

Derbyshire Mandatory Youth Activity Programme (DMYAP)

Adviser Guidance

Version 3.5

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GLOSSARY OF TERMS

Action Plan	A document that specifies each element of mandatory activity.
Allotted Time	The DMYP Allotted Time is 8 weeks from and including the date the claimant starts a DMYP work placement.
Claimant	A person who claims Jobseekers Allowance.
Provider(s)	The generic term used to describe Providers of employment support. This includes all sub Providers involved in service delivery under the prime Provider procurement model.
Provider Guidance	Detailed guidance and information (including processes) which is provided by DWP/ Jobcentre Plus to the successful Providers to use when delivering the contracted service.
Critical Success Factors	The factors (i.e. the positive outcomes or benefits) against which the success of a provision will be judged in order to justify the investment.
Derbyshire Mandatory Youth Activity Placement	Providers will work with local employers and organisations to deliver placements that are suitable for claimants, and add benefit to the local or wider community. These placements will give extra support to a small number of people to help them re-engage with the system, refocus their job search and gain valuable work related skills and disciplines.
Failure to participate	Inappropriate behaviour, acts or omissions that results in the claimant putting at risk their attendance on the placement and could include (not restricted to) <ul style="list-style-type: none"> ▪ Poor time keeping ▪ Incorrect clothing ▪ Not participating ▪ Verbal or physical violence
Fortnightly Job search Review (FJR)	These supplement more in depth Advisory interviews. Job search is discussed, sign to declare they remain entitled to benefit and they are matched and submitted to jobs. The intervention is also used to input evidence to ensure benefit is paid accurately and on time.
Jobcentre Plus	Part of DWP, Jobcentre Plus provides an integrated service to people of working age. It offers help to people looking to move into work and support for people who cannot. Jobcentre Plus also provides services to employers wishing to fill vacancies.
Jobcentre Plus District	A specified area of England, Scotland or Wales within which to deliver services to Jobcentre Plus.
Jobseekers Allowance (JSA)	JSA – An allowance payable to claimants who are out of work, or work less than 16 hours a week on average, are below pension age and are available, actively seeking and capable of work.
Jobseekers Allowance Agreement (JSAg)	JSAg – An agreement between the Jobcentre Plus Adviser and the claimant outlining the steps the claimant will take to look for employment.

Labour Market System (LMS)	LMS is a core Jobcentre Plus business tool. It has an impact on just about everybody who has anything to do with either working in, or supporting, Jobcentre Plus Offices and other sites that carry out labour market related activities.
Off flow	The JSA Off-Flow Rate measures the percentage of claimants that leave the JSA register after a specific number of weeks (Off-Flow), as a proportion of those claimants who joined the register and were awarded a Benefit Entitlement within a particular monthly cohort (On-Flow).
Procurement	The process of purchasing goods and/or service: identification to payment.
Provision	A term used to describe the services offered to a claimant when they are participating in a government training programme. These can be services provided in-house, for example, by Jobcentre Plus, or by organisations from the private and voluntary sector.
Sanction	A 'sanction' is when benefit is not payable even though the conditions of entitlement to JSA are satisfied. A determination to sanction is made by a Jobcentre Plus Decision Maker where there has been a failure to participate without good reason in a mandatory activity as required and correctly notified.
Start	The date the Claimant starts the 8 week placement on the Derbyshire Mandatory Youth Activity Placement.
District Management Team	A Team responsible for ensuring that the DMYAP Provider has nominated contacts to support and assist with Labour Market Conditions Guide. To meet with the Provider to monitor performance and gather MI
Management Information	Performance information gathered to monitor and maintain performance
Multi Agency Public Protection Agency (MAPPA)	Is to help reduce the re-offending behaviour of eligible sexual offenders, violent and certain other offenders in Scotland, England and Wales in order to protect the public, including previous victims, from serious harm. Nominated Officer provides assistant for Jobcentre Plus
Derbyshire Mandatory Youth Activity Programme Random Allocation Tool (DMYAP RAT)	An IT based system that will randomly allocate claimants to participate on Derbyshire Mandatory Youth Activity Programme, during a work focused interview conducted at 26 weeks of the claimants claim
Curriculum Vitae (CV)	Provides an overview of a person's experience and other qualifications. Potentially the first item that a employers encounters regarding the job seeker and is typically used when seeking employment
Decision Makers and Appeals	Responsible for all appeal and guidance work, Guardians of Social Security legislation and updates.

Abbreviations

BC	Business Continuity
BCP	Business Continuity Plan
CV	Curriculum Vitae
DMYAP	Derbyshire Mandatory Youth Activity Programme
DMYAP RAT	DMYAP Random Allocation Tool
DWP	Department for Work and Pensions
ESA	Employment and Support Allowance
EU	European Union
FJR	Fortnightly Jobsearch Review
FSF	Flexible Support Fund
ICE	Independent Case Examiner
ICO	Information Commissioner's Office
JSA	Jobseekers Allowance
JSAg	Jobseekers Agreement
MAPPA	Multi Agency Public Protection Arrangements
MI	Management Information
DMA	Decision Makers and Appeals
LMDM	Labour Market Decision Maker
SCR	Special Customer Records

Background

1. The Coalition Government has made a clear commitment to ensuring “that receipt of benefits for those able to work is conditional on their willingness to work”. As part of Andrew Thomas’s delivery of supportive measures via the use of Flexible Support Funding – Derbyshire will run a Trailblazer that will use a random allocation basis for 50 percent of Derbyshire 18-24 year old claimants to be moved onto a mandatory work placement. Derbyshire Mandatory Youth Activity Programme (DMYAP) will be aimed at 18–24 year old claimants reaching 26 weeks on Job Seeker Allowance (JSA). The objective of the DMYAP is an 8 week period of mandatory work placement including 6 hours (1 day) supported job search activity, (with suitable sanctions for a failure to comply), so that claimants may be better equipped to engage with other support and/or to enter into sustained employment.
2. Claimants who participate in DMYAP will gain a better understanding of the discipline and focus that is required for work by attending their provision regularly and on time, carrying out specific tasks, and working under supervision, while at the same time making a contribution to their community.
3. DMYAP is part of the menu of support available to help 18–24 year old Jobseeker’s Allowance (JSA) claimants as part of the Jobcentre Plus Pre “Work Programme” Offer. This over-arching offer ensures that claimants receive the personalised, responsive support that they need to find employment.
4. DMYAP is aimed to test whether a period of activity at the 26 week claim point, will have a positive impact on sustainable job outcomes.
5. DMYAP, delivered under Section 17A of Jobseekers Act 1995, aims to tackle this particular issue.

NOTE Under Section 17A of Jobseekers Act 1 the Secretary of State may require claimants to participate in prescribed schemes that are ‘designed to **assist** them to obtain employment’. It is, therefore, imperative that in all communications (written and verbal; internal and external) DMYAP is described in line with DWP legislation and policy i.e. DMYAP is designed to help our 18–24 year old JSA claimants find work; it is **not** a punitive measure.

District Implementation

6. It is imperative that the District Management Team (DMT) implements processes to support DMYAP which are both effective and transparent. The trailblazer will run from 12 November 2012 to the 31 March 2014 with the last referrals being made on 31 January 2014.

7. The identification process for participation is by random allocation, this is an IT based random allocation tool, which is accessed during a flexible intervention interview with the claimant. Adopting this identification process it must be seen as fair and reasonable. The referral to and participation in DMYAP is mandatory and therefore failure to participate without good reason will result in benefit sanctions.
8. Derbyshire Central Team will obtain regular MI and ensure that formal Provider Engagement Meetings are set up with the DMYAP Provider to monitor performance. This Team is the provided nominated contact to raise absence related issue.

The provision

9. DMYAP gives those JSA claimants selected, an opportunity to develop skills, disciplines and behaviours that we know are widely valued by employers and that can help them in seeking employment.
10. The vehicle for this will be work-based placements and supported job search delivered by external Provider under contract to DWP. For those claimants referred to a placement participation is mandatory and failure to participate without good reason will lead to a benefit sanction. DMYAP is provided under the Jobseeker's Allowance (Employment, Skills and Enterprise Scheme) Regulations 2011.

Features

11. The placements sourced by the Provider will be a 5 day provision per week lasting 8 weeks that consists of
 - a work placement which must be
 - of benefit to the local community
 - for 30 hours per week (not including travel time of up to 90 minutes each way by Public Transport, but including lunch breaks)
 - for 4 days over a 7 day period unless restrictions as advised by the Jobcentre Plus Adviser apply, e.g. availability agreed in the Jobseekers Agreement (JSAg) or those placed by organisations covered by the MAPPA apply;
 - comprehensive innovative support in searching for 6 hours (1 day) per week unless restrictions as advised by the Jobcentre Plus Adviser apply, e.g. availability agreed in the Jobseekers Agreement (JSAg) or those placed by organisations covered by the MAPPA apply;
 - addressing any individual barriers, to include but not exclusive to:
 - on-line job applications,

- short certificated courses as necessitated by the local labour market (e.g. first aid certificates), Curriculum Vitae (CV) production, to enhance the claimants job prospects.
12. DMYAP participants will continue to claim JSA and attend Jobsearch Reviews on a minimum of a fortnightly basis.
13. The Provider will meet the costs incurred by the claimant in attending the DMYAP placement. This will include travel, childcare and additional costs. The Provider will also meet any additional support costs necessary to allow disabled people to participate fully.

Identifying claimants via the Random Allocation Tool

14. All 18–24 year old JSA claimants who have reached 26 weeks within in their claim period will need to be interviewed so that they can go through the random allocation process for DMYAP.

Non – DMYAP claimants as identified by the Random Allocation Tool

15. Continue with pre Work Programme support as per current guidance. Setting the **PILOT** marker to **Control** group as per setting the PILOT marker instructions (para 22).
16. Given the policy intent of DMYAP, the following claimants must **not** be considered for referral to DMYAP:
- those outside the age range (18-24)
17. DMYAP must **not** be used as an alternative means of addressing conditionality doubts. If there are doubts about a claimant meeting JSA conditionality (i.e. availability and actively seeking) those doubts must be addressed appropriately.

Claimant identified as participant by the Random Allocation Tool

18. Following identification to participate in DMYAP via the Random Allocation Tool as in para 15, it is vital that the **PILOT** marker is set to **Treatment** group as set out in para 22. To provide the necessary audit trail, identification must also be recorded as a LMS conversation on the claimants LMS record. DMYAP is a mandatory programme.
19. A referral to DMYAP must not come as a surprise to a claimant. Where a claimant is selected to participate in DMYAP, the referring Personal Adviser must:
- explain to the claimant that they are randomly selected for referral and the reasons why i.e. to develop skills, disciplines and behaviours that are

widely valued by employers and that can help them in seeking employment;

- provide an overview of the provision to the claimant;
- explain to the claimant that if they are subsequently referred to DMYAP, their participation will be mandatory, i.e. they may face a benefit sanction if they do not take part; and
- record, as an LMS conversation, that the discussion with the claimant has taken place and the reasons cited for random selection to a DMYAP referral.
- where the claimant is already participating in one of the GBW measures DMYAP will take precedence and therefore the activity under GBW will need to be terminated.

NOTE The language and tone used when discussing DMYAP with claimants is crucial. DMYAP must **never** be used as a threat or portrayed as a punitive measure.

Setting the Trailblazer PILOT marker

20. As part of the collation of MI data, it is essential that the Trailblazer **PILOT** marker is raised on the claimant's LMS record. Full guidance on setting the marker is attached. This action is required for all 18-24s who reach 26 weeks of claiming JSA.

The Referral process (See Annex 1)

21. Before referring the claimant to the DMYAP Provider the Personal Adviser must check that there is nothing to prevent the claimant from completing 8 consecutive weeks on provision, e.g. jury service etc. Any such interruption in the 8 week programme should be communicated to the provider during the referral. Additionally, the claimant's Work Programme entry point must be checked; though it is intended claimants suitable for DMYAP undertake this programme before entering the Work Programme.

22. The referral must be made within a Personal Adviser interview (a flexible intervention interview should be used). The Personal adviser must ensure that all restrictions that will restrict the claimant's participation whilst on DMYAP are clearly declared within the JSAG or Action Plan. This will support the Provider to adjust the placement and jobsearch support accordingly.

23. The Personal Adviser undertaking the referral must take the following actions:

Step	Action
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1	<p>Explain to the claimant:</p> <ul style="list-style-type: none"> • that the selection is done by a random allocation • why they are being referred and the programme is mandatory • If NOT selected – then note LMS with results • If SELECTED – then refer the claimant to the provision <ul style="list-style-type: none"> • what the provision entails • how we expect them to benefit from the provision that any travel and/or care costs they incur will be met by the Provider
2	<p>Ensure that the claimants JSAG and/or Action plan where used is updated and print copy off to attach with REF2 and SL2</p>
3	<p>Create an LMS conversation as follows:</p> <p>****DMYAP referral****</p> <p>This is necessary to help identify, at a future New Jobseeker Interview, any claimant that might have signed-off without completing DMYAP, and for whom a re-referral may be appropriate</p>
4	<p>Record the referral on LMS via the ‘Derbyshire Mandatory Youth Activity Programme – “Initial Ref” opportunity.</p> <p>1 Ensure MAPPA guidance is followed in appropriate cases</p> <p>2 Separate procedures apply to Special Claimant Record cases</p>
5	<p>Telephone the Provider, who will provide a date and time for the appointment for the claimant to be seen within 2 working days. The claimant should be seen at a location which is within 90 minutes travel (each way) by public transport.</p> <p>Alert the Provider to issues which impact upon the claimant’s participation:</p> <ul style="list-style-type: none"> • restricted availability • care requirements • additional support needs for claimants with a disability • penalties imposed by the legal system (if a claimant is attending regular probation interviews, completing community service hours or subject to curfew restrictions the Provider will manage placement arrangements accordingly)
6	<p>Issue a letter (Annex 2) and explain its contents ensuring the claimant fully understands that:</p> <ul style="list-style-type: none"> • the provision is mandatory and the consequences of non-

	<p>participation</p> <ul style="list-style-type: none"> • they must continue to follow the steps to find work as set out in their Jobseeker's Agreement • they must continue to attend fortnightly Jobsearch Reviews (NOTE at Adviser discretion, the claimant's signing time, but not day, can be rearranged to fit better with attending DMYAP. Similarly, any requirement to attend weekly can be waived during the DMYAP period) • they must inform their Personal Adviser if they need to change their signing time once details of their placement are known
7	Input a referral to the relevant office LMS opportunity and send REF2 and SL2 to the Provider following secure mail protocols. Courier Post - Do's and Don'ts
8	Record, as an LMS conversation, that letter (Annex 2) has been issued to the claimant (without a proper audit trail, any future Decision Making and Appeals activity could be compromised).
9	Make arrangements (e.g. LMS workflows) to follow-up the referral. The Personal Adviser must be alert to, and respond to, any change in the claimant's circumstances that might impact on their participation and must instigate a 15 working day check to ensure the Provider has met their contractual obligations.

Part-Time Training/Study

24. In exceptional circumstances claimants who are referred to DMYAP may be undertaking part-time training/study, which is reflected in their availability within their JSAg.

25. Claimants can combine attendance on DMYAP with part-time training/study on the following grounds:

- they should already be involved in part-time training/study at the time they start their DMYAP placement;
- the part-time training/study must have been declared to Jobcentre Plus, Learning agreement in place
- the training/study must be work-related; and
- the part-time training/study cannot be re-arranged or deferred until the claimant completes DMYAP.

26. If the above conditions are met, then a flexible approach on the hours of attendance that claimants must serve on the DMYAP placement may be granted e.g. 4 days over 7, claimant attends IT course Wednesday afternoon, DMYAP altered to suit.

Claimants under taking Part-Time work

27. Any claimant who is working part time, will still be required to be placed through the random allocation interview process and if selected be referred to DMYAP. DMYAP should allow the claimants to continue with (or start) any part-time work and declare any earnings during their time on DMYAP.
28. The Jobcentre Plus Adviser will need to alert the Provider with the full details about the part time work from Jobcentre Plus, which will allow you to understand the extent of potential impact on the placement. Claimants can combine attendance on DMYAP with part time work on the following grounds:
 - they should already be involved in part time work at the time they start their DMYAP placement; and
 - the part time work must have been declared to Jobcentre Plus.

Change of circumstances

29. As there is a delay between the referral point and the placement start, it is important any changes to the claimant's circumstances that might impact on their attendance (e.g. found work, change of address) are picked-up and communicated promptly to the Provider. This is necessary to prevent the Provider from instigating DMA action that will be a waste of time for both the Provider and Decision Making and Appeals colleagues.
30. Personal Advisers should complete a Change of Circumstances form (**Annex 3**) to notify changes. Where the change impacts on the claimant's ability to attend an appointment or provision in the following 48 hours, the Personal Adviser should also telephone the Provider. If the change is one that means DMYAP participation is no longer relevant (e.g. claimant signed-off JSA), the person/office notified of the change must update LMS.

15 day check

31. Fifteen working days after the referral has been made, the Personal Adviser must check LMS to see if the referral has been updated.
32. If LMS is showing a result against the referral there is no need to contact the Provider. However, if no result is showing on LMS, the Personal Adviser must contact the Provider after first checking the claimant's claim status:
 - If the JSA claim has been closed, the Personal Adviser must inform the Provider and instruct the Provider to complete SL2 and return to the Derbyshire Central Team.
 - If the JSA claim remains open, the Personal Adviser must inform the Derbyshire Central Team by email / phone that the opportunity has not been updated.

Special Claimant Records (SCR)

33. SCR cases must be handled by the Jobcentre Plus Nominated Officer in line with National guidance.
34. In respect of DMYAP, the Jobcentre Plus Nominated Officer is responsible for:
- Letting the DMYAP Provider's nominated contact know, by telephone, to expect a clerical referral form SL2 in respect of a SCR claimant
 - Stressing, to the Provider, the importance of following the SCR process set out in Provider Guidance
 - Issue the notification letter (**Annex 2**) to the claimant, completing the relevant fields, and noting the issue of the letter on the claimant's clerical record
 - Completing and sending an SL2 form to the Provider's nominated contact.
 - Advising the Jobcentre Plus Central Team that a clerical referral to DMYAP has been made – this enables the Central Team to manage referral numbers effectively.
 - Obtaining, within 15 working days of the referral, full details of the claimant's placement from the DMYAP Provider
 - On-going liaison with the Provider's nominated contact in respect of SL2 completion, DMA action, provision end dates etc to meet the requirements of DMYAP.

Claimant absences from DMYAP

35. If a claimant fails to attend their DMYAP placement the Provider will refer direct to the LMDM in the case of sickness and will contact Derbyshire Central Team in all other cases.
36. Once the claimant's JSA status has been resolved, the referring Personal Adviser will be informed to enable them to consider the appropriateness of returning the claimant to DMYAP provision.
37. In cases where the JSA claim remains, there may be instances where it is no longer sensible to keep the claimant on DMYAP. Such decisions must be made locally based on the circumstances of the case (e.g. likely duration of the absence) as discussed with the DMYAP Provider. If it is agreed that participation should end, the Provider must be told to inform the claimant and return SL2 to the Derbyshire Central Team.

Sanction regime

38. DMYAP participation becomes mandatory when the Personal Adviser issues the claimant with a notice in writing containing details of the placement, what they are required to do and the consequences of failing to participate in programme

39. A claimant who fails to comply, without good reason, will be sanctioned for

- Four weeks, or
- 13 weeks if the DWP has previously decided on one or more occasions that the claimant's Jobseeker's Allowance should be sanctioned because the claimant committed any of the failures listed below, within 52 weeks (but not within 2 weeks) of their last failure.

The failures referred to are, if without good reason, the claimant:

- failed to attend an adviser interview
- if applicable, failed to take part in a particular employment programme (such as DMYAP)
- did not take the opportunity of a place on an employment programme or training scheme
- refused or failed to apply for or accept a place on such a programme or training scheme notified to the claimant
- failed to attend or gave up a place or through their own misconduct lost a place on such a programme or scheme
- failed to comply with a Jobseeker's Direction

Sanctions imposed will continue to apply regardless of whether the claimant re-engages with the provision. A sanctioned claimant will have the right of appeal and be able to apply for JSA Hardship in line with existing guidance.

40. Referrals to Decision Making and Appeals Teams are made directly by the DMYAP Provider; there is no involvement for Jobcentre Plus in the first instance. Information about the processes involved can be found in the Provider Guidance published on the DWP internet site.

41. The key issue for Personal Adviser is to consider the appropriateness of making a subsequent referral to DMYAP for those claimants who have been through the DMA process.

Subsequent referrals and 'balance of time'

42. Personal Adviser's must be alert to claimants failing to start provision or leaving provision early.

43. The following covers the range of scenarios in which it might be appropriate to make a subsequent referral to DMYAP and whether such a referral should be treated as a further 'initial' referral or a 'balance of time' referral. It is important that Personal Advisers distinguish between the two and take care to make referrals via the correct LMS opportunity – any mix-

up will create additional work, for both Jobcentre Plus and the Provider, and may undermine the value of the MI being collected.

Claimant ceases to claim JSA between point of referral and start date of DMYAP placement

44. In this scenario the Personal Adviser must ensure that the Provider is aware of the claim closure reason via the Change of Circumstances form **Annex 3**. The Personal Adviser must also record the circumstances of the case as an LMS Conversation so that should the claimant return to JSA within a 6 month linking period then consideration can be given to returning them to DMYAP.
45. If the claimant returns to JSA, the Personal Adviser **must** consider if it is appropriate to make a subsequent DMYAP referral. Unless there has been a significant change in the circumstances which led to the original referral, the claimant should be referred again to DMYAP; any such referral must be treated as a further 'initial' referral.
46. Personal Adviser should also consider if the claimant ceasing to claim JSA between being referred to DMYAP and the start date of their placement (and subsequently returning to JSA) indicates fraudulent activity; this should be explored and, where appropriate, tested (e.g. via More Frequent Attendance).

NOTE If, when the new claim is made, the claimant is approaching or has reached their Work Programme entry point, a referral back to DMYAP (where appropriate), must take precedence over the Work Programme referral. For example a temporary exemption, using the criterion 'claimant on other suitable provision', must be applied to the Work Programme referral.

Claimant does not start DMYAP placement and JSA claim continues

47. Unless there has been a significant change in the circumstances which led to the original referral, the claimant should be referred again to DMYAP; any such referral must be treated as a further 'initial' referral.

NOTE A DMYAP referral would take precedence over a Work Programme referral if the Work Programme entry point has been reached or is imminent, for example a temporary exemption, using the criterion 'claimant on other suitable provision', must be applied to the Work Programme referral.

Re-referring a claimant serving a DMYAP sanction

48. In circumstances where the claimant is serving a DMYAP-related sanction the Personal Adviser must consider if there are any wider issues that might make a prompt re-referral inappropriate, though it is expected that unless there has been a significant change in the circumstances which led

to the original referral, the claimant should be referred again to DMYAP. Whether this referral is classed as a 'initial' or 're-referral' will depend on whether the placement activity has commenced (re-referral) or not (initial)

49. A claimant's refusal to engage with DMYAP should certainly give the Personal Adviser cause for concern about the claimant's availability for employment. Such concerns must be explored rigorously and appropriate action taken.
50. The Personal Adviser should also consider if the claimant's refusal might indicate fraudulent activity; again, this should be explored and, where appropriate, tested (e.g. via More Frequent Attendance)

Claimant ceases to claim JSA after placement start date but didn't actually start DMYAP placement

51. In this scenario the Provider will refer to LMDM for FTA action at the point the claimant failed to start the placement. The Personal Adviser must, therefore, be alert to any reserved DMA decision attached to the claim (DMA paperwork should have been sent to Jobcentre Plus office for retention) and ensure appropriate action is taken (i.e. re-referral to DMA if a new claim is made within the sanction period).
52. If the claimant makes a new claim to JSA, the Personal Adviser **must** consider if it is appropriate to make a subsequent DMYAP referral. Unless there has been a significant change in the circumstances which led to the original referral, the claimant should be referred again to DMYAP; any such referral must be treated as a further 'initial' referral.

NOTE If, when the new claim is made, the claimant is approaching or has reached their Work Programme entry point, a referral back to DMYAP (where appropriate), must take precedence over the Work Programme referral. For example, a temporary exemption, using the criterion 'claimant on other suitable provision', must be applied to the Work Programme referral.

Claimant ceases to claim JSA after starting DMYAP placement

53. In this scenario the Personal Adviser must ensure that the Provider is immediately made aware of the claim closure reason, via Change of Circumstances form (**Annex 3**). The Personal Adviser must also record the circumstances of the case as an LMS Conversation so that should the claimant return to JSA within a six month linking period, a re-referral **must** be made to DMYAP for balance of time. Unless there has been a **significant** change in the circumstances which led to the original referral, the claimant should be referred again to DMYAP
54. The Personal Adviser must be mindful of any reserved DMA decision attached to the claim and take appropriate action.

NOTE If, when the new claim is made, and the claimant is approaching or has reached their Work Programme entry point, a referral back to DMYAP (where appropriate), must take precedence over the Work Programme referral. For example, a temporary exemption, using the criterion ‘claimant on other suitable provision’, must be applied to the Work Programme referral.

Balance of time

If the claimant makes a new claim to JSA within 6 months or stops attending the DMYAP placement, balance of time will apply.

- 55. Balance of time is the remaining amount of time a claimant should spend on DMYAP in situations where they have left their placement before completing the full 8 weeks of provision.
- 56. Balance of time referrals must be for full weeks; therefore, the minimum period for balance of time will be one week.
- 57. In establishing the balance of time to be served, part-weeks spent on provision are treated as full weeks. If, for example, a claimant spent 1 week and 2 days on provision, the balance of time to be served is 6 weeks.
- 58. When making a balance of time referral, the Adviser must take the following actions:

Step	Action
1	Explain to the claimant why they are being returned to the provision and the time to be spent on placement.
2	Ensure that the claimant’s JSAG and Action Plan are fully up-to-date
3	Create an LMS conversation as follows: ****DMYAP Re-referral**** This is necessary to help identify, at a future New Jobseeker Interview, any claimant that might have signed-off without completing DMYAP, and for whom a re-referral may be appropriate
4	Record the referral on LMS via the “Derbyshire Mandatory Youth Activity Programme – Re-Referral’ opportunity - fresh REF2 and SL2 will be required with balance of time details NOTE Separate procedures apply to Special Claimant Records cases
5	Telephone the Provider, who will provide a date and time for the

	<p>appointment for the claimant to be seen within 2 working days. The claimant should be seen at a location which is within 90 minutes travel (each way) by public transport.</p> <p>Issue a letter (Annex 2) and explain its contents ensuring the claimant fully understands that:</p> <ul style="list-style-type: none"> • the provision is mandatory and the consequences of non-attendance • they must continue to follow the steps to find work as set out in their Jobseeker's Agreement • they must continue to attend fortnightly Jobsearch Reviews (NOTE at Adviser discretion, the claimant's signing time, but not day, can be rearranged to fit better with attending DMYP. Similarly, any requirement to attend weekly can be waived during the DMYP period) • they must inform their Personal Adviser if they need to change their signing time once details of their placement are known
6	Record, as an LMS conversation, that Annex 2 has been issued to the claimant (without a proper audit trail, any future Decision Making and Appeals activity may well be compromised).
7	<p>Tell the Provider the balance of time to be served and alert them to issues which impact upon the claimant's participation:</p> <ul style="list-style-type: none"> • restricted availability • care requirements • additional support needs for claimants with a disability • penalties imposed by the legal system (if a claimant is attending regular probation interviews, completing community service hours or subject to curfew restrictions the Provider will manage placement arrangements accordingly)
8	Make arrangements (e.g. LMS workflow) to follow-up the referral including a 15 day check to ensure the Provider has met their contractual obligations.

Claimant leaves DMYP provision early and JSA claim continues

59. In this scenario the Personal Adviser **must** consider if it is appropriate to make a subsequent referral.

60. Unless there has been a **significant** change in the circumstances which led to the original referral, the claimant should be referred again to DMYP. This should be done via the 'Derbyshire Mandatory Youth Activity Programme – Re-Referral' opportunity on LMS

NOTE A DMYP referral would take precedence over a Work Programme referral if the Work Programme entry point has been reached or is

imminent. For example, a temporary exemption, using the criteria 'claimant on other suitable provision', must be applied to the Work Programme referral.

Re- referring a claimant serving a DMYAP sanction

61. In circumstances where the claimant is serving a DMYAP related sanction the Personal Adviser must consider if there are any wider issues that might make a prompt re-referral inappropriate, though it is expected that unless there has been a significant change in the circumstances which led to the original referral, the claimant should be referred again to DMYAP.
62. A claimant's refusal to engage with DMYAP should certainly give the Personal Adviser cause for concern about the claimant's availability for employment. Such concerns must be explored rigorously and appropriate action taken.
63. The Personal Adviser should also consider if the claimant's refusal might indicate fraudulent activity; again, this should be explored and, where appropriate, tested (e.g. via More Frequent Attendance)

Domestic Emergency

64. Whilst participating in DMYAP claimants may require time to attend to unexpected emergencies e.g. death, serious illness; or accident of a close relative or close friend.
65. In the first instance where a claimant contacts the Provider and states they are unable to attend the placement due to a domestic emergency, the Provider will phone the Derbyshire Central Team to check if the reason for absence can be accepted.
66. If the reason is accepted the Derbyshire Central Team will note LMS, alert the referring Adviser and liaise with the Provider. Issuing the new agreed date that the claimant will be expected to return to complete the remaining number of hours in that week and weeks on placement. It is the Providers responsibility to keep in touch with the claimant during Domestic Emergency period of absence. Upon the claimant's return, they will give them a new formal notification letter.
67. If the reason for the domestic emergency cannot be allowed, the Derbyshire Central Team will notify the Provider and request the return of the SL2. Derbyshire Central Team will update the LMS opportunity and note LMS conversations.
68. If the reason is allowable but the claimant's period of absence exceeds 8 days or more the Derbyshire Central Team will notify the Provider to return the SL2. Derbyshire Central Team will liaise with referring office and update the LMS opportunity and note LMS conversations.

Claimant transfers their JSA claim to another office

69. DMYAP is only delivered in Derbyshire.
70. If the claimant has been referred to DMYAP or is undertaking their placement, the Provider must be informed. A telephone call must be made followed by confirmation using Change of Circumstances form (**Annex 3**). This will done by the importing office as they will hold the claimants new details and any further supporting information required by the Provider e.g. restrictions, care responsibilities, new contact details etc
71. If the claimant's new office is within Derbyshire the Provider will consider whether the existing placement is still appropriate. If not, they will source an alternative placement for the remainder of the DMYAP period.
72. The claimant started within 10 days of notification of the change of address. The claimant should then complete the remaining full weeks on DMYAP with the new placement organisation.
73. If the claimant's new office is outside Derbyshire, the Provider must be told to end the current placement. It is the responsibility of the exporting office to contact the Provider and request the SL2 to be returned to District Office.

Unacceptable claimant behaviour

74. If a claimant who is participating in DMYAP displays potentially violent behaviour in their dealings with Jobcentre Plus, the DMYAP Provider must be notified.
75. In most cases the claimant's placement will not be affected, but the notification is required to facilitate and inform the Provider's risk management measures.
76. Similarly, DMYAP Providers will notify Jobcentre Plus of any unacceptable claimant behaviour whilst they are on placement. Any such notifications must be referred to the Nominated Manager, usually the Jobcentre Manager.

New claim to JSA within 6 months with a reserved DMYAP DMA decision

77. If a claimant referred to DMYAP ends their JSA claim after starting, but not completing, their placement, the Jobcentre should hold paperwork relating to a reserved DMA decision.
78. If that claimant then makes a new JSA claim within the period to which the reserved decision applies, the case papers must be referred back to the DMA Team.
79. A re-referral for balance of time must be to DMYAP.

Claimants completing DMYAP

80. For DMYAP completers it is important that the Personal Adviser conduct a post-provision review. The review should focus on the claimant's experience of DMYAP and their needs moving forward. Any steps agreed must be recorded on the claimant's Jobseeker's Agreement. Intense Jobsearch review and matching should now be taking place as the claimant is approaching the Work Programme referral process.
81. The DMYAP Provider will also give feedback on the claimant's participation. This should be received by the Derbyshire Central Team within 2 working day of leaving the provision and will document the claimant's activities during placement, verify attendance and note any skills developed. This will be forwarded to the referring Adviser within 2 working days of receipt and feedback should be shared with the claimant.

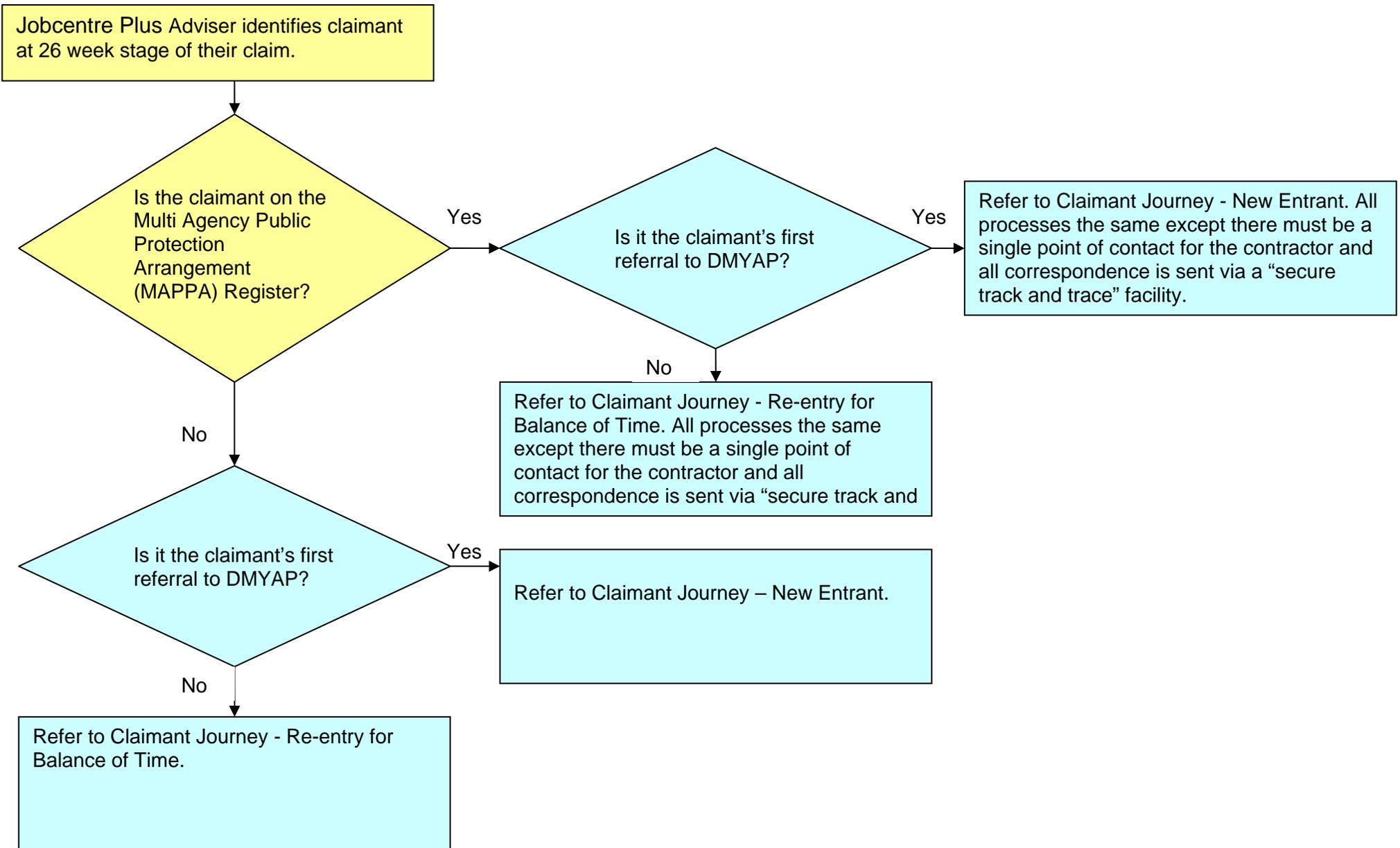
KEY:

Jobcentre Action

Provider Action

DMYAP Claimant Journey – Initial Claimant Journey

Annex 1



KEY:

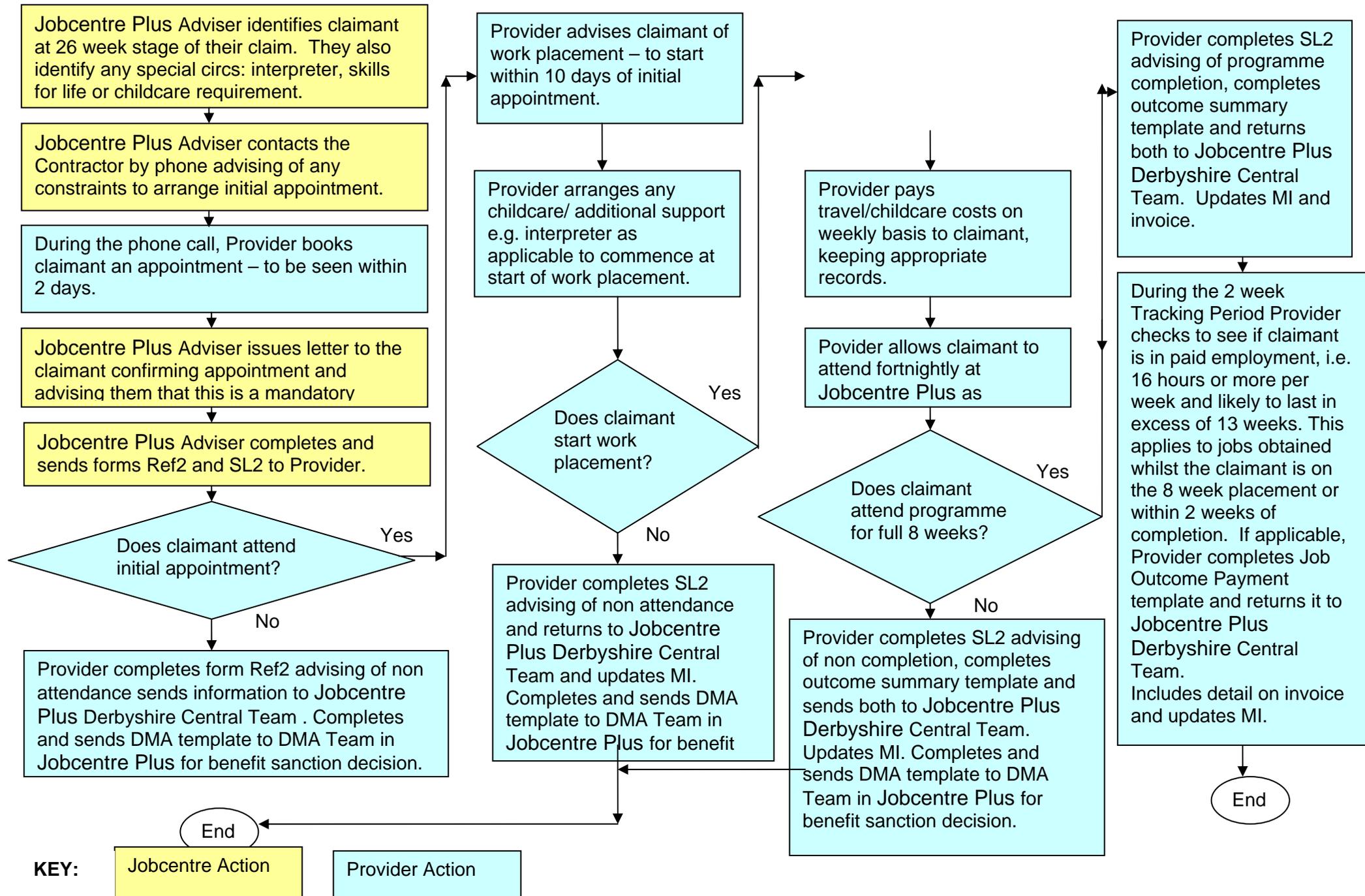
Jobcentre Action

Provider Action

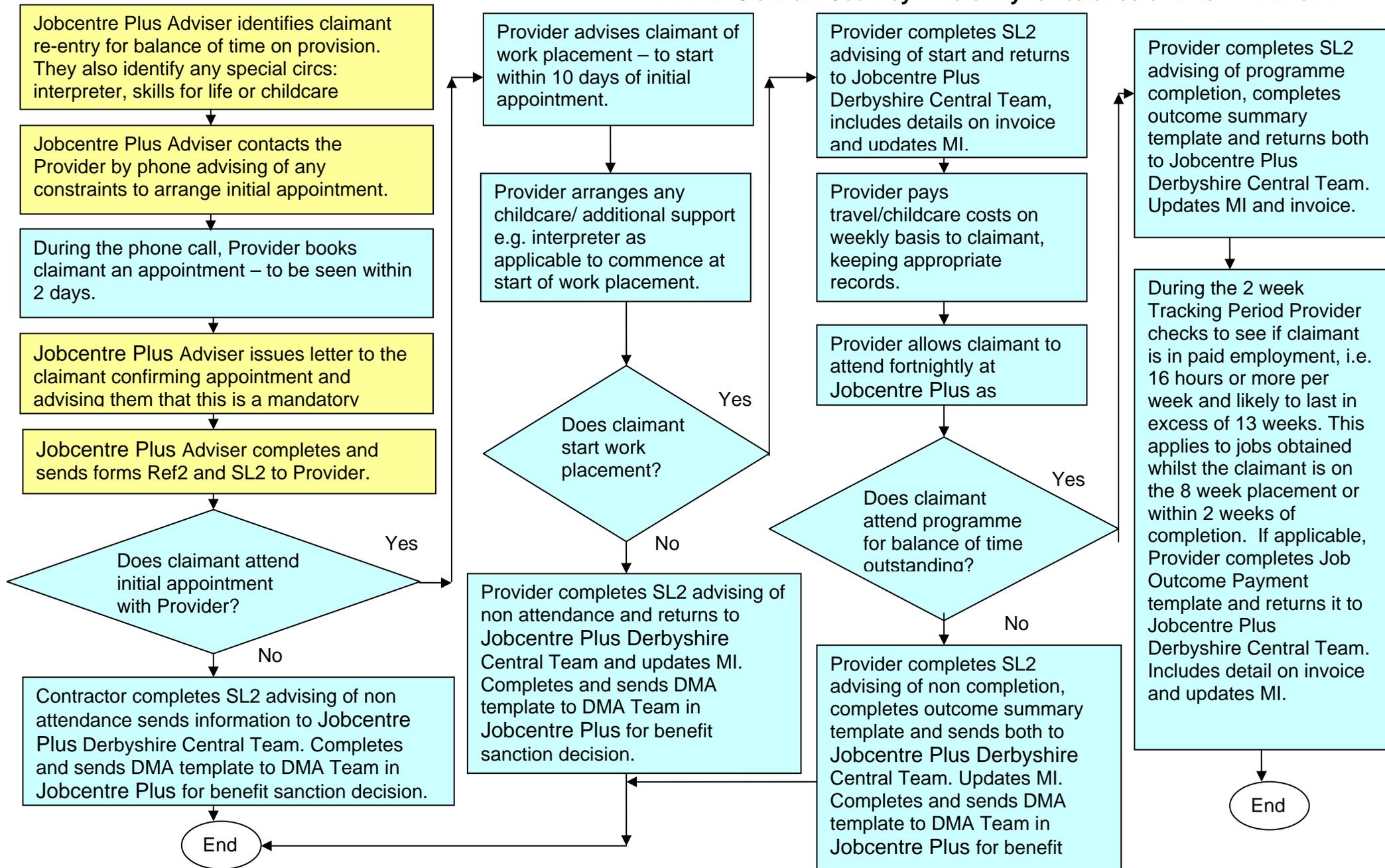
DMYAP Claimant Journey – New Entrant

Annex 2

Provider completes SL2
advising of start and returns
to Jobcentre Plus
Derbyshire Central Team,
includes details on invoice
and updates MI.



DMYAP Claimant Journey – Re-entry for balance of time Annex 1



JCP Referral Letter



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Derbyshire Mandatory Youth Activity Programme

Change of Circumstances

From / To

From: Name

Jobcentre Plus / Provider

Telephone Number

To:

Claimant Details

Title: Mr Miss Ms er

Please specify

First name(s):

Surname:

NI number:

Benefit in Payment

<input type="text"/>									
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Details of Change

Date of change

<input type="text"/>							
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Reason for Change

Details:

