



Connect to Work Grant Guidance for England and Wales

Management Information Note

21 January 2025

Introduction

The tables below list the Connect to Work MI requirements that need to be collected. We are sharing this in advance of the full technical note being issued.

The requirements have been split into two tables. Table A lists all the requirements that we are hoping to capture digitally but until we can confirm this, ABs will need to factor resources into the Delivery Plans (see 5.2 in the Delivery Plan template for further details) for ABs to manually collect this MI and return it to DWP (to be confirmed) if DWP are unable to develop a digital solution. Table B lists the MI requirements that will be captured digitally.

Table A- Data requirements that are being discussed as to whether they will be digitally captured or manually captured (TBC).

<u>Stages of the customer journey where data will be captured</u>	<u>Reasons for capturing the data</u>	<u>Frequency</u>	<u>MI Requirements</u>
Identification/Introduction to Programme MI	<p>To obtain details of referral source. Identify any issues around starts on the programme.</p> <p>To obtain details of referral source, key participant characteristics and personal data.</p> <p>We will be evaluating based on comparison</p>	Monthly	<p>Aggregated Data</p> <ul style="list-style-type: none"> Numbers of expressions of interest (EOI) received. The EOI source (e.g. if signposted from Jobcentre Plus, an employer, primary care, community care, pure "self-referral), and separate aggregate counts and % breakdown by type of source for each of: participants (individuals who start on the programme), referred non-participants (individuals who were referred to the programme but didn't start), pre-screened non-referred non-participants, and everyone who submits an EOI. <p>Personal data linked to individuals.</p> <ul style="list-style-type: none"> NINO (all other individual-level data needs to be accompanied by/be in rows with the NINO and/or a unique identifier that links back to NINO)

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	with referred non-starters, so need data for programme participants, referred non-starters, and people who passed the preliminary eligibility check / participant pre-screen but were not referred		<ul style="list-style-type: none"> • Date of Expression of Interest submission • Name – forename, surname, any middle name/s (ideally name elements provided in separate fields) • Date of birth • Address and postcode • Telephone number • Email address • Self-reported employment status, including (a) if an employee, (b) if self-employed and (c) if not in employment • Eligibility reason by whether they are disabled/have a health condition or are in a disadvantaged group or both, i.e. whether a participant is: <ul style="list-style-type: none"> ○ Disabled; ○ In one or more disadvantaged groups; ○ Both disabled and in one or more disadvantaged groups) • Disadvantaged group*, i.e. if in one or more disadvantaged groups, which specific disadvantaged group/s that they are in – if multiple groups, then each of these. We need all disadvantaged groups that a person is in to be recorded, regardless of whether a specific group status is the reason why they are suitable for support. • Disability/health condition*, i.e. if they are disabled, their type of disability/health condition – if they have multiple types of condition, we need to know which types as well as the fact that they have multiple conditions. We need all types of condition that a person has to be recorded, regardless of whether a specific condition is the reason why they are suitable for support.

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			<ul style="list-style-type: none"> Contact preferences (i.e. what contact channel/s are preferred)
Eligibility and Suitability Initial Meeting	<p>To obtain details of number of participants who are ineligible and unsuitable.</p> <p>The numbers that are attending the initial meeting.</p> <p>To be able to identify if there are any issue/concerns with this part of the process.</p> <p>Required for evaluation purposes.</p>	Monthly	<p>Aggregated Data</p> <ul style="list-style-type: none"> Numbers attending pre-screen phone call Numbers attending the initial meeting At the initial meeting, Numbers that are not eligible or not suitable. Reasons for non-eligibility or suitability <p>Personal data linked to individuals.</p> <ul style="list-style-type: none"> NINO or unique identifier that links back to the NINO, to accompany all of the other data collected at this point (if all individual-level data across all stages is not already linked to the NINO previously collected) Marker for people who have passed the pre-screen (preliminary eligibility check) Marker for people who have passed the pre-screen (preliminary eligibility check) but were not referred Date of passing the pre-screen (preliminary eligibility check) For people who passed the pre-screen (preliminary eligibility check), but were not referred, the reasons why they were not referred. Reasons: <ul style="list-style-type: none"> No contact Declined to participate Moved out of the delivery area Ineligible Unsuitable

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			<ul style="list-style-type: none"> ○ Other • In addition to the specific reasons above, the stage at which a person was removed from the process if they had an EOI, and (if it forms part of the process) passed the initial participant pre-screen based on the EOI form, but were not referred • For people who passed the pre-screen (preliminary eligibility check), but were not referred, the date on which it is decided not to refer
Referral to Provision and Start	<p>Required to performance manage the Grants.</p> <p>For volume management</p> <p>Essential to understand issues and how to address to make improvements</p> <p>Essential to be able to performance</p>	Monthly	<p>Aggregated Data</p> <ul style="list-style-type: none"> • At the referral point, how many individuals are found they are on another provision • Numbers dropping out after the initial meeting and before referral is made <p>Personal data linked to individuals.</p> <ul style="list-style-type: none"> • Out-of-work/in-work retention group, i.e. whether the person has been referred to be supported as part of the out-of-work cohort or in-work retention cohort
		Quarterly	<p>Personal data linked to individuals.</p> <ul style="list-style-type: none"> • Gender • Ethnicity • Age • Marital status • Housing situation

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	<p>manage against the agreed KPI's.</p> <p>Required for evaluation purposes.</p> <p>Referral sources will be used to understand how far different settings/routes are pushing participants to support.</p>		<ul style="list-style-type: none"> • Highest academic attainment • Length of unemployment • Participant parent or guardian for children • Which benefits being claimed at the start of the programme? • Job title, sector, employment type, average weekly hours, earnings cycle, hourly rate (if in employment at the start of support)
Supported Employment	<p>This information is essential to be able to performance manage against the agreed KPI's.</p> <p>Numbers of participants leaving jobs and not re-engaging</p>	Monthly	<p>Aggregated Data</p> <ul style="list-style-type: none"> • Caseload per Employment Specialist per area, including IPS and SEQF case breakdown • Numbers receiving in work support, including IPS and SEQF case breakdown • Participants to be engaged as a minimum of once a month by the accountable body. • Participants current status (initial meeting, engaging with specialist, in work support)
		Quarterly	<p>Aggregated Data</p> <ul style="list-style-type: none"> • Numbers and reasons for disengaging from the programme • Numbers and reasons for pausing on the programme.

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	<p>relevant to sustainment.</p> <p>Required for evaluation purposes.</p>		<ul style="list-style-type: none"> • Number of participants who have re-engaged • Participants current status (initial meeting, engaging with specialist, in work support) • Types of jobs requested by participants (by high-level types of occupation and job sector, hours/working patterns, geographic mobility) Job outcomes by sector • Job outcomes by sector • Frequency of support sessions/appointments with participants, i.e. (a) the number of support sessions that have taken place between the participant and an Employment Specialist and (b) the length of time between appointments • Duration of support sessions with participants • Content of support delivered (e.g. action plan review, advice on managing health conditions, vocational profiling, reasonable adjustments, job-search support) • Mode of support delivered (e.g. face-to-face at provider office, face-to-face at workplace, face-to-face in healthcare setting, telephone, email, text, Teams/Skype/Facetime) • Timing of first contact with an employer by the adviser, and/or participant, about a competitive job for a specific participant • Frequency of adviser/employment specialist contacts with employers on behalf of a specific participant
End of Provision	This information is essential to be able to	Monthly	<p>Personal data linked to individuals.</p> <ul style="list-style-type: none"> • Flags and reporting interval/time period markers for when the participant meets job start, specified earnings pings,

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	performance manage against the agreed KPI's.		lower and higher job outcome thresholds (OOW), job outcome threshold (IWRS), self-employed job outcomes
	Required for evaluation purposes.	Quarterly	Aggregated Data <ul style="list-style-type: none"> Numbers moving into further support after ending provision (with 'unknown' as an option for each person)

Table B- Data requirements that will be captured digitally

<u>Stages of the customer journey where data will be captured</u>	<u>Reasons for capturing the data</u>	<u>Frequency</u>	<u>MI Requirements</u>
Referral to Provision and Start	<p>Required to performance manage the Grants.</p> <p>For volume management</p> <p>Essential to understand issues and how to address to make improvements</p> <p>Essential to be able to performance manage against the agreed KPI's.</p>	Monthly	<p>Aggregated data</p> <ul style="list-style-type: none"> Groups accessing Connect to Work (would need separate opportunity types) (Per CPA/LA Cluster) Numbers entering SEQF Numbers entering IPS % of starters entering SEQF % of starters entering IPS Number and % of Referral made against PRaP rejections (numbers, reasons,%) How many starts have been inputted into PRaP within 15 working days of the referral being input Programme Starts against the number of starts in the agreed profile DNA (Did not Attend)/DNS (Did not Start) (numbers and % only if cancelling) Initiative Starts against the number of initiative starts in the agreed profile Numbers entering in work and out of work support <p>Personal data linked to individuals</p> <ul style="list-style-type: none"> Referral date Model of support to which a person was referred (i.e. whether referred to receive Supported Employment Quality Framework or Individual Placement and Support support)

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	<p>Required for evaluation purposes.</p> <p>Referral sources will be used to understand how far different settings/routes are pushing participants to support.</p>		<ul style="list-style-type: none"> • Date person started participation on the programme (for those who start on the programme) • Date person did not start on the programme (for referred non-starters) – with a definition of when this is – this might be date of rejection or cancellation • Reasons for not starting, including the rejection reasons and cancellation reasons in PRaP and any future equivalent referral status changes, with the ability to tailor this list and provide guidance on how these are used. For evaluation purposes, we will want to develop roughly up to 5 or 6 reasons for not starting, organised to cover a wider range of scenarios. * Current suggested list of reasons: <ul style="list-style-type: none"> ○ No contact ○ Declined to participate ○ Moved out of the delivery area ○ Ineligible ○ Unsuitable ○ Other • Needs to be captured at point of acknowledging/rejecting/cancelling NINO or unique identifier that links back to the NINO, to accompany all of the other data collected at this point (if all individual-level data across all stages is not already linked to the NINO collected at point of referral)Flags for starting or not starting on the programme • Working days to referral date to start • Date of cancellation • Date of acknowledgement • When a referral is acknowledged, when a referral is rejected or cancelled, Rejection reasons Cancellation reasons

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Supported Employment	<p>This information is essential to be able to performance manage against the agreed KPI's.</p> <p>Numbers of participants leaving jobs and not re-engaging relevant to sustainment.</p> <p>Required for evaluation purposes.</p>	Monthly	Aggregated Data <ul style="list-style-type: none"> Numbers moving between SEQF & IPS models OoW total number and % of initiative starts that achieve a baseline Job Outcome OoW total number and % of initiative starts that achieve a higher Job Outcome In work total number and % of initiative starts that achieve a higher Job Outcome Self-employed job start Earnings Pings £1k, £2K, £3k, £4k and £5K Total number and % of Initiative Starts that achieve a Job Start (employed and Self employed shown on separate lines) First earnings whilst on Connect to Work that is recorded in RTI (out of work participants only) Data on extensions- for OoW this includes 2 extensions periods Numbers having provision extended by 6 months (will be gathered monthly in line with performance management needs)
		Quarterly	Aggregated Data <ul style="list-style-type: none"> Reasons for movement between SEQF & IPS models Running total of participants currently on the programme
End of Provision	This information is essential to be able to performance	Monthly	Aggregated Data <ul style="list-style-type: none"> 80% Initiative starts against starts profile in profile template. At least 50% of Initiative Starts should achieve first earnings 40% of total initiative starts to achieve a Baseline Threshold Job Outcome.

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	<p>manage against the agreed KPI's.</p> <p>Required for evaluation purposes.</p>		<ul style="list-style-type: none"> • 29% of total initiative starts to achieve a Higher Threshold Job Outcome. • 80 % of In Work Retention Support participants to achieve an Higher Threshold Job Outcome • 80% (OoW) participants who achieve a job start, achieve a lower threshold job outcome • 62.5% (OOW) participants who achieve a lower threshold job outcome achieve a higher threshold job outcome • Number and % of Initiative Starts on provision who leave it before 10 months for reasons other than a Lower Threshold Job Outcome or Higher Threshold Job Outcome. • Number, Date left programme (if applicable) and reason (limited options in PRaP) • Number in month of people who have completed the programme • Number in month of people that have early exited the programme and reasons. * <p>Personal Data linked to individuals</p> <ul style="list-style-type: none"> • Date participation in the programme ended • Reason participation ended, including both early exit reasons and end of allotted time on the programme • If they received an extension (or, for OOW participants, potentially two extensions) • NINO or unique identifier that links back to the NINO, to accompany all of the other data collected at this point (if all individual-level data across all stages is not already linked to the NINO previously collected)

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		Quarterly	Aggregated Data <ul style="list-style-type: none"> Numbers being supported who have not entered employment while on Connect to Work

Descriptions

*Health condition/disability

- Depression, stress, anxiety or other mental health condition
- Joint, bone or muscle condition
- Difficulty in seeing
- Difficulty in hearing
- Speech impediment
- Skin condition, severe disfigurement or allergy
- Chest or breathing problem, asthma or bronchitis
- Heart, blood pressure or blood circulation condition
- Stomach, liver, kidney or digestive problem
- Cancer
- Diabetes
- Epilepsy
- Dementia, for example, Alzheimer's disease
- Learning disability
- Learning difficulty, for example, dyslexia or dyspraxia
- Autism
- ADHD
- Chronic pain or fatigue condition, for example, fibromyalgia or ME
- Other progressive condition
- Other health condition or disability

*Disadvantage Group

- An ex-offender (someone who has completed a custodial or community sentence).
- An offender (someone who is serving a community service).
- A carer.
- An ex-carer.
- A homeless person.
- A former member of the His Majesty's (HM) Armed Forces (AF)
- A member of the HM AF reserves
- A partner of current or former Armed Forces personnel.
- A person for whom a drug or alcohol dependency, including a history of, presents a significant barrier to employment.
- A person with care experience.
- A refugee, a resettled Afghan, a resettled Ukrainian.
- A victim of domestic violence.
- Young people identified as being involved or at risk of being involved in gangs or serious violence.
- A victim of modern slavery.

*Scenarios for reasons for not starting

- The provider was not able to contact the person (up to relevant contact period post referral)
- The person did not attend the initial meeting and the provider was unable to contact them to rearrange
- The person chose not to start
- The person has moved out of the delivery area since the referral
- The person is already on another employment programme (DWP funded)
- The person is already on another employment programme (not DWP funded)
- The person has previously been on Connect to Work and the re-referral is rejected
- The person is currently already on Connect to Work
- The person has become unsuitable for Connect to Work support since referred (for reasons not otherwise listed)
- The person has become ineligible for Connect to Work support since referred (for reasons not otherwise listed)
- The person's condition/disadvantage has deteriorated since they were referred
- The person's condition/disadvantage has improved since they were referred

- The person does not meet the suitability criteria and would not have met the suitability criteria at the point when they were referred
- The referral was in error because the person would not have met the eligibility criteria when they were referred (other than because the person was already on existing provision)
- The person found a job since they were referred (for OOW support)
- Other reason for not starting not already covered

*Reasons for end of participation (including early exit and regular programme end)

- No Exit Reason Recorded
- Found Work
- No Longer Engaged with JCP
- No Longer Eligible
- Transferred to another provision.
- Completed Provision
- Excluded
- Referred to Other suitable Provision.
- Customer Deceased
- Final Outcome Claimed
- End of Allotted time
- Exceptional Circumstances
- In work Support ended