

Steps 2 Success Key Performance Indicators and Performance Indicators

Key Performance Indicators (KPIs) and Performance Indicators (PIs), provide stakeholders with a means to assess both the outcomes and effectiveness of the Steps 2 Success programme. Six KPIs and twenty one PIs were identified to assist with the evaluation of Steps 2 Success. These are as follows:

Key Performance Indicators

- The percentage of participants across all eligibility groups who have achieved job entry.
- The percentage of participants across all eligibility groups who have achieved job entry and sustain employment for 6 months.
- The percentage of participants across all eligibility groups who have achieved job entry and sustain employment for 12 months.
- Compliance with the terms of the contract, including the programme rules, the Service Guarantees and the Code of Conduct.
- Quality of service to participants including the assessment and identification of participants needs, action taken and interventions delivered.
- The cost per job, calculated by dividing the total payments made to contractors for attachments and job outcomes by the number of job entries, and measured at the end of years 2 and 4. The cost will be compared to a benchmark cost based on expected performance at the end of year 2 and over the course of the contract, at the end of year 4.

Performance Indicators

PI Ref	AREA	EVIDENCE INDICATOR	Frequency of Measurement	How Measured?	Score	Associated Standard Required (Year1)		Weighted Average over 4 year period	
1	Job Outcomes	Percentage of JSA participants 18-24 who, having been attached to the programme, achieve Job Entry.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 37%	Good	≥ 41%
					3	Satisfactory	34% - 36%	Satisfactory	38% - 40%
					2	Requires Improvement	31% - 33%	Requires Improvement	35% - 37%
					1	Unsatisfactory	≤ 30%	Unsatisfactory	≤ 34%
2	Job Outcomes	Percentage of JSA participants 25+ who, having been attached to the programme, achieve Job Entry.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 32%	Good	≥ 35%
					3	Satisfactory	29% - 31%	Satisfactory	32% - 34%
					2	Requires Improvement	26% - 28%	Requires Improvement	29% - 31%
					1	Unsatisfactory	≤ 25%	Unsatisfactory	≤ 28%
3	Job Outcomes	Percentage of JSA EARLY ENTRY participants who, having been attached to the programme, achieve Job Entry.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 21%	Good	≥ 23%
					3	Satisfactory	18% - 20%	Satisfactory	20% - 22%
					2	Requires Improvement	15% - 17%	Requires Improvement	17% - 19%
					1	Unsatisfactory	≤ 14%	Unsatisfactory	≤ 16%
4	Job Outcomes	Percentage of ESA participants who, having been attached to the programme, achieve Job Entry.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 22%	Good	≥ 25%
					3	Satisfactory	19% - 21%	Satisfactory	22% - 24%
					2	Requires Improvement	16% - 18%	Requires Improvement	19% - 21%
					1	Unsatisfactory	≤ 15%	Unsatisfactory	≤ 18%

5	Job Outcomes	Percentage of VOLUNTARY participants who, having been attached to the programme, achieve Job Entry.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 22%	Good	≥ 25%
					3	Satisfactory	19% - 21%	Satisfactory	22% - 24%
					2	Requires Improvement	16% - 18%	Requires Improvement	19% - 21%
					1	Unsatisfactory	≤ 15%	Unsatisfactory	≤ 18%
6	Job Sustainment	Percentage of JSA participants 18-24 who, having been attached to the programme, achieve job entry and sustain employment for 6 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 25%	Good	≥ 28%
					3	Satisfactory	22% - 24%	Satisfactory	25% - 27%
					2	Requires Improvement	19% - 21%	Requires Improvement	22% - 24%
					1	Unsatisfactory	≤ 18%	Unsatisfactory	≤ 21%
7	Job Sustainment	Percentage of JSA participants 25+ who, having been attached to the programme, achieve job entry and sustain employment for 6 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 23%	Good	≥ 26%
					3	Satisfactory	20% - 22%	Satisfactory	23% - 25%
					2	Requires Improvement	17% - 19%	Requires Improvement	20% - 22%
					1	Unsatisfactory	≤ 16%	Unsatisfactory	≤ 19%
8	Job Sustainment	Percentage of JSA EARLY ENTRY participants who, having been attached to the programme, achieve job entry and sustain employment for 6 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 11%	Good	≥ 12%
					3	Satisfactory	8% - 10%	Satisfactory	9% - 11%
					2	Requires Improvement	5% - 7%	Requires Improvement	6% - 8%
					1	Unsatisfactory	≤ 4%	Unsatisfactory	≤ 5%

9	Job Sustainment	Percentage of ESA participants who, having been attached to the programme, achieve job entry and sustain employment for 6 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 11%	Good	≥ 13%
					3	Satisfactory	8% - 10%	Satisfactory	10% - 12%
					2	Requires Improvement	5% - 7%	Requires Improvement	7% - 9%
					1	Unsatisfactory	≤ 4%	Unsatisfactory	≤ 6%
10	Job Sustainment	Percentage of VOLUNTARY participants who, having been attached to the programme, achieve job entry and sustain employment for 6 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 11%	Good	≥ 13%
					3	Satisfactory	8% - 10%	Satisfactory	10% - 12%
					2	Requires Improvement	5% - 7%	Requires Improvement	7% - 9%
					1	Unsatisfactory	≤ 4%	Unsatisfactory	≤ 6%
11	Job Sustainment	Percentage of JSA participants 18-24 who, having been attached to the programme, achieve job entry and sustain employment for 12 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 20%	Good	≥ 22%
					3	Satisfactory	17% - 19%	Satisfactory	19% - 21%
					2	Requires Improvement	14% - 16%	Requires Improvement	16% - 18%
					1	Unsatisfactory	≤ 13%	Unsatisfactory	≤ 15%
12	Job Sustainment	Percentage of JSA participants 25+ who, having been attached to the programme, achieve job entry and sustain employment for 12 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 19%	Good	≥ 21%
					3	Satisfactory	16% - 18%	Satisfactory	18% - 20%
					2	Requires Improvement	13% - 15%	Requires Improvement	15% - 17%
					1	Unsatisfactory	≤ 12%	Unsatisfactory	≤ 14%

13	Job Sustainment	Percentage of JSA EARLY ENTRY participants who, having been attached to the programme, achieve job entry and sustain employment for 12 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 9%	Good	≥ 10%
					3	Satisfactory	6% - 8%	Satisfactory	7% - 9%
					2	Requires Improvement	3% - 5%	Requires Improvement	4% - 6%
					1	Unsatisfactory	≤ 2%	Unsatisfactory	≤ 3%
14	Job Sustainment	Percentage of ESA participants who, having been attached to the programme, achieve job entry and sustain employment for 12 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 9%	Good	≥ 10%
					3	Satisfactory	6% - 8%	Satisfactory	7% - 9%
					2	Requires Improvement	3% - 5%	Requires Improvement	4% - 6%
					1	Unsatisfactory	≤ 2%	Unsatisfactory	≤ 3%
15	Job Sustainment	Percentage of VOLUNTARY participants who, having been attached to the programme, achieve job entry and sustain employment for 12 months.	Quarterly	Management Information Reports from DEL, 3rd Party Systems and where appropriate Contractor Systems.	4	Good	≥ 9%	Good	≥ 10%
					3	Satisfactory	6% - 8%	Satisfactory	7% - 9%
					2	Requires Improvement	3% - 5%	Requires Improvement	4% - 6%
					1	Unsatisfactory	≤ 2%	Unsatisfactory	≤ 3%
PI Ref	Area	Evidence Indicator	Frequency of Measurement	How Measured?	Score	Year	Year 2	Year 3	Year 4
16	Compliance	Percentage of participants having an initial assessment completed within 15 working days of referral.	Monthly	Reports on Data entered by contractors to TMS.	4	≥ 92%	≥ 93%	≥ 95%	≥ 97%
					3	90% - 91%	91% - 92%	93% - 94%	95% - 96%
					2	86% - 89%	87% - 90%	89% - 92%	91% - 94%
					1	< 86%	< 87%	< 89%	< 91%

17	Compliance	Percentage of participants agreeing their Progression to Employment Plan (PEP) within 10 working days of initial assessment.	Monthly	Reports on Data entered by contractors to TMS.	4	≥ 92%	≥ 93%	≥ 95%	≥ 97%
					3	90% - 91%	91% - 92%	93% - 94%	95% - 96%
					2	86% - 89%	87% - 90%	89% - 92%	91% - 94%
					1	< 86%	< 87%	< 89%	< 91%
18	Compliance	Percentage of participants receiving the minimum hours of guided activity and face to face contact as specified in their Service Guarantee.	Monthly	Performance report from Contractor.	4	100%	100%	100%	100%
					3	98% - 99%	98% - 99%	99%	99%
					2	94% - 97%	94% - 97%	95% - 98%	95% - 98%
					1	< 94%	< 94%	< 95%	< 95%
19	Administration	Percentage of claims against individual participants, submitted to the Department for payment, that were valid and supported by the required evidence.	Monthly	DEL Assessment of Claims Made through TMS.	Pass	100%	100%	100%	100%
					Fail	< 100%	< 100%	< 100%	< 100%
20	Administration	Extent to which information being supplied to the Department is accurate, complete and up to date.	Monthly	Overall Rating awarded by DEL following Sample Validation of TMS data entry and Management Reports provided by the Contractor to the Department.	4	Substantial	Substantial	Substantial	Substantial
					3	Satisfactory	Satisfactory	Satisfactory	Satisfactory
					2	Limited	Limited	Limited	Limited
					1	Unsatisfactory	Unsatisfactory	Unsatisfactory	Unsatisfactory

21	Service Quality	Extent to which contractors are proactively considering and delivering continuous improvement in service delivery.	Annually	Overall rating awarded by DEL following Assessment of Continuous Improvement Plans submitted to DEL by the Contractor.	4	Very Good	Very Good	Very Good	Very Good
					3	Good	Good	Good	Good
					2	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
					1	Unsatisfactory	Unsatisfactory	Unsatisfactory	Unsatisfactory

¹ It is expected that Contractors will achieve baseline performance in year 1 and reach an average of approximately baseline performance + 10% over the four year period.

Tenderers are therefore required to detail their own expected targets for years 2, 3 and 4 in order to achieve the four year weighted average.

The Department will use these to assess whether the Contractor is in line to reach the required weighted average over the four year period.