

Frequently asked questions for the Employability Performance Rating

General

1. [How was the rating for each indicator established?](#)
2. [We deliver training and support to people in employment. Is the employability performance rating relevant to me?](#)
3. [What impact is there as ratings are published on a contract by contract basis rather than by organisation?](#)
4. [When the star rating is published, is it possible to show reasons for poor performance?](#)
5. [How and when will the rating be made public?](#)
6. [We have been contracted to start delivery in January. Will my rating be made public?](#)
7. [We are profiled to finish delivery in July. Will my rating be made public?](#)
8. [How will commissioners consider Employability Performance Ratings during procurement?](#)

Delivery Partners / Subcontractors

9. [Are there standard clauses regarding the performance rating that can be included in lead delivery partner's pre-qualification questionnaires, invitations to tender, and service level agreements?](#)
10. [Are there standard performance rating monitoring questions that lead delivery partners can include when managing their sub delivery partners?](#)
11. [If I subcontract a % of my contract, and deliver a % in-house how do I use the performance rating?](#)
12. [How will we ensure that sub contractors are aware they will be performance rated by lead contractors?](#)

Contract Performance

13. [Which outputs are in scope for the contract performance indicator?](#)
14. [What is the impact of contract variations on the contract performance KPI?](#)
15. [What happens if funders or lead delivery partners do not set diversity targets?](#)
16. [What happens if my project has either a 100% disabled target, or 100% male target etc.?](#)
17. [How will we incentivise providers to exceed sustained jobs targets when they may not be paid to exceed the annual target?](#)

Self-Assessment

18. [How does a contractor or subcontractor complete question 8 of the quality self assessment if they do not subcontract any element of their provision?](#)
19. [How does a prime contractor complete the quality self assessment questionnaire if they sub-contract provision?](#)

20. [What happens if providers rate themselves as outstanding in the self assessment and they clearly are not?](#)

Participant Satisfaction

21. [Can I customise the participant satisfaction questions to make more appropriate to my participant group?](#)
22. [What is the definition of a “leaver” in terms of the exit interviews and at what point in a programme do we ask for participant feedback?](#)
23. [Can participant satisfaction questionnaire be completed anonymously or should the participant enter his or her name?](#)

Conversion Factor

24. [Why are points only awarded on the conversion rating KPI if I exceed my contracted conversion rate?](#)

General

1. How was the rating for each indicator established?

The weighting of each indicator was established by considering what contribution the given indicator should make to its Key Performance Area (KPA). For example, stakeholders agreed the *Delivery against contract targets* indicator should contribute 80% of the Contract Performance KPA, such a contribution results in the indicator contributing 48% to the overall Star Rating (0.6 (contract performance rating multiplied by 0.8, the proportion that delivery against contract targets has within that KPA).

2. We deliver training and support to people in employment. Is the employability performance rating relevant to me?

Yes, the framework is appropriate for use with contracts working with employed participants. You will need to amend question Q2c) on the participant satisfaction questionnaire to read: 'My prospects of getting a **better** job have'.

3. What impact is there as ratings are published on a contract by contract basis rather than by organisation?

The Employability Performance Rating methodology is based upon performance against contract. This ensures that the rating has a contextual basis. It is quite possible that an organisation may rate very well on one contract, but not on another. Published star ratings include the following: Target participant group; geography of provision; funding programme and funder; primary outcome, and whether the contractor is a prime or sub-contractor.

4. When the star rating is published, is it possible to show reasons for poor performance?

The published Employability Performance Rating table includes a column for comments where details of any clear mitigating factors that would have caused underperformance can be stated.

5. How and when will the rating be made public?

Ratings are published on the London Datastore (<http://data.london.gov.uk/dataset/employability-performance-rating-epr-annual-ratings>) these are released in June of each year. You can view results from projects in previous years here. We shall be publishing new ratings in 2017/18.

6. We have been contracted to start delivery in January. Will my rating be made public?

Ratings are only made public for grants that are profiled to deliver for six months or more in the financial year. You should commence using the performance rating in January, but your first published rating will be from April to March of the following performance year.

7. We are profiled to finish delivery in July. Will my rating be made public?

Ratings are only made public for grants that are profiled to deliver for six months or more in the financial year. You should continue to use the performance rating and submit to your project manager, but your rating will not be published.

8. How will commissioners consider Employability Performance Ratings during procurement?

Lead partners will be required to discuss Employability Performance Ratings awarded to their organisation or any of their sub delivery partners during the pre-grant/tender negotiation stage. If a lead delivery partner or a sub delivery partner has been awarded 1 star or below, they will be required to provide assurance that they have followed this up with the delivery partner and have sufficient actions in place to mitigate associated risks.

Delivery Partners / Subcontractors

9. Are there standard clauses regarding the performance rating that can be included in lead delivery partner's pre-qualification questionnaires, invitations to tender, and service level agreements?

Yes, these are available from your funder's project manager.

10. Are there standard performance rating monitoring questions that lead delivery partners can include when managing their sub delivery partners?

Yes, these are available from your funder's project manager.

11. If I subcontract a % of my contract, and deliver a % in-house how do I use the performance rating?

You will need to performance rate any in-house delivery in exactly the same way as you would your subcontracted provision. Targets must be set for in-house delivery for the performance year against which the rating will be calculated. A self assessment will need to be completed for in-house delivery, and the result of this collated by the lead contract holder together with any subcontracted self assessments.

12. How will we ensure that sub-contractors are aware they will be performance rated by lead contractors?

Lead delivery partners should clearly inform sub delivery partners prior to the start of the contract year (February or March) that they are in scope for the Employability Performance Rating. They should issue them with the performance rating calculator no later than the beginning of April.

Contract Performance

13. Which outputs are in scope for the contract performance indicator?

Outputs that are in scope for the Employability Performance Rating are those that have been identified in your agreed Grant Agreement or Service Level Agreement. This will be made clear at the beginning of the performance year when you are issued with your Employability Performance Rating Calculator.

14. What is the impact of contract variations on the contract performance KPI?

The funding agency or lead delivery partner will use the targets set at the beginning of the performance year to assess performance against this indicator, rather than the varied targets.

15. What happens if funders or lead delivery partners do not set diversity targets?

The points that would have been attributed to the diversity Key Performance Indication (KPI) will be added to the contract performance KPI.

16. What happens if my project has either a 100% disabled target, or 100% male target etc.?

The points that would have been attributed to the diversity target for which you have a 100% target are shared between the other diversity targets. e.g. in the case of a 100% male target: 6 points are attributed to meeting the BAME targets and 6 points to meeting Disabled targets.

17. How will we incentivise providers to exceed sustained jobs targets when they may not be paid to exceed the annual target?

If sustained jobs are the primary outcome, the conversion rating will give points for those providers that exceed their profiled start to primary outcome ratios.

Would it be possible for the Employability Performance Rating Calculator to Self Assessment

18. How does a contractor or subcontractor complete question 8 of the quality self assessment if they do not subcontract any element of their provision?

If no provision is sub-contracted please insert 0 in column E of the Self Assessment sheet of the Employability Performance Rating Calculator. Formulas have been amended so that this question is not included in the rating calculation. Question 8 will not appear on the set of questions if you have entered the grant as a 'Sub' in the Backsheet of the Employability Performance Rating Calculator.

19. How does a prime contractor complete the quality self assessment questionnaire if they sub-contract provision?

The Prime contractor should complete the quality self assessment for its project based upon the data provided in self assessments provided by its subcontractors and its overall confidence in delivery of the programme as a whole.

20. What happens if providers rate themselves as outstanding in the self assessment and they clearly are not?

We have built in a 6 month self assessment review period between October to March. Lead delivery partners should review their sub delivery partner's self assessments; and funders, the lead delivery partner's self assessment. The review could include cross referencing between progress against other rating KPA's and KPI's and identification and discussion where there are anomalies. If Provider's are stating on a question that this is 'partially met' this should not be given an outstanding rating. The Self Assessment template (word document) cross references Employability Performance Rating questions with common quality standards such as Matrix and the Common Inspection Framework. It would be expected that Assessments given for other quality standards would align with self assessments for the Employability Performance Rating.

Participant Satisfaction

21. Can I customise the participant satisfaction questions to make more appropriate to my participant group?

Yes, changes can be made in how the questions are presented. Any amendments would need to be approved by the funder and must not change the intention of any question, or the choice of response options.

22. What is the definition of a "leaver" in terms of the exit interviews and at what point in a programme do we ask for participant feedback?

In the guidance we stated that "Participants should be asked to complete the three survey questions as they leave the 'into work' pre-employment support element of the activity". All Providers are required to return questionnaire results from a minimum of 60% of their participants that leave the into work element in the performance year. If a Provider does not achieve the required sample size of responses, zero points will be awarded for this indicator.

If you deliver support to participants who are in employment from day one, the survey questions should be answered at the end of your regular interaction with the individual.

23. Can participant satisfaction questionnaire be completed anonymously or should the participant enter his or her name?

Yes, they can be anonymous.

24. Why are points only awarded on the conversion rating KPI if I exceed my contracted conversion rate?

The conversion factor is a KPI within the 'quality' key performance area, and is an 'added value' indicator. 12% of overall performance rating points are attributed to this KPI. The conversion factor is a measurement of the proportion of participants that you support that achieve their primary outcome. During development of the performance rating criteria providers agreed that the ultimate objective of their delivery was that as many of their participants as possible achieved their primary outcome.

If you have *met* your contracted conversion rate you will already have been awarded points for this within the 'contract performance KPA' which measures performance against contractual outputs and constitutes 48% of performance rating points.

The conversion factor has been defined as a quantitative measure of quality. It should be noted that it is possible to achieve a four star rating without any points on the conversion factor KPI.