

CHAPTER 9: NEW DEAL 25 PLUS

CONTENTS	Paragraph Numbers
INTRODUCTION	1-2
GATEWAY	3-6
INTENSIVE ACTIVITY PERIOD (IAP)	7-16
IAP Participation	8-9
Participants undertaking part-time work or study	10
IAP Provision	11-13
Breaks in IAP Provision	14-16
FOLLOW-THROUGH	17-20
Follow-through up to 6 weeks	19
Follow-through up to 13 weeks	20
EMPLOYMENT SUBSIDY	21-22
LINKS WITH SPECIALIST PROVISION	23-25
MENTORING	26
ROLE OF THE JOBCENTRE PLUS NEW DEAL PERSONAL ADVISER (NDPA)	27-31
Monitoring and Continued Support	28
Sanctions	29-31
NEW DEAL ACTION PLANS	32-40
Notifying Jobcentre Plus of Progress or Changes to Action Plans	36-39
Agreeing Extensions to Provision with Jobcentre Plus	40
RECORDS OF ACHIEVEMENT AND CAPABILITIES WITHIN THE INTENSIVE ACTIVITY PERIOD	41-43
EMPLOYER REFERENCES FROM IAP ACTIVITIES	44-46
UNSUBSIDISED AND SUBSIDISED EMPLOYMENT VACANCIES	47-51
Marketing of Subsidised Employment Vacancies	48-51
EARLY LEAVERS FROM THE NEW DEAL 25 PLUS	52

CHAPTER 9 - NEW DEAL 25 PLUS

Introduction

1. New Deal 25 plus (ND25 plus) provides a wide variety of individually tailored support, including the services of a New Deal Personal Adviser (NDPA), in the form of training, advice, guidance, and work experience, including access to self employment. It is delivered in three stages:
 - a 'Gateway', lasting for up to 16 weeks providing access to short types of provision;
 - an 'Intensive Activity Period (IAP)' lasting for, initially 13 weeks but which can be extended up to 26 weeks (and in a small number of cases up to a year) including flexible packages of support which can combine work experience/placements, work focused training and help with motivation and soft skills; and
 - a period of 'Follow-through' support.
2. Participation is mandatory for all recipients of Jobseeker's Allowance (JSA) aged over 25 and who have been claiming JSA for 18 out of the past 21 months. All participants are provided with an Action Plan to give structure to their time on the programme.

Gateway

3. The Gateway is the crucial first stage of ND25 plus. The aim of provision in the Gateway is to help participants find work or equip them with the skills and abilities required to progress them to the point where they are job ready. Gateway provision in each locality will be focused so that it meets the needs of the local labour market and participants in the ND 25 plus customer group.
4. NDPAs and their managers will hold case conferences to review participants' progress at the end of the first and third months of the Gateway. They will agree suitable help that should be offered to the participant.
5. All participants will undergo Basic Skills screening during the Gateway and where appropriate will be referred for in-depth assessment. They will have immediate access to additional help and support to address any Basic Skills needs that are identified.
6. Provision for some participants will consist of a series of one off interviews, whereas other participants will benefit from attending provision for a number of days. The Gateway must provide a range of provision to ensure it can meet the needs of each individual. More information on Gateway/Follow-through provision is given in Chapter 6.

Intensive Activity Period (IAP)

7. Participants who have not managed to secure employment during the Gateway and have not moved into the IAP will typically have additional barriers and may therefore be harder to help. The IAP aims to help participants into work and increase their employability by:
 - addressing more deep-seated barriers to work;
 - providing experience of the world of work; and
 - requiring full-time activity, to act as an added incentive to participants to move into work, and as a deterrent to fraud.

IAP Participation

8. The IAP is mandatory for those aged 25 - 59 and failure to participate without good reason can result in the loss of benefit, or it being paid at a reduced rate. Customers aged 60 or over and below pension age will be required to participate in the Gateway, but entry for them to the IAP will be voluntary. Those over 60 who enter and leave before completion will not face benefit sanctions.
9. Attendance requirements for ND25 plus IAP are for minimum participation of 30 hours per week usually over five days Monday-Friday, excluding one meal break per day. The only exceptions will be participants with health conditions or disabilities or with caring responsibilities who have agreed restrictions as part of their JSAg. Where these are agreed, participation on the IAP should be arranged in line with the restrictions and you will need to work closely with the NDPA to arrange this.

Participants undertaking part-time work or part-time study

10. Participants undertaking part-time work or part-time study are required to participate in full-time IAP activity, i.e. a minimum of 30 hours per week. NDPAs will work with you to arrange part-time work or study around full-time participation on the IAP. However, in certain circumstances NDPAs have the discretion to reduce the IAP to a minimum of 20 hours per week participation for those in part-time work or part-time study. This study **must** be relevant to the labour market and be helping towards getting a job - and may form part of their IAP.

IAP Provision

11. The IAP will be made up of tailored packages of provision consisting of a number of elements which, when taken together, form a coherent whole. Information on the provision available is in Chapter 6.
12. In many locations Jobcentre Plus will have packaged this provision to meet the needs of specific sectors of the labour market in their area in

order to maximise the numbers who will be able to enter jobs from the IAP. In other cases the IAP might be focused on particular occupations. You will be delivering elements of the provision either in modular form as one part of a participant's IAP or as part of a 'Routeway' covering the whole of the IAP.

13. With the exception of those cases where a participant enters Basic Employability Training (BET), self-employment, or Education and Training Opportunities (ETO) all participants' IAPs will consist of more than one of the above activities. All of the activities must be underpinned by intensive supported job search throughout the IAP.

Breaks in IAP Provision

14. Moving from one piece of IAP provision to another should be as seamless as possible, with the next piece of provision due to start the first working day after the previous provision ended. However, on the rare occasions that a break occurs before the start of the next provision, the cumulative number of breaks should total **no more than 7 working days in any one 13 week IAP period**.
15. Where short breaks do occur between the end of one IAP provision and the start of the next, participants will continue to receive New Deal allowance payments.
16. Where the participant is in Modular provision NDPAs will manage this process. Where the participant is in Routeway provision it is the responsibility of you, as the Routeway provider, to manage transition from one piece of provision to another. You must ensure participants continue to undertake job search during breaks between IAP provision. For example, you may wish to produce a daily list of job search activities for them to undertake during this period - and you will need to ensure an ND13 (Action Plan Review Record) is completed and sent to the NDPA for agreement.

Follow-through

17. The aim of Follow-through is to help participants to move as quickly as possible into jobs by helping them make the most of the help they have received during the Gateway and IAP stages of ND 25 plus. This will start when the customer returns to claim JSA at the end of their IAP.
18. Follow-through will normally last for up to 6 weeks. However, for those participants who need additional help it may be extended up to a maximum of 13 weeks.

Follow-through up to 6 weeks

19. The support available will vary according to the needs of the individual. More information on Gateway/Follow-through provision is given in Chapter 6.

Follow-through up to 13 weeks

20. Following their IAP some participants may still be facing severe disadvantages in their search for work and may require more intensive help. As well as being able to access any of the normal Follow-through provision they may also be able to access further intensive IAP provision for up to a maximum of 13 weeks.

Employment Subsidy

21. An employment subsidy is available, from the 4th week of the Gateway, to employers who recruit a ND 25 plus participant (but it is not available to New Deal for Lone Parents or New Deal for Partners participants unless they are eligible and participate in ND 25 plus). The subsidy is intended to act as an incentive for them to employ long-term unemployed participants and thereby enabling participants to succeed in getting a job where they might not otherwise have done so. Employers will receive (on the condition that the job will continue after the subsidy ends):
- £75 per week subsidy available up to 26 weeks for each participant placed in a suitable subsidised employment vacancy of at least 30 hours a week (also for participants who cannot work 30 hours or more because of disability);
 - £50 per week available up to 26 weeks for each participant placed in a suitable vacancy of between 16-29 hours per week; and
 - vacancies offering less than 16 hours a week will only be eligible for a subsidy if they are filled by participants who are unable, due to a disability, to work for at least 16 hours per week;
22. After the 4th week in the Gateway subsidised employment is available to participants throughout the ND 25 plus, including the IAP and Follow-through periods.

Links with Specialist Provision

23. Some participants who attend your provision will face issues such as homelessness, criminal records, debt and drug and substance abuse. You should work with their NDPA and specialist providers to ensure participants have access to all necessary support while they are with you.
24. It is also feasible that you may identify during your provision that a participant needs access to specialist support, including Basic Skills needs. You should ensure the participant is referred quickly to appropriate provision. This will usually be arranged through their NDPA.
25. In some circumstances you and the participant's NDPA can agree that they should cease participation in your provision while specialist help is

provided. Where possible, the participant will be re-referred to your provision once appropriate support has been arranged.

Mentoring

26. Some ND 25 plus participants will benefit from a Mentoring relationship during their time on the programme. If you feel Mentoring will help a participant, discuss this with their NDPA. More information on Mentoring can be found in Chapter 6.

Role of the Jobcentre Plus New Deal Personal Adviser (NDPA)

27. Throughout their time on the ND 25 plus participants will be supported by an NDPA. The role of the NDPA is critical to the delivery stages of the programme. They provide, for the participant, the continuity between the different stages and between different provision. They are your key contact for each participant and it is vital that you keep them informed of the participants' progress including any difficulties encountered.

Monitoring and Continued Support

28. NDPAs will continue to provide support to participants when they are in your provision. They will maintain regular contact with participants by telephone or by face to face contact at the Jobcentre/Jobcentre Plus office or your premises. Both you and the participant will be given an indication at the start of the placement as to the likely frequency, content and timing of contacts. You will need to allow participants time to meet their contact requirements. This contact will enable NDPAs to:
- ensure the participant is making appropriate progress, including reviewing the activities they are undertaking against the Action Plan agreed at the outset of the provision;
 - help the participant with job search, **in addition to** and complementing that provided by you, including matching to vacancies;
 - discuss and agree with you and the participant any changes which are required to the participant's Action Plan, or a move to different provision or provider if appropriate;
 - share information, for example about participants' needs which had not previously been identified;
 - resolve disputes or issues which may arise on the part of yourself or the participant;
 - gather information to support the contract management process; and

- towards the end of a particular part of the IAP, ensure the participant can see the progress they have made and understand what provision they are subsequently moving onto, how it builds on previous activities and what it is intended to achieve.

Sanctions

29. Jobcentre Plus NDPAs are responsible for explaining participant's responsibilities to them and the consequences of failure to meet them.
30. It is important that you reinforce to participants on the Gateway/Follow-through the importance of continuing to meet the conditions for JSA; and the attendance and behavioural requirements that are expected while participants are with you. Participants on the IAP will no longer be on JSA, but on a New Deal Allowance. These participants must also be reminded of their New Deal responsibilities.
31. Where it proves necessary to do so you must notify NDPAs quickly of any instances of failure to attend, leaving early or dismissal for misconduct using the SL2JP and ND11 forms. You must respond to requests from the Jobcentre Plus office for further information regarding these cases. Failure to do so may affect decision making processes and, in turn, individuals' benefits. It is also important that participants are encouraged to meet contact requirements with their NDPA while they are on IAP provision. Such contact forms an integral part of the IAP. If a participant fails to meet their contact requirements their New Deal Allowance may be put on hold and in extreme cases their IAP may be terminated.

Action Plans

32. All participants on the New Deal 25 plus will have an Action Plan which will have been drawn up and agreed between the NDPA and participant during the Gateway using information gathered during interviews. It is used to help plan a participant's activities and it serves as a record of the actions undertaken during the New Deal.
33. The first two pages of the Action Plan will always be completed by the Jobcentre Plus office and held on their computer database Labour Market System (LMS). These pages will contain a realistic and attainable job goal and the steps which are required to achieve it. The number of steps will vary depending on the capacity and needs of the participant, for example, as a result of any restrictions in place because of a health condition or disability.
34. The Action Plan is a continually evolving document, which can be updated at any time during the ND 25 plus. NDPAs are responsible for overseeing the Action Plan and for ensuring all the providers involved receive up-to-date copies. As a participant moves through the programme their Action Plan will represent what they have achieved so

far and sets out the aims, objectives and overall shape of subsequent activities.

35. You are responsible, within the context of the provision you are delivering, for reviewing and instigating revisions and refinements to the Action Plan, as you will be better placed to assess the participants' progress. You may, if agreed locally with your Jobcentre Plus contact, use the Customer Assessment Tool (CAT or Employability Assessment Tool in Wales) to track customer's progress and identify barriers. You are also responsible for discussing with participants the detail of the activities they will undertake while they are with you. **All changes to the Action Plan must be agreed by the NDPA.** It is therefore essential you liaise closely with the NDPA to discuss and agree any changes you would like made and, before you do so, to have agreed any proposed changes in principle with the participant. If you wish to propose any changes to the Action Plan you must complete an ND13 (Action Plan Review Record) and send it to the NDPA. The Action Plan must include as a minimum:

- the location of provision delivery;
- the expected hours of attendance;
- the overall IAP objective;
- the objective for each module which will be undertaken;
- the training and tasks to be undertaken and the skills to be practised within each module;
- the length of time which will be spent on activities;
- the qualifications/desired outcome, if any, which will be achieved;
- details of attendance;
- job search steps.

Notifying Jobcentre Plus of Progress or Proposed Changes to Action Plans

36. You will be well placed to propose changes to a participant's Action Plan, particularly where you are delivering provision of a longer duration such as that within the IAP. There will be far less and possibly no opportunity to do so within some types of provision. For example some provision might last only a single day and/or be for a specific purpose, particularly within the Gateway and Follow-through periods. **All changes must be agreed by the NDPA** and you should use form ND13 (Action Plan Review Record) to instigate that process. NDPAs will consider changes to a participants Action Plan, including whether an extension to provision is appropriate, on the basis of their job readiness. This should be signed and agreed by the participant. **The Action Plan should be completed**

and sent to the NDPA before the participant commences any changes to the provision. Try to keep the ND13 simple and clarify areas of doubt with the participant.

37. At your first meeting with the participant you will need to agree with them the kind of help you will provide and the activities they will undertake. You should also state the time over which the activities will take place. You will need to document this on the ND13 and send all copies to the NDPA for agreement. The NDPA will determine the relevance of any activity or provision to be undertaken. If for any reason the NDPA has any questions about the participant's proposed activity or provision they will contact you to discuss the issues. Following the discussion the NDPA may return the ND13 to you to make amendments and agree them with the participant.
38. You will normally be required to complete an ND13 each time you identify or undertake a significant new action with the participant. Each ND13 must be agreed and signed by the participant and they should also be given a copy. You should reach an understanding with their NDPA about how often they can expect to receive ND13s to update them on progress. It is not appropriate to give pre-determined criteria as to the frequency and content of any reviews with participants, these will depend on the nature and length of provision and the participant and the progress they are making.
39. Where a participant is not in receipt of a New Deal Allowance and you have suggested a substantial change to the Action Plan, the NDPA may need to interview the participant in order to enable them to amend their Jobseeker's Agreement (JSAg) accordingly. In that case they will let you and the participant know.

Agreeing Extensions to Provision with Jobcentre Plus

40. Where you have agreed with the NDPA to extend a participant's provision you must complete form SL2JP to conclude the initial period. The NDPA will raise a new SL2JP to commence the extended period. The only exception to this will be where a participant has had authorised absence during their IAP and you require the participant to undertake the balance of that time in order to complete the provision. As with other extensions these must be discussed and agreed with the NDPA, however, as you will have already been paid the appropriate on-programme payments no additional funding will be received. For these extension periods an AP3JP (Change of Circumstances) should be completed and sent to the payments team to ensure the participants New Deal allowance is extended.

Records of Achievement and Capabilities within the Intensive Activity Period

41. You must complete an ROAC for each participant at the end of their time on your provision, drawing information largely from their Action Plan and the Review Records (ND13), which you will have completed.
42. There is no standard format for the ROAC, however, it must clearly define the activities undertaken by the participant and their achievements during their time on your provision. It should also set out any other skills and personal qualities they have demonstrated. The ROAC will be an indicator of a participant's employability to potential employers and must therefore include:
 - any training, work experience and work placement activity completed during their time on your provision;
 - information about their key skills (communication, numeracy, problem solving, ability to work with others, and details of any achievements in the National Test for literacy and/or numeracy)
 - any qualifications, or progress towards one, achieved before or during the New Deal process (although this should make clear which were achieved during participation in New Deal).
43. A copy of the ROAC must be sent to the NDPA within 5 days of the participant completing your provision. The NDPA may occasionally need to discuss the ROAC further with you to ensure it presents a clear picture of each participant's capabilities and personal qualities.

Employer References from IAP Activities

44. An Employer Reference **must** be completed for every participant on your provision who is undertaking work experience or work placements as part of their IAP. It can be included within or be additional to a participant's Record of Achievement and Capabilities. It should be completed at the end of the placement by the employer and will provide potential employers with first-hand evidence of the participant's skills and abilities. The Employer Reference will be seen as a proper work reference by potential employers and must therefore validate work experience undertaken by a participant during the programme and will be a key tool for them in their search for work.
45. A positive Employer Reference should be seen as something, which the participant is working towards throughout their time on work experience or work placement. NDPAs will work closely with you and the participant to ensure sufficient tasks are being undertaken by the participant to enable you to provide a substantial reference. The Employer Reference must be personalised, of high quality and include some or all of the following:

- the skills which have been demonstrated to you;
 - significant achievements whilst working with you;
 - personal qualities;
 - reliability, timekeeping, communication skills and other performance issues;
 - soft skills; and
 - any other attributes, which you feel, the participant has demonstrated.
46. A copy of the Employer Reference must be sent to the NDPA within 5 days of the participant completing your provision. Occasionally NDPAs may contact you to discuss the content of a reference, for example, if they can offer additional information or advice, which might enhance the reference.

Unsubsidised and Subsidised Employment Vacancies

47. The aim of New Deal is to help participants move into work and increase their employability. Therefore you should be working with participants to identify potential employment unsubsidised or subsidised.

Marketing of Subsidised Employment Vacancies

48. Subsidised employment is primarily about engaging employers involvement in offering jobs to long term unemployed people. For this to ND 25 plus participants will need access to the entire pool of vacancies available from both you and Jobcentre Plus.
49. Participants for whom subsidised employment is appropriate will have been issued a Jobs Subsidy Voucher NDL21 and self-marketing leaflets/cards by their NDPA and will be encouraged to use them to market themselves to employers.
50. Care should be taken when marketing subsidised employment vacancies, to target those employers who have vacancies, which meet the needs of the available customer group. If an employer expresses an interest in offering subsidised employment please refer them to the Jobcentre Plus office who will explain the conditions of subsidised employment and arrange for them to complete an Employer Agreement.
51. Sanctions may be applied to New Deal participants who refuse or fail to apply for a job notified to them by an Employment Officer. If you notify a participant of a vacancy and they refuse or fail to apply for it then you must immediately inform the NDPA who will need to re-refer the participant and take Refusal of Employment action if appropriate.

Early Leavers from the New Deal 25 plus

52. An early leaver is a participant who fails to complete the ND 25 plus for whatever reason and returns to the Jobcentre Plus office to reclaim JSA within 13 weeks of their leaving ND 25 plus. Where this happens the participant will re-enter the ND 25 plus and return to their NDPA who will decide the point to which they should return. ie whether to the Gateway, IAP or Follow-through.