the tMPLs set out in this Schedule 2 to each Start Cohort of actual Participant Starts in the Performance Measurement Period.
- 1.2 The Lower Threshold Outcome RNO shall be calculated by the Authority at the Performance Measurement Point by applying the Lower Threshold Outcome tMPL set out in this Schedule 2 to Start Cohorts of actual Participant Starts in the CPA in the Performance Measurement Period.
- 1.3 The Higher Threshold Outcome RNO shall be calculated by the Authority at the Performance Measurement Point by applying the Higher Threshold Outcome tMPL set out in this Schedule 2 to Start Cohorts of actual Participant Starts in the CPA in the Performance Measurement Period.
- 1.4 Without prejudice to the Authority's right to undertake check(s) pursuant to clause C4, for performance management purposes only, the Authority may measure the Contractor's performance against each tMPL at any time based on the assumption that each Outcome in the period for which the Authority is measuring the Contractor's performance against such tMPL would satisfy all of the relevant qualifying criteria and requirements (in respect of that Outcome). For the avoidance of doubt, this includes any Performance Improvement Notice issued by the Authority in relation to a Service Failure pursuant to clause B16.

2 Customer Service Standards

CUSTOMER SERVICE STANDARDS

Specification Customer Service Standards

CSS 1: The Contractor must acknowledge **REDACTED** of Referrals in the Authority ICT System, within **REDACTED** Working Days of the Referral.

CSS 2: For **REDACTED** of Participants the Contractor must, within **REDACTED** Working Days of the date the Referral was made by the Authority:

- (i) hold the initial Face to Face meeting, and
- (ii) record on the Authority ICT System the date of the initial Face to Face meeting, and the relevant outcome; i.e. Start, Did Not Start, or Did Not Attend.

CSS 3: In **REDACTED** of cases, an Action Plan must be agreed and signed by both the Contractor and Participant on the day of the initial meeting, and developed over the next **REDACTED** Working Days after the initial meeting, and will be based on the Participant's needs assessment.

CSS 4: A Warm Handback Case Conference with the Jobcentre must be arranged and facilitated by the Contractor for **REDACTED** of Participants, where required by the Specification.

CSS 5: Contractors must complete a IPES Progress Report and IPES Exit Activity Plan for 1 **REDACTED** of Participants, where required by the Specification. The reports must be produced within **REDACTED** Working Days of the Participant becoming a Completer.

Tender Customer Service Standards

To be finalised