

## Appendix C Part 3 – Post Tender Clarification

### Case Conferencing Quantitative Measures

- All case conferences will last between 30 minutes to 1 hour (max)

DWP asked for clarification how the length of case conferences will be recorded and monitored.

**The Growth Company** responded stating this will be recorded on the Customer Records Management system (E-Sync), reports will be produced for monitoring purposes.

- case conference will take place between days 182-210 (6 month); days 273-301 (9 month); and days 364-392 (12 month).

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