

[2.11.1] Management Structure

Please provide details of your management structure, systems and processes.

Your response should:

- Include an organisation chart to describe your proposed management structure for this provision, including any subcontractor roles where applicable and the percentage of time that will be allocated to this contract for each listed role
- Provide a clear explanation of your capacity to manage this provision alongside existing and any potential future commitments
- Clearly describe the systems and processes that will be used to provide a robust audit trail of evidence to support payment validation, prevent fraud and meet ESF requirements. This should include but not be limited to: attendance records/action plans, participant consent, evidence to support claims for outcome payments and evidence to prove participants' eligibility.

**Insert your response in the pre-set, shaded space on the following pages.
Your response MUST be limited to 2 sides of A4.**

As the top performing REDACTED provider in REDACTED, REDACTED and REDACTED, MAXIMUS can evidence our success in delivering employment programmes locally. Our experience allows us to develop robust and transferable management structures and processes that result in high performing contracts. We propose the following **management structure** for this delivery in SEMLEP optimising WP operations and MAXIMUS group support:

REDACTED

As detailed in the above chart, our dedicated ESF Contract Manager (CM) will have overall responsibility for the performance and quality of all MAXIMUS and Supply Chain Partner (SCP) delivery for this contract. The CM will report into our Operations Director, REDACTED who in turn reports into our Programme Director, REDACTED. REDACTED, Supply Chain Director, will provide additional support to the CM on SCP performance. Quality across all SCP and MAXIMUS sites will be managed by REDACTED, Business Services Director, responsible for CMAC staff and Quality and Compliance (QC) including Auditors. Our Billing Integrity (BI) Director, REDACTED, will be responsible for all claims validation as described below. By appointing a dedicated ESF CM within our existing structures, we ensure complete focus on the ESF delivery in SEMLEP, further enhanced by access to and input from our current WP team, including our Thames Valley Regional Manager and Supply Chain Manager (both with existing strong links into JCP management teams in SEMLEP) and senior management structures. SCPs will allocate the following management and percentages:

SCP	Management %
Disability Resource Centre	REDACTED Manager, REDACTED%
The Learning Partnership	REDACTED Manager, REDACTED%

Management Capacity: ESF alongside Current Contracts and Future Plans

MAXIMUS has full capacity to manage ESF delivery alongside existing contractual commitments and other contracts tendered. Our well established corporate risk and contract management approach ensures no adverse impact on our REDACTED concurrent contracts and informs our management of REDACTED jobseekers a year over REDACTED international locations. Our robust management procedures and structures provide a platform for successful implementation and delivery of simultaneous contracts. For example, REDACTED, MAXIMUS UK has commenced delivery of REDACTED new major contracts – REDACTED, REDACTED, and an additional REDACTED contract – and supported REDACTED's exit from DWP. Performance on all existing REDACTED contracts has continuously improved during this time. Further to appointing dedicated management, we have undertaken the following internal due diligence to ensure that not only do we have capacity, but can add value to delivery in SEMLEP:

- A high level review of the SEMLEP ESF contract based on mapping key elements to our core competencies to identify REDACTED
- Mapping how to tie in relevant expertise from the wider MAXIMUS UK group to add value to our solution e.g. best practice for participants with health issues from disability experts REDACTED, or occupational health advice from HML
- Management team conduct a comprehensive opportunity assessment, covering: REDACTED.

Systems and Processes to Ensure Audit and Compliance: We provide assurance that the QC and BI systems and processes we have in place result in fully

compliant, quality assured contract delivery. We ensure **evidence to support payment validation, prevent fraud and meet ESF requirements**. Our REDACTED contracts are also subject to ESF audit/compliance measures, our systems and processes are already built around these requirements. Current audits include: Provider Assurance Team, REDACTED and REDACTED Contract Monitoring, REDACTED. The efficacy of our processes is evidenced by our outcomes, e.g. REDACTED extrapolation rates are REDACTED, and DWP ESF External Audit Grades across all CPAs have consistently scored REDACTED over the last REDACTED. Our latest results averaged REDACTED% across all our prime contracts. Our QC team are responsible for all internal controls. The QC team run a risk-based internal audit schedule across all operations and SCPs.

Compliance – Within REDACTED of receiving a PRaP referral, our CMAC Officers book participants for an initial appointment at their nearest London office. CMAC enter participant information into REDACTED – our proprietary case management system – to capture all MI. **Consent** is confirmed at the first Assessment; together with their Work Advisors (WAs), participants complete and sign the ESF1420 form to ensure **proof of participant eligibility**. This is sent to DWP ESF Admin Team *within* REDACTED of participant signature via email or secured post where required. WAs **track participant attendance** through logging all subsequent activities on REDACTED. The QC team ensure REDACTED% of **Action Plans are signed and updated REDACTED as a minimum** through a **face to face meeting**. Upon request, Action Plans are sent to DWP Work Coaches within REDACTED. Completion dates, as verified by the participant are entered on PRaP, and the QC team monitor REDACTED% **Exit Reviews**.

Claims Validation – Our established central claims team will complete a REDACTED% data integrity check of all ESF claim data across participants and employers to ensure complete **evidence for claims for outcome payments**. Inbuilt role segregation and approval workflows are built into REDACTED to ensure integrity. Separate process guides for each claim point ensure a robust and accurate mechanism is in place to reduce the risk of erroneous claims. We operate strict controls around BI including regular auditing and fraud prevention procedures which meet DWP guidelines. We carry out REDACTED sample checks that frequently exceed the checking level specified by DWP. For maximum compliance across all delivery, we will work alongside ESF Compliance Monitoring Officers and undertake due diligence on SCPs to ensure they have robust systems and processes to ensure audit and compliance.