

[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:

- Identify any assumptions used to develop your offer
- Detail any research and/or evidence used to underpin your offer
- Clearly explain of how you will support and achieve the rate of 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.

MAXIMUS offers a localised, integrated and top performing solution for South East Midlands LEP (SEMLEP) to achieve REDACTED starts, REDACTED % short and REDACTED % sustained job outcomes. We propose a realistic, achievable performance offer determined by applying our robust **performance rationale** comprising: i) evaluation of our REDACTED performance in SEMLEP (which is the REDACTED highest performing REDACTED contract to date out of all REDACTED) and analysing performance on similar voluntary provision for similar cohorts in SEM LEP (e.g. REDACTED and REDACTED both exceed targets annually); ii) examination of performance uplift achieved by targeted provision; iii) refinement of our current highly successful REDACTED delivery model; iv) understanding of the local economy through our Supply Chain Partners (SCP) with extensive links and routes into employers; v) our understanding of the local labour market and demographic research; and vi) our active engagement with stakeholders including all Local Authority Economic Development Teams, community providers and SEMLEP.

Assumptions we used to develop our performance offer in SEMLEP reflect the local landscape and job opportunities, for example: 1) Caseload sizes: from REDACTED to REDACTED contingent on role and required intervention level; 2) Referral volumes: REDACTED % of target at REDACTED; and 3) Conversion rates: REDACTED % sustainability from short job outcomes.

Research and evidence underpinning our offer: We undertook a detailed analysis of delivery, performance and the buoyant labour market to develop our offer. From our REDACTED delivery experience in the SEMLEP region coupled with our local SCPs many years of experience, we understand the needs and characteristics of participants on similar programmes. To enhance our findings we: i) conducted *cohort-specific performance data analysis from our own REDACTED delivery*, REDACTED to specifically match these ESF requirements i.e. REDACTED on programme, from cohorts reflecting SEMLEP priority groups REDACTED; ii) analysed *performance on other similar programmes*, using publicly available DWP-published data e.g. REDACTED and REDACTED, which has enabled us to establish *benchmarks* for both performance relating to SEMLEP cohorts and performance on voluntary programmes; and iii) research of the labour market using NOMIS data, SEMLEP reports, and consulting with the LEP, SCPs and Local Authority stakeholders to identify current and emerging job opportunities.

Supporting and achieving our performance offer in each cohort: MAXIMUS and our SCPs have links into local communities and over REDACTED providers to open referral routes and access specialist support for all cohorts to achieve performance levels. Our **ESF Delivery Model** is designed for this provision, using best practice from REDACTED, our SCPs and our Health and Disability expertise. Our **Work Advisor** model, **in-depth assessment** and **service alignment** are the critical success factors under-pinning our performance: REDACTED. Our participant-led service is supported by comprehensive resource tools available to all staff. Our consistently high quality service will help all cohorts to **secure and sustain** work. Our **robust performance management** approach will **ensure the achievement** of our proposed Job and Sustained Job Outcomes rates in each cohort. Our dynamic Management Information will track performance, producing REDACTED ensuring full visibility to all (direct and SCP staff). Our strong track record evidences our ability to support participants with barriers into work. With our specialised ESF delivery model and robust rationale, we are assured we will deliver the stretching yet realistic targets we have proposed.

