

JOBSEEKER SUPPORT AT SIX MONTHS STAGE - VOLUNTEERING

Introduction	1
Background	1
Outline	2
Terminology.....	2
Referrals from Jobcentre Plus.....	2
Failure to attend interview	3
Delivery	3
Management Information	4
Conditionality.....	5
Eligibility	5
Timing	6
Managing Participation.....	6
Raising Awareness.....	6
Branding and Marketing	6
Funding	6
Administration forms.....	7
Protecting DWP Customer Data.....	7
Appendix 1: List of FND Phase 1 districts	9
Appendix 2: Managing Participation.....	10
Appendix 3: SL2JP forms.....	12
Appendix 4: Management Information.....	15

JOBSEEKER SUPPORT AT SIX MONTHS STAGE - VOLUNTEERING

Introduction

1. This guidance encompasses the key aspects of delivery and management of the volunteering strand of the package of extra support for jobseekers and is aimed at organisations delivering that provision.

Background

2. At the Jobs Summit on the 12th January, Ministers announced a package of extra support for jobseekers who have been unemployed for six months. This included increased access to volunteering opportunities to improve employability, recruitment subsidies, help to become self-employed and access to training.
3. The package will be implemented via the Supported Jobsearch stage of Jobseeker's Allowance from April 2009 in Flexible New Deal Phase 1 areas. Similar provision in Phase 2 areas will be introduced to ensure delivery of the package of support in all parts of Great Britain.
4. DWP believes that volunteering alongside searching for paid employment can help jobseekers to maintain and develop useful skills for work and keep them in touch with the labour market and has included it as part of the extra package of support for this reason.

5. The aim is to provide jobseekers who have been claiming Jobseeker's Allowance for six months with access to work-focussed volunteering placements to help them learn or maintain skills whilst looking for paid employment.

Outline

6. Third sector partners have been appointed in England, Scotland and Wales to manage national brokering services, to identify suitable work-focussed volunteering placements for Jobseekers Allowance claimants who have been claiming for six months or more.

Terminology

7. We expect our third sector partners to provide brokerage and data collation services, but they may subcontract with other organisations for support with brokerage and/or provision of the placements themselves. For the purposes of this guidance:
 - 'third sector partner' denotes the organisations we have contracted with;
 - 'brokering organisation' or 'broker' is the supplier of brokering services (whether the partner or a subcontractor)
 - 'placement provider' is the provider of the placements themselves (which could also be the partner or a subcontractor).
8. For the purposes of this guidance, 'customers' refers to Jobseeker's Allowance claimants who have been claiming for six months.

Referrals from Jobcentre Plus

9. Personal Advisers (PAs) within Jobcentre Plus will have responsibility for identifying suitable customers who may benefit from volunteering activity.
10. Activity will not be mandatory: customers will have the right to refuse to participate at all, or to participate in only part of any placement identified.

Face-to-face interviews

11. For each customer who is willing to participate, the PA will contact the relevant brokering organisation by telephone to arrange a suitable interview date and time with a named contact from within the brokering organisation. This should be a face-to-face interview where possible and should be within five working days of the referral being made.
12. The PA will give the brokering organisation the customer's name and National Insurance number.
13. The PA will also give the brokering organisation their name, Jobcentre address and telephone number so that they can be contacted if necessary.
14. The brokering organisation should retain this information for input onto the electronic SL2JP form when the customer attends the interview.

15. This referral will be recorded on LMS and customers will be issued with an automated referral letter containing details of the interview premises, named contact and date and time of the interview.

Telephone Interviews

16. The PA will phone the brokering organisation to confirm that a referral has been made. They will give the customer's name and National Insurance number.
17. The PA will also give their name, Jobcentre address and telephone number so that they can be contacted if necessary. The brokering organisation should retain this information for input onto the electronic SL2JP form as part of the telephone interview.
18. This referral will be recorded on LMS and customers will be issued with an automated referral letter with details of the free phone telephone number. They must call this number within ten working days of referral.

Failure to attend interview

Face-to-face interview

19. If the customer does not attend the interview with the brokering organisation, the broker should complete the electronic SL2JP and return it to the customer's Jobcentre. Please see **Appendix 3** for guidance on completing the SL2JP form.

Telephone interview

20. If the customer does not call the brokering organisation within ten working days of referral, the broker should complete the electronic SL2JP and return it to the customer's Jobcentre. Please see **Appendix 3** for guidance on completing the SL2JP form.

Delivery

21. Identifying a work-focussed volunteering placement for the claimant will be the responsibility of the brokering organisation.
22. The brokering organisation should provide the opportunity for a face-to-face discussion with the customer where possible. We understand that this may not be practical in some areas (especially rural areas), and in these cases the discussion can take place by telephone. Where possible, this discussion should take place within five working days of referral by the PA.
23. The customer will discuss with the brokering organisation what work-related skills they would like to develop. Together with the customer, the brokering organisation will then identify the types of placement available in the local area which could help the customer achieve their employability aims.
24. If the brokering organisation is aware of any existing volunteering placements which could be suitable for the customer, they should refer the customer immediately to start the placement as soon as practical.

25. Alternatively, the brokering organisation should identify a suitable placement within ten working days of their first interview with the customer, and should contact the customer to provide details of the placement within this timeframe.
26. Once a placement has been identified, the brokering organisation should provide the customer with joining instructions and ensure the placement begins as quickly as possible.
27. Placements will be voluntary opportunities and must not displace other jobs.
28. Where no suitable placement can be found, the brokering organisation must contact both the customer and the PA who made the referral at the earliest opportunity to explain the situation.

Management Information

29. During their interview with the customer, the brokering organisation will be expected to:
 - Complete an SL2JP form (see guidance at **Appendix 3**)
 - Begin a customer record to collate required management information – see paragraph 30 below.
30. Following the interview, the SL2JP form should be returned to the customer's Jobcentre in line with the guidance at **Appendix 3**.
31. To enable effective review and evaluation the brokering organisation must record, and the third sector partner must manage, the following information:
 - I. Name of customer
 - II. National Insurance Number
 - III. Date interview booked
 - IV. Date interview attended
 - V. If the customer attended the interview, whether this was within 5 days of referral
 - VI. Instances of no suitable placement being found, and reason why
 - VII. Number of people referred to a placement
 - VIII. Number of people starting a placement
 - IX. Working days from interview until placement start
 - X. Expected length of placement
 - XI. Expected number of hours per week
 - XII. Genre of placement
 - XIII. Whether placement will develop work habits or specific skills
 - XIV. Number of placements completed

The third sector partner will be expected to provide anonymised data, comprising elements III-XIV above, to the Department by email on a monthly basis, on or before the 15th of each month. The first return will be expected on 15th May 2009. The email address for this will be confirmed shortly. The third sector partner should send this information in the spreadsheet provided. Please see **Appendix 4** for guidelines on how to complete this spreadsheet.

The purpose of this data is to enable the Department to monitor the efficiency of the provision, level of take up, and the types of placements being undertaken.

The partner should also retain individualised data for evaluation purposes. We will provide more details of how we intend to draw on this information during April.

Conditionality

32. Third sector partners, brokering organisations and placement providers should remember that volunteering must not be in conflict with Jobseeker's Allowance benefit entitlement conditions. Customers must;
 - remain available for and actively seeking work;
 - continue to attend Fortnightly Jobsearch Reviews at the Jobcentre and interviews with their Personal Adviser;
 - attend a job interview at 48 hours notice; and
 - take up a job offer within one week if necessary.
33. It is not envisaged that these would be full-time placements over a long period of time, as this could compromise the customer's availability to search for paid employment. We understand that the duration of each placement will vary depending on the type of voluntary activity and what is available in the local area.
34. Customers will remain on Jobseeker's Allowance throughout. They will still be subject to the same conditionality and existing benefit entitlement rules will still apply.
35. Referral to the brokering organisation is entirely optional and claimants will not be sanctioned if they fail to attend their interview with the brokering organisation or if they do not complete the full duration of their volunteering placement.

Eligibility

36. Anyone who has been claiming Jobseeker's Allowance for six months will be eligible, but referral will be at the discretion of the Personal Adviser.
37. Provision will last until the Flexible New Deal stage in Phase 1 areas and until New Deals in Phase 2 areas. A list of Phase 1 districts is at **Appendix 1**.

38. In Phase 1 areas, there will be no new referrals made within four weeks of a customer starting Flexible New Deal (in most cases, 12 months into the Jobseeker's Allowance claim.)
39. In Phase 2 areas, there will be no new referrals made within four weeks of a customer starting New Deal (in most cases, 18 months into the Jobseeker's Allowance claim.)

Timing

40. Along with the other aspects of the package, the volunteering offer will be made available to customers from 6th April 2009.
41. Referrals from Jobcentre Plus to brokering organisations will cease on 18th March 2011.

Managing Participation

42. Participants have a responsibility to behave in an appropriate manner just as they would if they were in employment and third sector partners, brokering organisations and placement providers should be sensitive to the needs of participants including compliance with relevant health and safety obligations. See **Appendix 2** for further details on managing and reporting unacceptable behaviour, grievances or complaints, and accidents.

Raising Awareness

43. We encourage third sector partners to use part of their funding allocation to raise awareness of the service they provide. This could be done through visits to Jobcentres to discuss services with PAs and customers, for example, which may be carried out by third sector partners, brokering organisations or placement providers. Capacity for hosting visits of this kind will vary between Jobcentres: we would encourage third sector partners to work with their local network of Jobcentres to find the best solution.
44. We do not expect awareness-raising to include any bespoke branding or marketing (see below).

Branding and Marketing

45. We do not require third sector partners to produce bespoke branding or marketing materials. Any marketing of the volunteering offer will be carried out by Jobcentre Plus, and will take place within marketing of the whole six month offer.

Funding

46. The service fee payments will be paid direct to the third sector partner's designated bank account. Payments will be made in line with the schedule

of payments set up in the contractual terms and conditions. Please see **separate document attached** for these payment schedules.

47. Tolerances have been applied to the planning assumptions (number of volunteers attending interview with a brokering organisation) on the provision and the price quoted and rate to be charged to the Department will be fixed within these tolerances. Planned variation of the tolerance limits for a sustained period of time will necessitate a discussion on the rate payable and potentially a change in the monthly Service Fee Payment.
48. Any increase payable/requested will only be payable if funding is released from other volunteering contracts. Tolerance limits will be monitored during the life of the contract.
49. Third sector partners will need to submit a separate VAT only invoice to the Jobcentre Plus Regional Payments Team containing at least the following:
- Invoice date
 - Third sector partner Name and Address
 - Contract Number
 - Period of payment to which the VAT relates
 - The sum paid together with the VAT element claimed
 - Annotation to the invoice that it is “VAT only invoice”
50. Third sector partners will need to send this invoice to the Jobcentre Plus Regional Payments Team at the following address;

North West Regional Payments Team
Jobcentre Plus North West Regional Office,
Pittman Way,
Preston
PR11 2BY

Administration forms

51. SL2JP

This will be held electronically by the brokering organisation.

Guidance for completion can be found at **Appendix 3**

Protecting DWP Customer Data

52. Third sector partners, brokering organisations, placement providers and the Department are under legal obligations to safeguard customer data.

Third sector partners, brokering organisations, placement providers should ensure that personal and sensitive information entrusted to them by a customer remains protected.

53. Use of the data must be limited to agreed purposes. There should be no onward sharing or disclosure of the data.
54. Customer data cannot be saved electronically on the SL2JP form. Third sector partners and/or brokering organisations may store customer data (customer's name and National Insurance number) in an electronic document when the customer is referred by the Personal Adviser. This should be adequately protected.
55. Printed copies of pages 2 and 3 of the SL2JP form may be retained by the broker. These must be stored securely in line with the Data Protection Act.

Appendix 1: List of FND Phase 1 districts

Flexible New Deal Phase 1 Districts

- Ayrshire, Dumfries, Galloway & Inverclyde
- Lanarkshire & East Dunbartonshire
- Edinburgh, Lothian & Borders
- Birmingham & Solihull
- Black Country
- Cambridgeshire & Suffolk
- Norfolk
- Lincolnshire & Rutland
- Central London
- Lambeth, Southwark & Wandsworth
- Coventry & Warwickshire
- The Marches
- Staffordshire
- Derbyshire
- South Yorkshire
- Devon & Cornwall
- Greater Manchester Central
- Greater Manchester East & West
- Kent
- Surrey & Sussex
- Leicestershire & Northamptonshire
- Nottinghamshire
- North & Mid Wales
- South East Wales
- North East Yorkshire & the Humber
- Tees Valley
- South Wales Valleys
- South West Wales

Appendix 2: Managing Participation

Unacceptable behaviour

1. Participants have a responsibility to behave in an appropriate manner both when undertaking a volunteering placement and in meetings or discussions with the brokering organisation. Where cases of misconduct or unacceptable behaviour by participants arise, this must be managed in the most appropriate manner.
2. If an incident is serious, for example, damage to property or continued refusal to co-operate with reasonable requests, the brokering organisation should notify the customer's PA.
3. Brokering organisations and placement providers may refuse to work with a customer if they behave in an inappropriate manner, but must contact the customer's PA immediately to explain the situation. They will be expected to set out a full case explaining their reasons for refusing to work with the customer.

Grievance and Complaints Procedure

4. Third sector partners, brokering organisations and placement providers should be sensitive to the needs of participants and ensure that provision is meeting their needs. However, there may be occasions when a participant wishes to complain about their provision or air grievances. Systems should be in place to allow them to do this and resolve any grievances, concerns or complaints promptly and with the minimum level of bureaucracy, without causing embarrassment to the participant. Discussions and their outcomes should be recorded and the participant should be allowed to see and sign the record.
5. If a Jobcentre Plus Adviser or other nominated officer receives feedback from a participant about a third sector partner, brokering organisation or placement provider which highlights problems they should discuss this with the relevant third sector partner or brokering organisation and ask for comments/observations.

Accidents/Incidents

6. In reporting and managing accidents or incidents which involve a Jobcentre Plus participant, third sector partners, brokering organisations, placement providers may wish to consider using similar or the same procedures as for existing employees. However, these procedures should include ensuring that:
 - Immediate action is taken to ensure the safety of participants and prevent reoccurrence;
 - All accidents are recorded in an accident book;
 - All accidents covered by the Reporting of Injuries, diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) are reported to the appropriate enforcing authority;

- An investigation is carried out to assess whether any changes should be made to the workplace or procedures following the accident/incident.

Reporting Accidents/Incidents to Jobcentre Plus

7. In addition to the normal arrangements for managing and reporting accidents which may involve Jobcentre Plus participants, third sector partners, brokering organisations and placement providers must also notify Jobcentre Plus immediately by telephone of any accident which results in:

- Death;
- Injuries or conditions referred to in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995;
- Other injuries or conditions not covered by RIDDOR, which lead to an absence from the placement for four or more consecutive days (including weekends, bank holidays and rest days, but excluding the day of the accident);
- Any loss to the individual of any physical or mental faculty or any disfigurement or which may give rise to a claim under the Analogous Industrial Injuries Scheme (AIIS).

Additional Guidance

The paragraphs above have been extracted from DWP Provider Guidance, Chapter 2: Delivering Jobcentre Plus Programme Provision. The full content of this Chapter is available on the DWP website:

http://www.dwp.gov.uk/supplyingdwp/what_we_buy/pg_chapter_2.pdf

Appendix 3: SL2JP forms

SL2JP – Notification of start

1. The SL2JP is a five page form that is used to refer people to provision. A self-populating electronic copy of the SL2JP form will be held by the brokering organisation.

Face-to-face interviews

2. The electronic SL2JP cannot be saved as a completed file. Paper copies will need to be printed for signing by the customer and the brokering organisation. Where a telephone interview takes place, the customer signature should be annotated with “telephone”.

Telephone interviews

3. The electronic SL2JP cannot be saved as a completed file, and paper copies will need to be printed for signing by the brokering organisation. The customer signature should be annotated with “telephone”.

Confirmation of interview attendance

4. The broker must obtain the customer’s date of birth to confirm attendance at interview (PAs will have advised the customer that during the interview they will need to give the broker their date of birth, for cross referencing purposes only). The date of birth should be recorded somewhere on the SL2JP as the ‘confirmed date’.

Customer Starts Provision

Face-to-face interviews

5. If the customer attends the interview with the brokering organisation, the broker should complete the electronic SL2JP and print out pages 1 to 3
6. The broker and the customer should sign and date the declaration that the customer has started the provision.
7. Page 1 should be sent to the customer’s Jobcentre.
8. The broker should keep Page 2 for their records. Please see page 7 of this guidance for information on storing secure data.
9. Brokers may also wish to fill in page 3 of the SL2JP form to record leaver details and store securely for their records.
10. Pages 4 and 5 are not needed and should not be printed.

Telephone interviews

11. If the customer calls the brokering organisation for an interview within ten working days of being referred by the PA, the broker should complete the electronic SL2JP and print pages 1-3.
12. The broker should sign and date the form to confirm that the customer has started the provision.

13. Page 1 should be sent to the customer's Jobcentre. A note of the actions agreed with the customer during the telephone interview, to provide proof that it has taken place, should be attached to this page. Brokers should also keep a copy of this for their records and store securely.
14. The broker should keep Page 2 for their records. Please see page 7 of this guidance for information on storing secure data.
15. Brokers may also wish to fill in page 3 of the SL2JP form to record leaver details and store securely for their records.
16. Pages 4 and 5 are not needed and should not be printed.

Customer does not start provision

Face to face interviews

17. If the customer does not attend the interview with the brokering organisation, the broker should complete the electronic SL2JP with the customer's name and National Insurance number and print out pages 1 and 2.
18. The broker should tick "failed to attend/start" and sign and date the declaration that the customer did not start the provision.
19. Page 1 should be sent to the customer's Jobcentre.
20. The broker should keep Page 2 for their records. Please see page 7 of this guidance for information on storing secure data.
21. Pages 3, 4 and 5 are not needed and should not be printed.

Telephone interviews

22. If the customer does not telephone the brokering organisation within ten working days, the broker should complete the electronic SL2JP with the customer's name and National Insurance number and print out pages 1 and 2.
23. The broker should tick "failed to attend/start" and sign and date the declaration that the customer did not start the provision.
24. Page 1 should be sent to the customer's Jobcentre.
25. The broker should keep Page 2 for their records. Please see page 7 of this guidance for information on storing secure data.
26. Pages 3, 4 and 5 are not needed and should not be printed.

Notes on Completion

27. To complete the SL2JP read the following notes:

Page 1

Part 1: Participant details

Please complete:

First Name

Last Name

NI number

Date of Birth

Length of Unemployment (6 months+)

PWD (Person with disability) Broker can leave this blank. Broker may wish to complete this for their records, but this information is not needed by the Department.

LP (Lone parent) Broker can leave this blank. Broker may wish to complete this for their records, but this information is not needed by the Department.

Customer to sign 'Participant Signature'

In the event of a telephone interview, 'Participant Signature' should be annotated with 'telephone'.

Part 2: Provision details

Please complete:

Provider Name

Provision Category ('Volunteering Option')

Contract Number

Adviser Name

Jobcentre Plus/Organisation (Customer's JCP Office)

Part 3: Start details

Please complete:

Actual Start Date (Date of interview/telephone call with customer)

Provider Signature (signature of person who conducted the interview)

Contact Name

Date

Failed to attend/start (tick this box if customer fails to attend)

Part 4: Leaver Details

Broker can leave this blank. Broker may wish to complete this for their records, but this information is not needed by the Department.

Appendix 4: Management Information

Guidelines for completing Management Information spreadsheet

Third Sector partners are expected to provide Management Information to enable the Department to monitor the efficiency of the provision, level of take up, and the types of placements being undertaken. Please see guidelines below for how to complete the spreadsheet.

On a monthly basis:

Number of interviews booked

Enter the total number of interviews booked for customers through Jobcentre Plus. In Scotland, where the customer makes contact directly, this field can be left blank.

Number of interviews attended

Enter the total number of interviews undertaken by customers (face-to-face and phone interviews).

<5 days of referral

Enter the total number of interviews undertaken by customers which are conducted within 5 working days of referral from Jobcentre Plus. In Scotland, the customer should be asked for the date they were referred by their adviser in order to obtain this information.

No placement found after interview

Enter the number of people for whom a volunteering placement is not found. Please record the reasons for no placement found, along with the month the interview took place, on sheet 2 of the spreadsheet.

Number of people referred to a placement

Enter the number of people who are referred to a volunteering placement.

Number of people starting a placement

Enter the number of people who start a volunteering placement after being referred.

Days from interview to placement start date

Enter how many working days there will be between the interview and the expected start date of the placement. This includes instances where a start date is agreed but the customer does not turn up.

Expected length of placement

Enter how many placements are expected to last less than one week, between one week and one month and more than one month.

Expected number of hours per week

Enter whether the customer is expected to volunteer fewer than 5 hours per week, between 5 and 10 hours per week and more than 10 hours per week.

Genre of placement

Enter the genre of each placement. Please choose from the following list;

Administration
Advice and counselling
Advocacy and human rights
Animals
Befriending
Community and health
Computers and technology
Culture, media and sport
Education
Environment
Fundraising
Languages
Management and committees
Other
Practical/technical
Retail and catering

If a placement fits into more than one category from the above list, please choose which category is the most appropriate. If a placement does not fall into any of the above categories, please choose 'other' and list the genre separately, along with the month the interview took place, on sheet 3 of the spreadsheet.

Will placement develop work habits or specific skills, or both?

Enter how many placements are intended to develop or maintain specific skills in an area of work in which the jobseeker is interested (e.g. a website design placement for somebody interested in IT.) Enter how many placements will not develop specific skills for an area of work in which the customer is interested, but will develop general work habits such as timekeeping or interpersonal skills. Enter all placements which will develop both specific skills and general work habits under 'both'. Do not enter placements in more than one column.

Number of completed placements

Enter the number of placements which are completed that month. For example, if a customer begins a placement in March and completes it in July, please record this in the MI for July. Only record this if the customer stays to complete the entire duration of the placement.

If the customer does not stay for the entire duration of the placement because they move into paid employment, this should be counted as a completed placement.