Department for Work & Pensions

Jobs Guarantee: Delivery Partner Guidance

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2. Introduction

The National Rollout of the Jobs Guarantee (the Scheme) will guarantee a fully subsidised six-month paid job to all eligible 18–24-year-olds who have been on Universal Credit looking for work for 18 months. Through the Scheme, the Department for Work and Pensions (DWP) will fund 100% of eligible employment costs for 25 hours a week at the relevant minimum wage for up to six months, alongside tailored support to help Participants succeed on the Scheme and transition into sustained employment.

The National Rollout of the Jobs Guarantee will begin delivery across Great Britain (GB) from November 2026. This Guidance covers the delivery of the Scheme under the National Rollout grant which will initially run for two years, until November 2028, with final jobs starting by May 2028 to allow participants to complete six months of employment. The Funding Period ends on 1st March 2029, unless terminated earlier. DWP has retained the option for a one-year extension for the Delivery Partner under the grant agreements.

This guidance is intended for the Delivery Partner delivering in one or more of the 25 delivery areas which make up the national delivery map across all of GB. The Delivery Partner will be responsible for providing support to Participants referred by DWP, working with employers to source Funded Employment opportunities, matching Participants to Funded Employment, and administering the Scheme.

This guidance sets out details on how the Scheme will be delivered, how DWP will work with the Delivery Partner and expectations of the Delivery Partner. The guidance covers:

- **Delivery of the Scheme.** Sections [7 to 11] cover the Participant's journey on the Scheme, the related requirements of the Delivery Partner, the support provisions, the requirements related to the Funded Employment, and special cases and considerations.
- **Grant funding.** Section [12] provides detail on eligible expenditure and the process for claiming and evidencing eligible costs, including validation and evidence procedures.
- **Grant management**. Section [13] provides detail on how DWP will manage and assure grant delivery, including grant management, controls assurance, grant reviews and management information requirements.
- **Data Collection and Evaluation**. Section [14] provides detail on how DWP will use Delivery Partner data to manage delivery, performance, funding and evaluation.

This guidance should be read alongside and supplements the Grant Funding Agreement (GFA) and any other documents or material provided by DWP to the Delivery Partner. Nothing in this document takes precedence over what is included in the Grant Funding Agreements signed by DWP and the Delivery Partner.

Version: 1.0

Date: 15 October 2026

3. Contact Information

The exact emails the Delivery Partner should use will be shared as part of the GFA. Every Delivery Partner will have access to the following contact details:

DWP Jobs Guarantee Shared Inbox	Can be used where other methods of communication have failed.
Grant Payments Team Shared Inbox	This email address will be used to contact the grant payment team, to provide evidence of the Delivery Partner spending, including employer onboarding costs.
Jobs Guarantee Co-Ordinator Shared Inbox	This email address will be used to contact your DWP Jobs Guarantee Co-Ordinator.
Delivery Manager Inbox	The inbox will be used to contact the Delivery Partner Delivery Manager, who will be the main point of contact at DWP.
Wage Payments Team Shared Inbox	This email address will be used to contact the wage payment team, to facilitate the employer wage cost payment process.

4. Table of Terms

Acceptable Employment	Employment or an apprenticeship which meets all the requirements set out in the Grant Funding Agreement (GFA) and in this guidance (see Funded Employment).
Apprenticeship	Shall have the meaning given pursuant to the Apprenticeships, Skills, Children and Learning Act 2009 sections 32 to 36 or section A1 as applicable.
Controls Assurance Review	Means a review undertaken into the governance and management of the Funded Activities as more particularly specified in Clause 8 of the Grant Funding Agreement.
Delivery Manager	DWP contact that will track delivery data of the Delivery Partner through Management Information.
Delivery Plan	The document produced by the Delivery Partner as part of their application, as appended at Schedule 2 Pt A of the Grant Funding Agreement, as amended from time to time.
Delivery Partner	The lead organisation that is awarded the grant under the Scheme. Referred to as the Grant Recipient in the Grant Funding Agreement
Delivery Partner Action Plan	A documented plan setting out the actions a Delivery Partner will take to address identified delivery issues or areas for improvement, including who is responsible, completion timescales and how progress will be monitored.
DWP Flexible Support Fund (FSF)	Discretionary payments, made by DWP, aimed at improving a claimant's job prospects, for example travel and childcare costs.
DWP Jobs Guarantee Co-Ordinator	The DWP point of contact for each Delivery Partner area for coordination and to support delivery of the Scheme.
DWP Work Coach	DWP staff based in a Jobcentre who provide employment support to DWP benefit claimants.
Eligibility Criteria	DWP's selection criteria used to determine who should be grant recipients including the Grant Recipient.
Eligible Expenditure	The categories of expenditure incurred in the delivery of the Funded Activities for which Grant may be paid in accordance with the Grant Funding Agreement.
Employer Declaration	The declaration to be provided by each Employer signed by an authorised signatory for that Employer and in the form specified in Schedule 9 to the Grant Funding Agreement as the same may be varied by the Authority from time to time.
Employer Onboarding Costs	Eligible Expenditure comprising the costs of providing onboarding support to Funded Employees as specified in Schedule 6 of the Grant Funding Agreement.

Employer Wage Costs	Eligible Expenditure comprising costs of wages, any employer national insurance contributions and any employer minimum pension contributions up to: (a) a maximum of the relevant National Minimum Wage, National Living Wage or Apprenticeship National Minimum Wage in respect of the relevant Funded Employee; and (b) a maximum of 25 hours per week; (c) a maximum of the Required Term
Employer/s	The organisations who agree to employ Participants in Acceptable Employment roles and meeting the standards required in Clause 6 in the Grant Funding Agreement.
ESOL	English for Speakers of Other Languages, which are educational programs and classes designed for people living in an English-speaking country whose native language is not English.
Funded Activities	The Delivery Partner Funded Activities and the Employer Funded Activities.
Funded Employee	Participant who has commenced Acceptable Employment with an Employer as a result of the delivery of the Delivery Partner Funded Activities.
Funded Employment	Employment of a Funded Employee with an Employer in a role meeting the requirements of Acceptable Employment.
Funding Period	The period for which the Grant is available to be paid to the Delivery Partner and as defined in the Grant Funding Agreement.
Grant	The sum or sums DWP will pay to the Delivery Partner in accordance with the Grant Funding Agreement.
Grant Cost Register	The financial forecast as set out at Schedule 2 of the Grant Funding Agreement.
Grant Funding Agreement (GFA)	The legal agreement between DWP and the Delivery Partner.
Grant Payments Team	The team at DWP who will manage all Jobs Guarantee payments not related to Participant Wage Costs.
HMRC	HM Revenue and Customs.
Initial Meeting	The first meeting between a Participant and the Delivery Partner.
Intensive Work Search Regime (IWSR)	The Universal Credit regime for claimants who are not working or working but earning very low amounts. Individuals in this group have not been assessed to have a health condition or disability which limits their ability to work and are expected to take intensive action to secure work or work more.
Keeping Customer Interactions Safe (KCIS)	The Digital Service used by DWP to report all unsafe interactions involving customers. This includes ensuring that interactions with customers – whether by phone, face to face or written (in any form) – are as safe as possible. If a Referred Individual has this

	marker, any relevant information will be disclosed to the Delivery Partner.
Meaningful Work	For work to be meaningful, the job must be equivalent to a job not funded by the Jobs Guarantee and must not involve significant (no more than the equivalent of 20% of contracted hours) classroom or online training beyond that provided to regular employees.
Monitored Outcomes	The outcomes specified in Grant Funding Agreement that measure monthly Participant outcomes.
Multi Agency Public Protection Arrangements (MAPPA)	A statutory framework in the UK used by police, probation, and prison services to assess and manage the risks posed by violent and sexual offenders.
National Living Wage	The minimum pay per hour almost all workers aged 21 and over are entitled to as prescribed from time to time.
National Minimum Wage	The minimum pay per hour almost all workers are entitled to as prescribed from time to time.
Objectives	The objectives of the Scheme as specified in Schedule 4 Pt A of the Grant Funding Agreement.
Participant	Individual who has been Referred to the Delivery Partner and who has subsequently engaged with the Delivery Partner through an Initial Meeting, who is subsequently treated as being on the Scheme. Once the Participant has commenced Funded Employment, they may, for the purposes of this guidance only, be referred to as the Funded Employee.
Participant ID	The unique reference number provided for each Participant, from DWP. This number should be used in all communications about the Participant.
Personal Data	The meaning given to it in the UK GDPR or the EU GDPR as the context requires.
Quarter	Means the following periods: 1st April to 30th June 1st July to 30th September 1st October to 31st December 1st January to 31st March. The first Quarter being the period from the Commencement Date until the next quarter end date from the periods above.
Referral	The notification of an Eligible Individual from a relevant Jobcentre to the Delivery Partner, through the agreed referral process.
Referred Individual	The Eligible Individuals that have been the subject of a Referral to the Grant Recipient.
Remedial Action Plan	The plan of action submitted by the Delivery Partner to the DWP following an Event of Default pursuant to the process set out in Clauses 27.4 in the Grant Funding Agreement.
Scheme	National Rollout of the Jobs Guarantee.

Scottish Government Job Start Payment	A payment provided in Scotland to help young people with the costs associated with the transition into employment, after a period out of paid work.
Specific Indicators	The indicators specified in Schedule 4 of the Grant Funding Agreement, which relate to Participant outcomes which are considered against Monitored Outcomes.
The Restart Scheme	Up to 12 months intensive employment support to help individuals claiming Universal Credit into sustained work.
The Youth Guarantee	The UK Governments offer to support young people aged 16-24 to earn or learn.
Third Party	Any person or organisation other than the Delivery Partner or the DWP.
UK GDPR	The Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (United Kingdom General Data Protection Regulation), as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, together with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019.
Wage Payments Team	The team at DWP who will manage all payments related to Participant Wage Costs on the Jobs Guarantee.
Working Day	Any day from Monday to Friday (inclusive) which is not specified or proclaimed to be bank holiday in England and Wales pursuant to section 1 of the Banking and Financial Dealings Act 1971 including Christmas and Good Friday OR any day from Monday to Friday (inclusive) which is not a statutory bank holiday in Scotland.

5. List of Forms

Change of Circumstances, Re-engagement and Jobs Guarantee Exit Form	Sent by the Delivery Partner to DWP when a Participant either: • moves and can no longer be supported by the Delivery Partner • Participant re-engages after having been previously onboarded onto the Scheme • Participant completes the Scheme
Change of Participant Details Form	Sent by DWP if a Participants details change whilst they are on the Scheme.
Delivery Partner Fraud and Validation Plan	Completed by the Delivery Partner outlining how they will check any expenditure by subcontractors against validation measures.
Delivery Partner Job Start Form	Sent by the Delivery Partner when a Participant starts a job under the Scheme.
Failure to attend or engage in Initial meeting Form	Sent by the Delivery Partner to DWP when a Participant: • fails to attend their Initial Meeting
Failure to participate in pre-employment support activities Form	when a Participant disengages with pre-employment support activities for a minimum of two weeks
Grant Claim Form	Sent by the Delivery Partner to DWP to reimburse certain expenditure.
In Job Change Form	Sent by the Delivery Partner if there is a change in employment of the Participant, including where: • the participant leaves the job for any reason • there is a change in weekly hours • there is a change in hourly pay • there is a change in the employer pension contributions • there is a change in the employer
Jobs Guarantee Referral Form	Sent by DWP after a young person is referred to the Scheme, providing further information to the Delivery Partner.

Keep Customer Interactions Safe – Clerical Report Form	Sent by the Delivery Partner to DWP when a Participant demonstrates misconduct or unacceptable behaviour.
Management Information (MI) Delivery Log	Tracker completed monthly by the Delivery Partner to provide up to date Management Information on Participants.
Refusal of Employment or Early Employment Exit Form	Sent by the Delivery Partner when a Participant: • refuses a job offer • leaves employment voluntarily or employment ends due to misconduct

6. Digital Support

DWP is working to develop a new secure Digital Portal for the Delivery Partner. The Delivery Partners will be able to view Participant details, track the status of referrals, record attendance at appointments, and rebook appointments. The sharing and management of Participant data will be governed by the Data Management Agreement between the Delivery Partner and DWP. The Delivery Partner will also be able to submit information on Participant disengagement through the Portal, and provide Funded Employment information, including job starts, employer details, hours, wage and pension arrangements.

At this stage, DWP is not able to commit to the Portal being ready, in full, in November. This guidance therefore is drafted with the assumption that no digital support is in place. Once DWP can confirm what digital support will be available, we will provide guidance covering full details of how the digital system will operate.

The clerical processes outlined in the guidance will also provide a backup to the Portal once it is in place.

7. Delivery of the Scheme

7.1. Participant Journey

The below gives an overview of the Participant journey on the Jobs Guarantee to illustrate the respective roles and responsibilities of the Delivery Partner and DWP at different stages of the journey. Further detail on each stage is provided in the following sections.

Participant identification

- DWP will identify eligible and suitable young people for referral to the Scheme, in line with eligibility and suitability criteria (see Eligibility and Suitability). The Delivery Partner will not be responsible for assessing eligibility or suitability

Participant referral

- DWP will refer the Referred Individual to the Delivery Partner. Only individuals referred by DWP are able to become Participants of the Scheme, and the Delivery Partner is not funded to support any other individuals
- the Jobs Guarantee is a mandatory Scheme, and Participants will be mandated to attend the Initial Meeting and fully engage with the Scheme. This includes accepting suitable employment
- the DWP Work Coach will either phone the Delivery Partner, or use the approved booking tool, to book the Initial Meeting, between the Referred Individual and the Delivery Partner, normally within 5 working days
- the Delivery Partner should contact Referred Individuals before the Initial Meeting, preferably by telephone on the day before the Initial Meeting, to confirm attendance

Initial Meeting

- the Initial Meeting should include verification of the Referred Individual's identity, establish their work-related goals, and identify any barriers that may affect their participation or progression
- once the Initial Meeting has taken place, the Referred Individual will officially be on the Scheme and referred to as a Participant

Pre-employment support and job matching

- the Delivery Partner will work with the Participant to understand their barriers to employment and design an Individual Support Plan
- the Delivery Partner will support the Participant to overcome their specific barriers to employment and be ready to start a job
- the Delivery Partner will source jobs and match Participants to a suitable job

In work

- the Delivery Partner will be expected to provide tailored support and training to the Participant to help them succeed in their job. This should cover both work-related support and support to address the Participant's specific barriers to sustaining

employment, the Delivery Partner may also support the employer to help them support the Participant
- the Delivery Partner must provide re-engagement support for Participants at risk of leaving the Scheme and/or their Funded Employment

End of the Scheme

- the Delivery Partner must work with the Participant and employer to identify suitable onward destinations as they approach the end of their Funded Employment on the Jobs Guarantee. This may include progression into unsubsidised employment with the same employer, employment with another employer, further education or training

7.2. Referral

This chapter explains the process for the referral of Referred Individuals from DWP to the Delivery Partner under the Jobs Guarantee Scheme. The key stages of the process are:

- identification of eligible and suitable Referred Individuals by the DWP Work Coach
- booking an Initial Meeting between the Referred Individual and the Delivery Partner
- Jobs Guarantee Referral Form sent from DWP to the Delivery Partner
- Participant attendance at the Initial Meeting with the Delivery Partner
- the Delivery Partner will notify DWP of attendance/non-attendance by the young person
- the process for rebooking the Initial Meeting or if the Referred Individual fails to attend

Referral Volume and Management

Participants will be referred to the Jobs Guarantee by DWP through Jobcentre Plus. Only young people referred by DWP under the Jobs Guarantee are eligible to participate, and the Delivery Partner must not accept Participants through any other route and will not receive any funding for those not referred by DWP under the Scheme.

The Delivery Partner is expected to accept referrals to achieve their agreed job start profile for their delivery area and must ensure they have sufficient suitable job opportunities available. A key principle of the Jobs Guarantee is that every Participant who attends their Initial Meeting with the Delivery Partner should be offered a suitable job.

The Delivery Partner should support Participants to start and sustain Funded Employment for up to six months. Where Participants leave the Scheme early, DWP may provide additional referrals to utilise any available capacity.

The Delivery Partner will have submitted a proposed monthly referral profile as part of their grant application. The final profile will be agreed with DWP through the Grant Funding Agreement and should ensure all Funded Employment starts by 1st May 2028.

DWP will manage referrals in line with the agreed profile. Referral volumes may be amended by mutual agreement, subject to the Delivery Partner capacity and delivery performance. The DWP Jobs Guarantee Co-ordinator and Delivery Manager will work with the Delivery Partner to manage referral volumes and resolve any issues.

Eligibility and Suitability

To be eligible for referral to the Jobs Guarantee, a claimant must meet the eligibility criteria at the point of referral, as determined by their DWP Work Coach. While a Participant's circumstances may change after referral to the Scheme or once on the Scheme, this does not automatically end their participation on the Scheme. The eligibility criteria are that a young person:

- has been on Universal Credit for 18 continuous months in the Intensive Work Search Regime (IWSR)
- is aged between 18 and 24 (age is assessed at point of referral and Participants may turn 25 while on the Scheme)
- has had less than the equivalent of 50 hours of earnings over the last 18 months
- is not currently Employed or Gainfully Self-Employed
- resides in Great Britain
- has the right to work in the UK. This does not negate the requirement for employers to complete all normal right to work checks when employing a Participant under the Scheme
- has a UC award greater than £0

Following the DWP Work Coach determining that the Referred Individual is eligible they will assess their suitability for the Scheme. As with eligibility, suitability is assessed at the point of referral.

The reasons a Referred Individual will not be considered suitable for the Scheme include:

- they have received and accepted an offer of employment
- they are awaiting the outcome of a Gainfully Self-Employed Assessment
- they are awaiting a Work Capability Assessment or the results of one
- they are currently on another DWP Funded Employment support programme

Additionally, some Participants may not be considered suitable because:

- they have a temporary easement in place with DWP, meaning they are not currently expected to be available to take up employment and/or undertake work search activities. For example, immediately following the death of a loved one
- they have significant English Language needs and are currently engaging in language support for at least 5 hours a week, or are due to start a relevant ESOL course (at least 5 hours a week) in the next four weeks
- they have a relevant education or training place starting in the next 7 months that would result in their Universal Credit ending or their work group changing (e.g. University)
- they have an appointee

This list is not exhaustive.

DWP reserves the right to vary the eligibility and suitability requirements, as set out in the Grant Funding Agreement, or to refer individuals outside of these requirements.

Once the DWP Work Coach has confirmed that the Referred Individual is both eligible and suitable for the Jobs Guarantee Scheme, they can progress with referring the Referred Individual to the Delivery Partner for their area.

Participants suitability or eligibility may change once they have started the Scheme due to a change in circumstances. This does not necessarily mean that they exit the Scheme, but participation may become voluntary, e.g. they start the Work Capability Assessment journey (see Change of Circumstances section).

The Delivery Partner must accept all referrals from DWP and cannot add their own eligibility or suitability criteria. DWP will assess and confirm whether the Delivery Partner should continue engagement with the Participant or if the Referred Individual will leave the Scheme.

While DWP will check if a Referred Individual is in work, or about to start work as part of the eligibility check, there may be some Referred Individuals who move into employment or self-employment, or receive a job offer between referral and starting the Jobs Guarantee Scheme.

If the Delivery Partner has any concerns about the eligibility or suitability of a Referred Individual, the Delivery Partner must raise this with the DWP **Jobs Guarantee Co-Ordinator** via email with a **Change of Circumstances, Re-engagement and Jobs Guarantee Exit form** with subject line 'Eligibility/Suitability of Referral – [Participant Unique ID]'.

Booking the Initial Meeting

Following the DWP Work Coach assessing that the Referred Individual is eligible and suitable for the Scheme, the DWP Work Coach will book the Initial Meeting between the Delivery Partner and the Referred Individual.

Initial meetings should normally take place in person. Where this is not possible or appropriate, e.g. due to an agreed easement, meetings may take place online or by telephone.

The DWP Work Coach will use the Delivery Partner agreed referral mechanism to book the Initial Meeting. The Delivery Partner must have processes in place to support these arrangements, either:

- accepting phone calls between 9am to 5pm Monday to Friday
- providing an 'acceptable'[1] booking tool. Where a booking tool is used the Delivery Partner will still need a backup option for phone bookings where the digital tool is

[1] An acceptable booking tool will need to provide a mechanism for the DWP Work Coach to book a specific appointment for the Referred Individual, including a time, date and location or virtual joining details. It will also need to provide a mechanism for DWP to communicate any reasonable adjustments for the first meeting. The booking tool must reflect current availability, preventing DWP Work Coaches from making bookings where capacity is unavailable and must support the amendment of existing appointments.
Any booking tool will also need to be reviewed by DWP to ensure it meets DWP data requirements before it can be used.

unavailable or for specific groups where a booking tool cannot be used, e.g. MAPPA cases.

Phone Call to book the Initial Meeting

- the DWP Work Coach will inform the Delivery Partner they are calling to arrange the Initial Meeting, on behalf of the Participant, and provide the Participant name and what Jobcentre they are calling from
- the DWP Work Coach will inform the Delivery Partner of any accessibility, safety and translator requirements for the Referred Individual's Initial Meeting
- a date, time, method and location (if appropriate) for the Initial Meeting between the Delivery Partner and the Referred Individual must be agreed. The DWP Work Coach will then enter this information onto the relevant DWP system and provide confirmation to the Referred Individual in writing
- The Delivery Partner will provide practical information to the DWP Work Coach, such as any documents the Referred Individual should bring to the Initial Meeting
- no other information relating to the Referred Individual will be provided to the Delivery Partner. Further details about the Referred Individual will be provided in the referral form

Booking tool for Initial Meeting

- the DWP Work Coach will use your booking tool to book the Initial Meeting with the Delivery Partner, on behalf of the Referred Individual
- the DWP Work Coach will select and book an available Initial Meeting through the Delivery Partner's booking tool. This will need to show the meeting details, including the date, time, method and location (if appropriate). The DWP Work Coach will record these details on the relevant DWP system and provide confirmation to the Referred Individual
- within the booking the DWP Work Coach will record the Referred Individual's name and any accessibility, safety or translator requirements for the Referred Individual's Initial Meeting
- the Delivery Partner will ensure that Initial Meeting information held within the booking tool includes practical details, such as if the meeting will be face-to-face, details of location or online facility and any documents the Referred Individual should bring to the Initial Meeting
- the booking tool must provide details of the accessibility of meetings and provide alternate options if meetings do not meet the accessibility needs of the Referred Individual
- no other information will be provided. Further details of the Referred Individual will be provided in the referral form

The Referral Form

Once a telephone referral or booking tool referral has been made to arrange the Initial Meeting, DWP will issue the '**Jobs Guarantee Referral Form'** to the Delivery Partner via the agreed inbox. The referral form will contain further details about the Referred Individual including:

- date of birth
- unique reference number
- contact details (address, telephone number and email address)
- details of Universal Credit work search requirements (if less than 25 hours per week)
- details of Universal Credit work search travel requirements (if less than 90 minutes)
- any agreed easement on working patterns
- accessibility requirements for the Delivery Partner Initial Meeting with the Participant
- if the Participant receives Housing Benefit

If the Participant has provided their agreement to the DWP Work Coach the form will also include:

- work history
- qualifications
- barriers to work
- skills
- employment sectors of interest
- an attached CV if the DWP Work Coach has a copy

Following receipt of the Jobs Guarantee Referral Form, it is the Delivery Partner's responsibility to ensure that reasonable adjustments are in place to allow Participants with identified needs to participate in their Initial Meeting (for example translators), so that all referred young people have full access to the Jobs Guarantee Scheme.

Once the Referral Form has been received by the Delivery Partner you must email DWP **Jobs Guarantee Co-Ordinator** to confirm receipt with the subject line 'Receipt of Referral Form – [Participant Unique ID]'. If the Delivery Partner believe that there is any missing information in the Referral Form, this should be raised with the DWP **Jobs Guarantee Co-Ordinator** in this email.

The Initial Meeting

The Initial Meeting is the first meeting between the Delivery Partner and the Referred Individual. It should take place at the time, date and location agreed in the referral. The Delivery Partner should try to contact the Referred Individual prior to the Initial Meeting, preferably by telephone, to remind them of the meeting to reduce non-attendance.

The Initial Meeting will count as the first day a Participant is on the Scheme and following attendance they will be referred to as a Participant. Once a Participant has attended the Initial Meeting at the correct time, confirmation of this should be communicated via the DWP **Jobs Guarantee Co-Ordinator** Shared Inbox ('see Engagement and Disengaged Participants).

Requirements for Initial Meeting

At the start of the Initial Meeting, the Delivery Partner must check the Referred Individual's identity to ensure that the Delivery Partner is satisfied that the person you are engaging with is the correct person. To do this, the Delivery Partner may decide to ask them to state, or physically provide, a combination of their personal information, that the Delivery Partner feels provides appropriate security assurance to confirm identity, such as:

- full name
- address
- date of birth
- other information, such as details that were included within the original referral from DWP
- details the Delivery Partner hold in records
- other means of identification, such as a passport, driving licence, or utility bill may be provided

At the Initial Meeting the Delivery Partner should communicate, in writing, the following to Participants:

- relevant health and safety instructions
- the Delivery Partner complaints procedure
- the Delivery Partner responsibilities under the Data Protection Act (DPA) and General Data Protection Regulation (GDPR)
- the Delivery Partner contact details
- any other information relevant to the Participant for example Participant's expected standards of behaviour
- a clear explanation of the Scheme, including that participation is mandatory, participants are expected to engage with the support and activities offered, and that the Scheme provides a guaranteed job opportunity
- introduction of the Individual Support Plan for each Participant

The Initial Meeting should be used to understand the support needs of the Participant, including what elements of the Delivery Partner support offer they will need to enter and sustain employment on the Scheme. The Delivery Partner should also seek to understand the employment interests of the Participant and use this information to inform the job matching process. It should be reiterated to all Participants, that they will be guaranteed a job through the Scheme. Prior to ending the meeting, the Delivery Partner will need to discuss next steps with the Participant, including details of future meetings.

Rebooking the Initial Meeting

It is important that Referred Individual attend their Initial Meeting with their Delivery Partner at the time and place agreed during the referral call. This refers to the appointment date, time and location agreed between DWP, the Referred Individual and the Delivery Partner during the initial referral call and subsequently confirmed to the Referred Individual in writing by DWP.

In some circumstances, a Referred Individual may be unable to attend their Initial Meeting after it has been arranged. Where a Referred Individual is unable to attend an agreed meeting for a good reason (see good reasons below), the meeting may be rebooked, provided the Referred Individual notifies DWP or the Delivery Partner before the original meeting is due to take place. The process for rebooking will vary depending on whether the Referred Individual contacts DWP or the Delivery Partner to request an alternative appointment.

Referred Individual contacts DWP to rebook

Where the Referred Individual contacts their DWP Work Coach to inform them that they cannot attend the Initial Meeting, the DWP Work Coach will assess if the Referred Individual has a good reason why they cannot attend at the agreed time and date.

Where a good reason is accepted, the DWP Work Coach will contact the Delivery Partner by telephone or use the booking tool to notify them of the cancelled appointment to ensure no failure to participate action is taken.

Where the DWP Work Coach assesses that the Referred Individual has a good reason, they will arrange a time with the Referred Individual to rebook their Initial Meeting with the Delivery Partner. In this call or via the booking tool the DWP Work Coach will confirm that this is a rebooked Initial Meeting. The DWP Work Coach will confirm the date and time of the original meeting so that the Delivery Partner can match the referral to the previous referral in their records. No new referral form will be sent for a rebooked Initial Meeting. Otherwise, the normal process will be followed for booking the Initial Meeting.

Where the Work Coach assesses that they do not have a good reason the Work Coach will inform the Referred Individual that they are still required to attend the Initial Meeting at the previously agreed time and place.

Referred Individual contacts the Delivery Partner

Where the Referred Individual contacts the Delivery Partner to inform them that they can no longer attend the Initial Meeting, the Delivery Partner may be able to rebook the Initial Meeting directly with the Referred Individual. The Initial Meeting can only be rebooked where the Referred Individual has a good reason (see the list of good reasons below) for not attending, and the Delivery Partner will need to assess this before rebooking.

Where the Referred Individual has a good reason why they cannot attend the Initial Meeting at the original time, then the Delivery Partner should agree a new time and date with the Referred Individual which is within the next 10 working days from the point the Referred Individual contacts them.

Where the Referred Individual does not have a good reason then the Delivery Partner must inform the Referred Individual of the need to attend the Initial Meeting at the originally agreed time and date. Where they subsequently do not attend the Delivery Partner must follow the process for non-attendance. Where a claimant fails to attend, the Delivery Partner must be able to demonstrate to DWP when and how the appointment was communicated to the Referred Individual.

The Delivery Partner should confirm the date, time, method and location (if appropriate) to the Referred Individual and notify DWP of the new arrangements, including the good reason provided by the Referred Individual, via an email to the DWP **Jobs Guarantee Co-Ordinator Shared Inbox**. The email must have the subject heading '**Rebooking of Initial Meeting – [Participant ID]'**, and the body of the email must confirm the new date, time, method and location of the Initial Meeting.

Where the Referred Individual cannot agree to a time within the next 10 working days the Delivery Partner must inform the Referred Individual that they must contact their Work Coach

to rebook the Initial Meeting. The Delivery Partner must also inform DWP by sending an email to the DWP **Jobs Guarantee Co-Ordinator Shared Inbox**. The email must have the subject heading '**Rebooking of Initial Meeting – [Participant ID]'**, and the body of the email must confirm the original date, time and location of the Initial Meeting and the reason why the Referred Individual cannot attend.

The Delivery Partner will be allowed to rebook the Initial Meeting with the Referred Individual twice. If the Referred Individual contacts them a third time to rebook the Initial Meeting, then the Delivery Partner must inform the Referred Individual that they will need to contact their DWP Work Coach to rebook the Initial Meeting. The Delivery Partner must also notify DWP via the DWP **Jobs Guarantee Co-Ordinator Shared Inbox**. The email must have the subject heading '**Rebooking of Initial Meeting – [Participant ID]'**, and the body of the email must confirm the dates and times of any booked meetings and the reasons why the Referred Individual stated they could not attend.

Good reason for rebooking the Initial Meeting

In each case the Delivery Partner will need to assess whether the Referred Individual has a good reason for not being able to attend the Initial Meeting at the agreed time and date. It is not possible to provide a comprehensive list of all the reasons which would be considered acceptable, but generally a good reason would be one which someone would consider a good reason for rescheduling a job interview. A good reason would also normally be something that the Referred Individual could not reasonably have been expected to be aware of at the time they booked the Initial Meeting.

Examples of a good reason to rebook the Initial Meeting:

- the Referred Individual is suffering a temporary period of sickness or medical emergency
- the Referred Individual is attending a funeral of a close friend or relative on the day of the appointment
- serious illness, death or emergency affecting a relative or close friend
- accident or lapse in condition of someone the individual has caring responsibilities for
- death of someone for whom the Referred Individual is caring
- the Referred Individual is required to attend court or tribunal in any capacity on the day of the initial appointment
- the Referred Individual is attending a job interview on the day of the initial appointment
- adverse weather conditions on the day of the initial appointment
- the Referred Individual is temporarily looking after a child full time because the normal carer is: ill, temporarily ill, temporarily absent from home, looking after a family member who is ill
- national or local transport industrial action on the day of the initial appointment
- the Referred Individual has a recorded mobility issue and there is an unforeseen issue with transportation on the day of the initial appointment

Examples which would not normally be considered a good reason:

- a holiday

- attending a social event
- oversleeping
- forgetting that the appointment had been scheduled

These lists are not exhaustive, and the Delivery Partner may need to use discretion where necessary.

7.3. Supporting Participants on the Scheme

The support the Delivery Partner provides to Participants should be aligned with the support offer outlined and agreed in the Delivery Plan and tailored to the Participant's needs. Participants on the Scheme may have multiple barriers and complex needs which may have prevented them from securing employment previously. The Delivery Partner support offer must support Participants to reduce their barriers to employment, improve their skills, take up Funded Employment and secure employment after the end of the Scheme.

Support should normally be delivered in person. Virtual support may be used where this better meets the Participant's needs or supports Participants in remote locations. The Delivery Partner should be able to demonstrate that the chosen delivery method is appropriate.

While the appropriate support will differ between Participants, all Participants should be offered:

- preparation support before starting the job
- support and training while in the job
- work search and transition support

Participants may face significant barriers to employment. Where this is the case, the Delivery Partner should provide additional tailored support beyond the core offer outlined above, including:

- workplace access and retention support
- other tailored support

Preparation support before starting the job

The Delivery Partner will be responsible for providing tailored support to each Participant on the Scheme, this should start within 5 working days of the Participant attending the Initial Meeting. The Delivery Partner should work with Participants to identify their barriers to employment and agree practical actions to address them as part of the Individual Support Plan. Individual Support Plans should be documented so they can be made available to DWP on request.

The Delivery Partner is expected to provide pre-employment support to help the Participant take up a role under the Scheme, alongside the work to match them to a job. Structured pre-employment support before a Participant enters a job on the Scheme would not normally be expected to be for more than four weeks, unless specific barriers where they may need longer, like ESOL Participants. Pre-employment support may include job specific training or

support once a specific job or industry has been identified, or non-specific work readiness support before job matching or ahead of starting the job. This may also include the development of soft skills, mentoring to build confidence, or sessions on what to expect on their first day.

Once a Participant has had their Initial Meeting with the Delivery Partner, the Delivery Partner must develop an Individual Support Plan for each Participant. Each Individual Support Plan must be reviewed and updated with the Participant at least once a month, throughout their participation on the Scheme. This should consider the support they need before starting a job.

Support while in the job

Once Participants have started a job under the Scheme, support should be offered to help them stay in the job and develop their skills. This may include on the job training related to the specific industry or role, or training to develop soft skills e.g. time management or confidence to speak in meetings. This may also include 1-2-1 mentoring, group sessions or peer mentoring to build confidence and support them to stay in the role.

The Delivery Partner support offer should continue whilst the Participant is in Funded Employment, and the Delivery Partner should have regular contact throughout the six months. The Participant's Individual Support Plan should be amended monthly to reflect the support they need to stay in and succeed in Funded Employment.

The Delivery Partner should also offer support to employers to work with the Funded Employee and their specific barriers, ensuring any potential issues are resolved quickly for Funded Employment to continue.

The Delivery Partner must provide support to Participants at risk of leaving employment or disengaging from the Scheme. Where a Participant leaves Funded Employment early, the Delivery Partner should work with the Participant and employer to support re-engagement where appropriate.

Where a Participant leaves Funded Employment before completing six months, the Delivery Partner should seek to support them to complete the remainder of their Funded Employment. Where appropriate and in line with guidelines (see 'Engagement and Disengaged Participants'), this may include matching the Participant to another funded role.

Work search and transition support at the end of the Scheme

The Delivery Partner is expected to provide support to help the Participant to secure sustained employment or move into further education or training, ahead of the Participant completing the Scheme.

Before the end of the Funded Employee's time in Funded Employment, the Delivery Partner must work with the employer and the Participant to identify possible onward destinations. This should include seeing if the current employer would want to retain the Funded Employee on in a non-funded role and continue to employ the Participant at their own cost. Where this is an option, the Delivery Partner should support the Participant in making that transition to unsupported employment.

If this is not an option, then the Delivery Partner must provide support to the Participant to help them seek onward employment, further education or formal training before they complete their Funded Employment. This will include helping the Participant consolidate the skills and experience they have gained through the Scheme, CV preparation and interview practice and should involve engagement with other employers who may be recruiting.

Workplace access and retention support

Participants may face practical barriers to taking up employment under the Scheme. Workplace access and retention support can be used to address such practical barriers to accessing a job. This may include support with travel, equipment or clothing.

The Scheme also provides an Employer Onboarding Payment which can be used to fund equipment required to take part in the job (see Delivery Partner costs section).

Participants will be able to access DWP's Flexible Support Fund, and the Job Start Payment in Scotland. The Delivery Partner should support Participants to access these where appropriate but should not duplicate available funding. This could include travel costs, childcare costs and replacement care costs. These will need to be requested through the Participant's DWP Work Coach.

Evidence of the support offered to the Participant and their engagement with it should be retained by the Delivery Partner and included in monthly reporting.

Other tailored support

Participants in the Scheme are likely to face complex barriers to employment; these may include personal barriers that are not related to their skills. The type of support will depend on the specific barriers, but may include things like:

- supporting Participants with childcare or caring responsibilities, or housing or travel - related barriers, to navigate these in the context of starting or maintaining a job
- supporting Participants who speak English as a second language to develop language skills
- supporting Participants to address self-reported health conditions, such as mental health conditions, like anxiety
- supporting Participants who may have low confidence or self-esteem that is a barrier to employment

Support to overcome these barriers should be provided during their whole time on the Scheme where needed.

7.4. Funded Employment

The Delivery Partner is responsible for sourcing jobs and must ensure that all jobs delivered under the Scheme meet the requirements set out in the Grant Funding Agreement for Funded Employment. All Funded Employment must conclude by 1 November 2028. This means that (except where a Participant is re-matched to a job) all Funded Employment must commence by 1 May 2028. While the Grant Funding Agreement remains in force until 31

March 2029, and the Funding Period ends on 1 March 2029, unless terminated earlier in accordance with DWP.

Sourcing Funded Employment

The Delivery Partner will be required to work with a range of employers to create or source sufficient suitable jobs of sufficient quality for Participants on the Scheme.

The Delivery Partners should engage with a range of employers to ensure a sufficient variety of roles to meet the varying needs of Participants. Participation in the Scheme must be open to all employers who meet the Scheme requirements and the Delivery Partner must ensure there is an open, fair and transparent process for employers to access and participate in the Scheme. The Delivery Partner should actively encourage participation from employers of different sizes and across a range of sectors. The Delivery Partner should also look to build relationships with local organisations such as Chambers of Commerce and Mayoral Strategic Authorities, to support their engagement with employers in the delivery area. To support the Delivery Partner, DWP may use its established relationships with large employers to aide them in engaging with the relevant Delivery Partner in their area.

The Delivery Partner will be expected to source jobs across the full delivery area to ensure a sufficient supply of jobs for all Participants referred by DWP. Participants will be expected to take up a suitable job within a 90-minute travel radius of their home (unless a lower travel radius has been agreed by DWP). Jobs can be sourced outside of the delivery area, and the Delivery Partner should coordinate with another Delivery Partner for a neighbouring delivery area to support the matching of Participants to jobs.

The Delivery Partner must maintain regular contact with employers during periods of Funded Employment to identify any issues and resolve them.

Job Matching

Participants are expected to progress quickly into Funded Employment. The Delivery Partner should aim to match Participants to a suitable Funded Employment opportunity within 4 weeks of the Initial Meeting and support them to start Funded Employment within 8 weeks of the Initial Meeting (see Participant Reviews).

The length of this may vary depending on the Participants specific barriers, and it is understood that for those with high barriers to employment this may take considerably longer. DWP will track the time it takes to match Participants into Funded Employment through Monthly MI and consider this engagement with your Delivery Manager. However, some Participants may require additional support or take longer to match to a suitable job (see Data Collection and Evaluation section).

The DWP Work Coach will check in on progress with job matching and where a Participant has not been matched to a job within 8 weeks, your DWP **Jobs Guarantee Co-Ordinator** and Delivery Manager may request evidence on the reasons for the delay, the support the Participant has been offered and their engagement with it.

In exceptional circumstances where the Delivery Partner has been unable to place a Participant into Funded Employment within six months of referral, the Participant will leave the Scheme and return to DWP. This period will only be extended by exception and agreement with DWP. We expect a very limited number of Participants to reach this point and expect Participants to have been referred back to DWP before this where Participant non-engagement is the reason they have not been matched to a suitable job (see ‘Engagement and Disengaged Participants’).

Participants should be matched to appropriate jobs (considering the local labour market and any barriers the Participant may face), with regards to their previous experience and preferred industries or role type, where possible. Before matching a Participant to a role, the Delivery Partner must ensure that the job meets the definition of Acceptable Employment as set out in the Grant Funding Agreement.

When matching Participants to jobs, the Delivery Partner should use their judgement and take account of a range of factors, that could include, but are not limited to:

- Participant preferences, suitability and experience
- distance between the Participant and employer
- any easements or restrictions affecting the type of work the Participant can undertake
- progression opportunities available through the role
- skills the Participant can develop while in the role
- the relevance of the role to the Participant's goals and aspirations
- development and support offered by the employer
- the employer's ability to offer employment within required timescales
- the ratio of permanent employees to Jobs Guarantee Participants

The Delivery Partner must not use the following factors when determining which Participants to match to employers:

- employer size, unless this is linked to the Participant's preference
- employer sector, unless this is linked to the Participant's preference
- ease of working with the employer
- previous relationships with the employer

The Delivery Partner should apply matching criteria consistently and should not favour particular employers.

Participants should not be required to apply or compete for Funded Employment opportunities, and every Participant must be guaranteed a job. Once matched to a suitable role, the Funded Employment should be offered on a guaranteed basis.

There must be no competitive recruitment or selection process for Funded Employment opportunities. Employers may meet Participants as part of the matching process to understand suitability for the role. Any suitability conversation must not create unnecessary barriers to participation or operate as a competitive interview process.

Where concerns are identified following a suitability conversation, the Delivery Partner should work with the employer and Participant to resolve these where possible. If the match is deemed unsuitable, the Participant should receive feedback, support, and be matched to an alternative role.

Where apprenticeship opportunities are available, the Delivery Partner should only match Participants where an apprenticeship is suitable and the Participant is ready to undertake the apprenticeship and its associated requirements. Apprenticeships are voluntary and Participants should not be required to take up an apprenticeship opportunity.

Jobs should normally be within 90 minutes of the Participant's home, measured by the normal method of transport appropriate to their circumstances. The 90-minute travel time includes any waiting time for transport connections once the journey has commenced.

When determining whether a job is within a reasonable travel distance, the Delivery Partner must consider the Participant's normal method of travel, the availability and frequency of public transport, any personal factors that may affect travel (for example, a driving ban), and any disabilities, health conditions, or impairments that may make travelling independently more difficult or time-consuming. Where DWP has advised that a shorter travel time should apply, this must be followed. Participants may voluntarily agree to travel further than 90 minutes. In some cases, this may mean the Participant's job is located outside the delivery area.

The jobs must meet the definition of Acceptable Employment in the Grant Funding Agreement and should be within the delivery area the Delivery Partner is responsible for where possible.

In most cases jobs should be in person, however, where appropriate for the Participant and where the job meets all other requirements, jobs can be either virtual or hybrid.

DWP expectations before starting Funded Employment

Whilst on the Scheme, Participants will still be expected to attend DWP work search reviews as normal, typically every two weeks, until they have started employment. The Delivery Partner should encourage Participants to remain engaged with DWP Work Coaches to update them on their progress.

Job Requirements

Participants undertaking Funded Employment under the Scheme are expected to be treated like other employees of the business and will legally be an employee of the business. This means that they have the same Statutory Employment Rights as any other employee (e.g. are entitled to Annual Leave and Statutory Sick Pay).

Jobs under the Scheme must provide genuine paid employment. Participants must be paid at least the applicable National Minimum Wage/National Living Wage (or apprenticeship minimum wage where relevant), with jobs normally providing a minimum of 25 hours per week for up to six months. Employers may choose to offer higher rates of pay or additional hours; however, any additional costs must be met by the employer, and additional hours are voluntary for the Participant.

There will be cases where DWP would not require the Participant to work 25 hours per week, e.g. where they have an easement (see Special Considerations). These arrangements will be communicated to the Delivery Partner by DWP. In these instances, the Funded

Employment will be permitted to be for less than 25 hours, though the Participant can work more hours if they choose.

While on the Jobs Guarantee Participants will be expected to participate in meaningful work. For work to be meaningful, the Funded Employment must be equivalent to a job not funded by the Jobs Guarantee and must not involve significant classroom or online training beyond that provided to regular employees (no more than 20% of the Participants time should be spent on this activity). This work should provide the Participant with opportunities to learn and develop, gaining new skills and experience that will support them into sustained employment.

As set out in the Grant Funding Agreement, jobs created through the Scheme can be either newly created jobs or replace existing vacancies. Jobs created or sourced through the Scheme must not cause an existing employee or contractor to be displaced, dismissed, or to have their hours reduced. The Delivery Partner is responsible for ensuring that all Funded Employment complies with all the requirements of Acceptable Employment in the Grant Funding Agreement.

Where apprenticeships are offered through the Scheme, funding will be provided in line with the Jobs Guarantee policy; funding wage costs for 25 hours per week at the apprenticeship minimum wage for up to six months. The Jobs Guarantee will provide funding for the wage-related costs for an apprenticeship and funding for the tailored support; formal training required under the apprenticeship will need to continue to be provided by the apprenticeship provider.

Employers offering apprenticeships must be made aware of any additional funding they will need to provide or contractual requirements they will need to meet and confirm they are able to meet these before offering an apprenticeship. This includes, committing to employ the Participant for the full-term of the apprenticeship and confirming they will self-fund the remaining period of employment under the apprenticeship if it is longer than six months, as well as the additional weekly hours required by the apprenticeship. Employers will still be able to access any financial incentives connected with the apprenticeship as normal.

The Delivery Partner must ensure that all employers provide the following information before offering jobs on the Scheme:

Employer name, company registration (or equivalent) and the primary location of the Jobs Guarantee role(s).

A job description:

- this could include core role responsibilities, line management and/or occupational and employability skills. The level of detail here is flexible to suit the Delivery Partner’s preferences but should balance the need for this process to be simple, proportionate and minimise administrative burden
- if an employer is offering multiple jobs, a role description does not need to be provided for each individual job. Jobs can be grouped if they are similar

Confirmation that the employer:

- understands the objectives of the Scheme and agrees to take on young people who have experienced a period of long-term unemployment and may have additional barriers to work
- will comply with and provide employment that meets the expectations of the Jobs Guarantee Scheme and provide evidence that those expectations are being met on request
- holds relevant insurances, has basic health and safety arrangements and HR and safeguarding processes in place, and complies with core employment obligations and statutory rights
- is not currently subject to any known investigations, enforcement action, or regulatory sanctions that would reasonably call into question their ability to provide a safe, lawful, and suitable Funded Employment for a Jobs Guarantee Participant
- will ensure that Jobs Guarantee jobs will not displace any existing workers, contractors or apprentices
- will comply with the total £25m limit across the Jobs Guarantee and the Youth Jobs Grant over three years (see below)
- will comply with the ratio limits of permanent employees to Jobs Guarantee employees (see below)
- will provide evidence supporting wage payments

Employer Requirements

The Delivery Partner is responsible for monitoring employers' compliance with the requirements of the Scheme and ensuring that Funded Employment remains safe, acceptable and of sufficient quality to support Participants. This includes undertaking regular compliance checks and maintaining appropriate records of any issues identified, and actions taken.

The Delivery Partner will need to ensure that employers understand and comply with the wider obligations that apply under the Grant Funding Agreement. This includes, but is not limited to, obligations relating to monitoring and reporting, access for audit and assurance activity, financial management and the reporting of fraud or irregularity, confidentiality and data protection, publicity and branding. The Delivery Partners should make sure employers are aware of these requirements at the outset and take action if employers do not continue to meet them throughout their involvement in the Scheme.

The Delivery Partner should also consider the existing size of that company (see Ratio Limit for employers), and their capacity to provide meaningful work. The Delivery Partners should satisfy themselves that employers can provide appropriate supervision, support, training and a positive working environment throughout the Funded Employment period.

Funding Limit

A maximum employer funding limit of £25m will apply across the Jobs Guarantee and Youth Jobs Grant. Under the terms of the grant, and as set out in the draft Grant Funding Agreement, employers will be limited to receiving a maximum of £25m in employer grant funding over any three financial year period under both Schemes.

Employer funding from both the Jobs Guarantee Scheme (both wage costs and employer onboarding costs, from national roll out and Phase 1) and the Youth Jobs Grant Scheme (grant payments to employers) count towards this limit. This limit applies to these Schemes only and does not apply to any other grant funding or subsidy employers may receive. Employers will need to remain within these funding limits and the Delivery Partner will be expected to monitor the amount of funding paid to employers to help DWP monitor that employers remain within these limits.

Ratio Limit for Employers

Employer Size	Number of Permanent Employees	Ratio of Jobs Guarantee Participants
Micro	1-3	Maximum of one Jobs Guarantee participant at any one time
	4-9	Maximum of two Jobs Guarantee participants at any one time.
Small	10-49	The lower of: a) a ratio of four full-time employees to one Jobs Guarantee participant (4:1); or b) six Jobs Guarantee participants, at any one time
Medium	50 - 249	The lower of: a) a ratio of seven full-time employees to one Jobs Guarantee Participant (7:1); or b) twenty-five Jobs Guarantee Participants, at any one time.
Large	250+	A ratio of nine full-time employees to one Jobs Guarantee Participant (9:1) at any one time.

Employer Compliance Spot Checks

The Delivery Partner is required to monitor that employers are complying with the requirements of the Scheme, including that jobs are of sufficient quality to support Participants, how they will identify any issues, and the action which will be taken where issues are identified.

The Delivery Partner must keep a record of all checks undertaken including any evidence or documentation provided by the employer, the outcome of the check and action taken if any areas of concern have been identified.

Through these checks the Delivery Partner is assuring that:

- the employer is providing meaningful work and that any training is necessary and that training is not substituting for work
- the employer is providing a safe working environment for Participants
- Participants receive appropriate supervision and support from the employer throughout their Funded Employment
- the employer has appropriate safeguarding arrangements in place, and staff supervising Participants are aware of, and understand their responsibilities

The Delivery Partner should also:

- review whether the information provided by the employer during onboarding remains current, recording any changes that may affect Funded Employment quality or the employer's rating from a previous check

Following the completion of an initial employer compliance check, the Delivery Partner will assign employers as Red, Amber or Green using the below rating framework:

- Green - Requirements are being met. Job is safe, acceptable, and providing meaningful work
- Amber - Some issues identified which may impact quality or compliance but can be addressed in a timely manner
- Red - Serious issues identified requiring immediate action, including potential risk to Participants or significant non-compliance

The Delivery Partner must implement a system of ongoing employer compliance checks for all employers providing Funded Employment within the Scheme. As a minimum the Delivery Partner must:

- complete a check for all newly onboarded employers at an appropriate point during their first Jobs Guarantee Funded Employment. If an employer’s first Funded Employment finishes early, the check should be completed during their next Funded Employment
- complete a check on the first available Funded Employment where an employer has already provided Jobs Guarantee Funded Employment prior to the national rollout of the Scheme
- undertake subsequent checks on the employer at the appropriate frequency based on the RAG rating assigned:
    - Green: At least one check every twelve months
    - Amber: At least one check every six months
    - Red: At least one check every three months

Checks may be carried out in person or via phone or video call for Green rated employers. Completing checks in-person should be considered by the Delivery Partner for employers rated Amber or Red.

The Delivery Partner should complete additional out-of-cycle checks where emerging intelligence indicates a potential deterioration in Funded Employment quality, or where changes in an employer's engagement with the programme may materially alter the risk profile on which the current RAG rating was based.

Examples of potential circumstances that may warrant an additional out-of-cycle check are set out below; however, this list is not exhaustive, and the Delivery Partner should exercise professional judgement in response to emerging risks or concerns.

- complaints from Participants, DWP or third parties
- safeguarding concerns raised by Participants, DWP or third parties
- health and safety concerns
- any reports of Bullying, Harassment or Discrimination
- non-completion of Funded Employment or persistent attendance issues
- any suspicion of fraud

- significant changes in employer ownership or management
- employers proposing to offer additional Funded Employment that are substantively different from those on which the current RAG rating was based. For example, an employer previously assessed in relation to office-based roles may subsequently offer Funded Employment in a warehouse environment

An out-of-cycle check should be conducted within a reasonable timeframe of the risk, or potential risk, being identified to ensure that any serious concerns can be identified and reported to DWP without undue delay.

A summary of completed employer compliance checks should be included in the Delivery Partner monthly reports to DWP. The Delivery Partner is also required to notify DWP immediately of any serious concerns identified (e.g. those identified as red rated), suspected or reported to them. DWP will conduct checks to ensure the Delivery Partner is undertaking this activity.

Early Exit from Employment

Participants may leave employment before they have completed the six months funded by the Scheme. Where this occurs, the Delivery Partner must inform DWP (see Engagement and Disengaged Participants).

The requirements on the Delivery Partner to continue to support the Participant depend on the length of time they have spent in employment, where the Participant:

Leaves Employment - Less than 4 months

Where a Participant has been in employment for less than four months and leaves their job, the Delivery Partner should continue to provide support to help them move into the same, or another suitable role where appropriate and within a maximum of eight weeks. Where a Participant who has left Funder Employment early and cannot be matched to a new job within 8 weeks DWP will exit them from the Scheme.

If the Participant leaves voluntarily or due to misconduct, then a **Refusal of Employment or Early Employment Exit Form** should be completed and sent to their DWP **Jobs Guarantee Co-Ordinator.**

Leaves Employment - More than 4 months

Where a Participant leaves employment after four months or more in Funded Employment, the Delivery Partner should make reasonable efforts to support the Participant to remain with, or return to, employment with the same employer where appropriate.

Where attempts to re-establish employment with the same employer are unsuccessful or not appropriate, whether due to Participant choice, employer decision, or other circumstances. The case should be referred to DWP for consideration of next steps by, completing a **Refusal of Employment or Early Employment Exit Form** and send this to their DWP **Jobs Guarantee Co-Ordinator.**

Any decisions relating to conditionality, sanctions, suitability, or ending participation in the Scheme remain the responsibility of DWP.

Participant reviews

Individual Support Plan

The Delivery Partner must review and update the Participant's Individual Support Plan at least monthly throughout the Participant's time on provision, both before and during Funded Employment.

The purpose of the Individual Support Plan is to:

- monitor progress towards agreed goals and actions
- identify emerging support needs or barriers
- update planned activities and support interventions where required
- ensure the support provided remains tailored to the Participant's needs

Individual Support Plans should be recorded and made available to DWP upon request.

DWP engagement

The Participant will continue to meet with their DWP Work Coach until they start Funded Employment. The Work Coach will discuss the Participants experiences on their scheme and the action they are undertaking to move into employment. These reviews will become more formal after 8 weeks, where the Participant has not started Funded Employment, with the Work Coach working with the Participant to understand the reasons why they have not yet started in employment.

End of Employment

Following the completion of six months of Funded Employment, a Participant is considered to have completed the Scheme. When a Participant has completed the Scheme, the Delivery Partner is expected to inform the **Jobs Guarantee Co-Ordinator** via the **Change of Circumstances, Re-engagement and Jobs Guarantee Exit form.**

Towards the end of the Scheme, the Delivery Partner should engage with the Participant to discuss what they have learnt while on the Scheme and to help the Participant to recognise their development while on the Scheme. The Delivery Partner should work with the Participant to complete an individual completer summary. This should provide the Participant with a record of their participation in the Scheme, including the activities undertaken, skills developed and achievements gained. The Delivery Partner should also engage the employer in this process to gather feedback on the Participant’s development.

Employment continues

Where the Participant is staying in employment with the same employer or moving into employment with a new employer the Delivery Partner should ensure that the Participant is prepared for this transition. This should include ensuring the Participant is signposted to any appropriate in-work support where required and prepared to continue working without the support of the Delivery Partner. The employer should be supported to understand that Scheme funding has ended.

Employment ends

Where the Participant is not moving straight into further employment, education or training, they should be supported in their return to DWP. The Delivery Partner should support

Participants to re-engage with their DWP Work Coach and where necessary, reclaim any benefits and signpost to any relevant support services. Participants in receipt of Housing Benefit should be advised to contact their Local Authority to report their change in circumstances.

8. Unacceptable Customer Behaviour

Participant behaviour on the Scheme

Participants on the Jobs Guarantee Scheme are expected to behave in an appropriate and respectful manner throughout their participation in the Scheme, including when engaging with the Delivery Partner staff, employers, other Participants and DWP. The Delivery Partner should explain what constitutes appropriate behaviour as part of the Participant induction process.

The Delivery Partner will work with a diverse range of Participants and may encounter challenging, aggressive or, in some cases, threatening behaviour. The Delivery Partner should have appropriate procedures in place to manage such situations and ensure the safety and wellbeing of staff, Participants and employers.

Where cases of misconduct or unacceptable behaviour arise, the Delivery Partner should address the issue promptly and proportionately. In cases of minor misconduct, such as an initial refusal to engage or cooperate, the Delivery Partner should seek to resolve the issue directly with the Participant in the first instance. The Delivery Partner must maintain an audit trail of communications and actions taken, including dates, details of the incident and any steps taken to address the behaviour.

Where an incident is more serious, or where there is a repeated pattern of unacceptable behaviour, such as damage to property or abuse of staff, the Delivery Partner must notify their DWP **Jobs Guarantee Co-Ordinator** without delay through the ‘Keep Customer Interactions Safe – Clerical Report Form’ sent to the DWP **Jobs Guarantee Co-Ordinator** via email.

Examples of Unacceptable Behaviour

The Delivery Partner must notify DWP of all incidents of unacceptable behaviour involving Participants. Examples include, but are not limited to:

- violence
- verbal abuse, including racist, discriminatory or abusive language
- threats, whether explicit or implied
- intimidation
- harassment
- bullying
- unwanted or inappropriate conduct towards staff, employers or Participants
- attempted or actual assaults
- deliberate damage to property

- inappropriate use of employer, Delivery Partner or DWP IT systems
- behaviour that places the safety or wellbeing of others at risk

This list is not exhaustive.

None of the actions below prevent employers following their normal processes where the Participant in Funded Employment demonstrates unacceptable behaviour.

Restrictions on Access to the Delivery Partner Premises

Only in exceptional circumstances should a Participant be prevented from attending the Delivery Partner's premises. Before taking such action, the Delivery Partner should consider alternative arrangements, including:

- remote engagement
- attendance at an alternative location
- additional supervision measures
- appointment scheduling adjustments

Any restrictions must be proportionate and based on a demonstrable risk to the safety of staff, employers, Participants or the public.

Where a Participant's behaviour presents a genuine and ongoing risk and all reasonable alternatives have been exhausted, the Delivery Partner may request agreement from DWP to restrict the Participant's access to specific premises. This does not automatically result in the Participant leaving the Scheme.

The Delivery Partner should provide evidence supporting any request for restrictions, including details of incidents, actions taken and why alternative measures are not considered appropriate.

Serious Incidents

All incidents of unacceptable behaviour should be taken seriously. However, some incidents will require immediate escalation because of their severity or potential impact on safety.

The Delivery Partner must contact their DWP **Jobs Guarantee Co-Ordinator** or nominated **DWP contact** immediately by telephone where a serious incident occurs.

A serious incident is one that:

- compromises the health, safety or wellbeing of Participants, staff, employers or members of the public
- presents a significant safeguarding concern
- creates a serious risk to the delivery of the Scheme
- requires immediate management attention

Examples of serious incidents include, but are not limited to:

- actual assault involving a Participant
- attempted assault
- use of a weapon or an item intended to intimidate or cause harm
- significant disruption to Scheme delivery
- serious damage to property

- credible threats of violence
- safeguarding incidents involving a Participant
- suicide, attempted suicide or serious self-harm connected with a Participant's engagement on the Scheme
- incidents occurring in the workplace during Funded Employment

This list is not exhaustive.

Serious incidents involving Participants who are undertaking Funded Employment must also be reported immediately where they occur at an employer's premises.

The Delivery Partner must cooperate fully with DWP and any relevant authorities in the investigation of serious incidents and maintain appropriate records of all actions taken.

A Participant must not be removed from the Jobs Guarantee Scheme by the Delivery Partner. Following notification by the Delivery Partner, DWP will consider the nature of the incident, arranging a call with the Delivery Partner where needed, and take a decision on whether it is appropriate to remove the Participant from the Scheme. This does not prevent the Delivery Partner taking initial action to protect staff or the Participant, e.g. moving to virtual meetings.

9. Change of Circumstances

The Delivery Partner must ensure that they hold the Participant's latest information.

Participants remain responsible for notifying DWP, via their Universal Credit account or by contacting Universal Credit by telephone, of any changes in their circumstances that occur whilst on the Jobs Guarantee Scheme. If the Delivery Partner becomes aware of any change of circumstances which would impact on any benefits your Participant may be in receipt of, the Delivery Partner must remind the Participant of their obligation to notify DWP.

The DWP Work Coach will notify Delivery Partners of the following change of circumstances using the **'Change of Participant Details'** form. This list is not exhaustive:

- the Participant started work (not through Jobs Guarantee)
- A change to hours/ working pattern or travel for job requirement
- the Participant's UC Claim has ended
- the Participant's address has changed
- the Participant's phone number has changed

On receipt of the Change of Participant details form, the Delivery Partner must update their records immediately with any changes to Participant's personal information.

Claimant starts work outside of Jobs Guarantee

If a Participant notifies the Delivery Partner that they have started work outside of the Jobs Guarantee, the Delivery Partner must submit **a Change of Circumstances, Re-engagement and Jobs Guarantee Exit form** to the **Jobs Guarantee Co-Ordinator**.

If the Participant has already started a Jobs Guarantee Funded Employment and subsequently leaves that job to take up other employment, or there is any other change to their Jobs Guarantee job, the appropriate **In Job Change form** must also be completed and submitted to DWP, as soon as possible to prevent incorrect payments. This form, once completed, must be sent to the Wage Payments Team Shared Inbox, with the subject '**Change in Employment – [Participant ID].** A Participant may wish to continue the Jobs Guarantee Funded Employment alongside another job, however DWP would only fund the Jobs Guarantee role.

Where DWP confirms that the Participant is leaving the Jobs Guarantee Scheme because they have entered other employment, this should be recorded in the monthly management information (MI) return.

Claim closure

Where a Participant's Universal Credit claim ends, or they close their claim, while on the Scheme, this does not prevent them from continuing the Scheme. DWP will continue to fund their participation as normal, and you would be expected to continue supporting them. Their participation in the Scheme would become voluntary though.

Participant moves address

If the Participant is not yet in employment:

Moves within the delivery area

Where a Participant moves address within the delivery area, they should continue to receive support through the Jobs Guarantee from the same Delivery Partner. A new referral is not required, and the Participant's time on the Scheme will continue uninterrupted.

The Delivery Partner must still inform DWP of the move by completing the **Change of Circumstances, Re-engagement and Jobs Guarantee Exit form** and email it to the DWP **Jobs Guarantee Co-Ordinator.** This should note whether the Participant will continue to be supported by the same organisation where subcontractors are used to deliver for part of a delivery area.

Moves outside the delivery area but remains within a reasonable travel-to-work distance

If they move outside the delivery area but remain within a reasonable travel-to-work distance of the delivery area (90 minutes commute from their home to the delivery area), the Delivery Partner should continue to be supported by the same Delivery Partner. The Delivery Partner must still inform DWP of the move by completing the **Change of Circumstances, Re-engagement and Jobs Guarantee Exit form** and email it to the DWP **Jobs Guarantee Co-Ordinator.** This should note whether the Participant will continue to be supported by the same organisation where subcontractors are used to deliver for part of a delivery area.

Moves outside the delivery area and is no longer within a reasonable travel-to-work distance

If they move outside the delivery area and are no longer within a reasonable travel-to-work distance (over 90 minutes from their home to the delivery area), the Delivery Partner should inform DWP by completing a **Change of Circumstances, Re-engagement and Jobs Guarantee Exit form** and email it to the DWP **Jobs Guarantee Co-Ordinator**. DWP will support the Participant in being referred to the Delivery Partner for the area where they have moved.

If the Participant is in employment:

Able to continue with the same employer

If they move within the delivery area, they should continue to be supported the same Delivery Partner. They should continue in their job, if they remain within a reasonable travel-to-work distance (90 minutes from their home) or voluntarily take on a longer commute.

This may include circumstances where:

- the Participant remains within a reasonable commuting distance of their workplace
- the employer agrees to the role being undertaken remotely or in a hybrid arrangement; or
- the employer offers the Participant an alternative role or location that allows them to remain in employment

The Delivery Partner must notify DWP of the change of address and any other relevant changes by completing a **Change of Circumstances, Re-engagement and Jobs Guarantee Exit Form** and sending it to the DWP **Jobs Guarantee Co-Ordinator.**

Unable to continue with the same employer

Where a Participant is unable to continue working with their current employer following a move, the Participant must notify their employer. The Delivery Partner should confirm that this notification has taken place and, where necessary, support communication between the Participant and employer. The additional action required will depend on how long the Participant has been in Funded Employment:

Participant has been in employment for less than four months

If the Participant has been in Funded Employment for less than four months, the Delivery Partner should continue supporting them and make reasonable efforts to match them to another suitable Funded Employment opportunity, if they remain within their delivery area (see Early Exit from Employment).

Where the Participant is successfully matched to a new employer, they should remain on the Scheme and continue to be supported by the same Delivery Partner. The Delivery Partner must notify DWP of the change in employment and any relevant changes to delivery arrangements, including where support is provided through a different subcontractor.

Participant has been in employment for four months or more, or cannot be matched to a new employer

Where the Participant has completed four months or more of Funded Employment, or where the Delivery Partner is unable to secure a further suitable Funded Employment opportunity, the Delivery Partner must notify DWP by completing a **Change of Circumstances, Re-engagement and Jobs Guarantee Exit Form** and sending it to the DWP **Jobs Guarantee Co-Ordinator.**

The Participant should be referred back to DWP for consideration of next steps in accordance with the Early Exit from Employment process. Any decision regarding continued participation in, or exit from, the Scheme remains the responsibility of DWP.

Suitability and Eligibility changes

Where a Participant's eligibility or suitability changes after they have started the Jobs Guarantee Scheme, the Delivery Partner should consider whether they feel this means the Scheme is no longer appropriate for the Participant, including whether they wish to continue the Scheme voluntarily. Delivery Partners cannot exit any Participant from the Scheme.

Where Delivery Partners have concerns about the Participant’s continued participation in the Scheme, the Delivery Partner should notify DWP as soon as possible by completing a **Change of Circumstances, Re-engagement and Jobs Guarantee Exit form** and email it to the DWP **Jobs Guarantee Co-Ordinator**.

Examples may include a change in health resulting in the submission of a fit note, a change in caring responsibilities, or any other circumstance that may affect the Participant's suitability and eligibility criteria.

The Delivery Partner should note that turning 25 years old while on the Scheme **does not** make a Participant ineligible to continue to participate. Provided the individual was 24 years old at the point of referral then the individual will remain eligible for the duration of their entire time on the Scheme.

DWP retains responsibility for determining whether a Participant should remain on or be withdrawn from the Scheme. Any decisions would be communicated from DWP through a **Change of Participant Details form**. The Delivery Partner must not withdraw Participants independently.

Where DWP determines that a Participant is no longer required to Participate on a mandatory basis, but the Participant wishes to continue on a voluntary basis, the Delivery Partner should support them to do so. The Delivery Partner should work with the Participant and DWP to ensure any necessary adjustments or support arrangements are considered.

10. Engagement and Disengaged Participants

The Jobs Guarantee is a mandatory programme designed to help Participants gain meaningful experience of work, develop their skills and confidence, and move towards sustained employment. Participants are expected to engage with both the Funded Employment and tailored support elements of the Scheme throughout their time on the programme, unless otherwise agreed by DWP.

Participants on the Scheme are required to:

- attend the Initial Meeting
- attend reviews, training sessions or other agreed activities
- participate in and/or comply with mandatory tailored support
- accept reasonable offers of employment that meets the requirements of Acceptable Employment
- not leave Funded Employment voluntarily or through actions of misconduct

The Delivery Partner plays an important role in maintaining Participant engagement. This includes establishing a positive relationship from the Initial Meeting onwards, providing tailored support, identifying barriers to participation at an early stage and taking reasonable steps to help Participants remain engaged with the Scheme.

Where a Participant fails to engage with any mandatory element of the Scheme, the Delivery Partner should take reasonable steps to understand the reasons for non-participation and re-engage the Participant where appropriate. Where required, the Delivery Partner must notify DWP of disengagement in line with the processes set out in this guidance.

Different processes apply to disengagement from different elements of the Scheme, including:

- the Initial Meeting
- tailored support, either pre-employment or in work
- job matching
- Funded Employment

Decisions relating to conditionality, sanctions, easements and ending participation in the Scheme remain the responsibility of DWP.

The Delivery Partner must also keep a record of the percentage of Participants that disengage with the Scheme as part of the monitored outcomes and report this through the MI Delivery Log (see Data Collection and Evaluation section).

Initial Meeting

If the Referred Individual does not attend or engage in the Initial Meeting, the Delivery Partner must immediately contact DWP by completing a **Failure to attend or engage in Initial Meeting** form and emailing it to your DWP **Jobs Guarantee Co-Ordinator.** DWP will then engage with the Participant to understand the reason they failed to attend, and potentially re-refer them to the Scheme, following the process detailed above, where appropriate.

Tailored Support

Pre-employment

Participants are required to engage with support after they have been onboarded. This could be failing to attend training courses, support provisions, or meetings with the Delivery Partners. Where a Participant disengages from support, the Delivery Partner should:

- make reasonable attempts to re-engage the Participant
- maintain records of re-engagement attempts
- notify DWP if the Participant remains disengaged. This must be within two-weeks of the initial disengagement
- provide all relevant information to support any DWP consideration of next steps using the **Failure to participate in pre-employment support activities form** and emailing it to the DWP **Jobs Guarantee Co-Ordinator,** with the email subject the title of the form

Participants will remain on the Scheme while re-engagement activity is ongoing and will not be exited solely because they have disengaged from support. They will be treated as a disengaged Participant until the end of the six-month job match period and may reengage during this period. The Delivery Partner must continue to attempt to reengage the Participant until the end of the six-month period.

Job Matching

All Participants on the scheme are required to take up any offer of suitable Employment, including attending any interview or meeting with a potential employer. A Participant cannot specify that they will only consider certain industries or employers.

Where a Participant refuses to take up a job offer from an employer, the Delivery Partner must complete the **Refusal of Employment or Early Employment Exit Form** and email this to their DWP **Jobs Guarantee Co-Ordinator,** with the email subject the title of the form.

Funded Employment

A Participant is considered to be disengaged while in work where they remain employed on the Scheme but are failing to participate in Funded Employment and/or mandatory tailored support as expected. The Delivery Partner must:

- make reasonable attempts to re-engage the Participant
- continue to support the Participant to remain in, or return to, employment where appropriate
- notify DWP if the Participant remains disengaged after 5 working days or where earlier notification is considered appropriate
- provide all relevant information to support any DWP consideration of next steps

Participants should remain on the Scheme while disengagement is being managed. They will not be exited from the Scheme solely because they have disengaged from support.

Where a Participant's leaves employment voluntarily or for reasons of misconduct, the Delivery Partner must complete the **Refusal of Employment or Early Employment Exit Form** and email this to their DWP **Jobs Guarantee Co-Ordinator,** with the email subject 'Refusal of Employment or Employment Exit'.

Alongside this, the Delivery Partner must make reasonable attempts to re-engage the Participant with the existing employer where appropriate. If re-engagement is unsuccessful, the Delivery Partner must complete a **Refusal of Employment or Early Employment Exit Form** and provide all relevant information to DWP **Jobs Guarantee Co-Ordinator,** via email with the subject ' Change of Circumstances, Re-engagement or Exit', regardless of the reason employment ended.

Where the Participant leaves the job early see the "Early Exit from Employment" section of Section 7.4 of this guidance for next steps around matching to new employment.

Forms

Where a Participant fails to engage with a mandatory element of the Scheme, the Delivery Partner must complete one of the following forms and submit it to the DWP **Jobs Guarantee Co-Ordinator.**

Failure to attend or engage in Initial Meeting (Delivery Partner form)

This may include:

- failure to attend the Initial Meeting with the Delivery Partner
- Failure to participate in pre-employment support activities

Participant disengages with pre-employment support activities for a minimum of two weeks. Change of Circumstances, Re-engagement and Jobs Guarantee Exit (Delivery Partner form)

This may include:

- Participant moves and can no longer be supported by the Delivery Partner
- Participant re-engages after having been previously onboarded onto the Scheme
- notification of participant completion of the Scheme

Refusal of Employment or Early Employment Exit Form (Delivery Partner Form)

This may include:

- Participant refusal of a job offer
- Participant leaves employment voluntarily or employment ended due to misconduct

11. Special Considerations

Some Participants may may have circumstances that require additional consideration, adjustments or tailored support to enable them to participate fully in the Scheme. The circumstances set out below do not automatically make a Participant unsuitable or ineligible unless specifically stated.

Accessibility

The Delivery Partner must ensure the Scheme is accessible for all Participants. They must identify and meet any accessibility needs, provide reasonable adjustments where required, and ensure Participants are treated fairly and with respect.

This includes providing accessible communications, considering individual circumstances, and working with employers to support any adjustments needed for participation or employment. Participants must not be disadvantaged due to a disability, health condition, or other accessibility need.

Communication Needs

DWP and the Delivery Partner have a statutory duty to enable communication with Participants who do not speak English as a first language and/or require different communication methods due to a health condition or disability. For example, Participants who are deaf and may require an interpreter.

The Delivery Partner must ensure that they have processes in place to support individuals to engage with the Scheme, including to support meetings between the Participant and the Delivery Partner, engagement with support, and provision of any materials in alternative formats.

Easements

Some Participants who will be referred to the Jobs Guarantee will have an Easement related to their work search requirements. This means the minimum requirement for their participation in the Jobs Guarantee is reduced, as outlined in **'Requirements for Jobs'** above. Easements will be communicated to the Delivery Partner in the Referral Form which may state that:

- the Participant is required to work less hours
- the Participant has a reduced travel to work distance

Participants may opt to take part in more hours or travel further to work than the minimum communicated by DWP. Easements set the minimum requirement for participating in the Jobs Guarantee.

Education

Participants who are currently undertaking, or who have accepted a place on, an education or training course due to start within the next seven months must provide evidence of the course or training place to DWP as part of the Scheme suitability assessment.

Participants who are undertaking, or have accepted, education or training that does not affect their suitability for the Scheme or their work search requirements may be referred in the usual way.

The Delivery Partner must not remove a Participant from the Scheme solely because they are undertaking education or training. If there are any concerns regarding a Participant's suitability or eligibility as a result of education or training, these should be raised with DWP.

English for Speakers of Other Languages

Some Participants will have a limited level of English language. This is not of itself a reason for the young person not to be referred to the Scheme. The Delivery Partner is expected to support Participants with a range of barriers, including limited English Language.

Participants undertaking English for Speakers of Other Languages (ESOL) provision may still be suitable for the Jobs Guarantee Scheme. Participation in an ESOL course does not automatically make a Participant unsuitable for referral or participation.

A Participant will continue to be referred to the scheme, unless they are currently undertaking, or due to start within the next four weeks, an ESOL course at Level 1 or below, for five or more hours per week. In these circumstances, DWP may defer referral for up to three months, or until the course ends (whichever is sooner), where the Participant can provide evidence of continued attendance. The Delivery Partner should not assume that Participants must withdraw from ESOL provision in order to participate, where they can undertake ESOL alongside employment.

Where a Participant has a limited level of English language, which is a barrier to employment, the Delivery Partner should support them to develop their English Language ability. This may include arranging ESOL courses for the Participant as part of their pre-employment support. In these cases, it is accepted that the time between starting the Initial Metting and the Participant starting Funded Employment may be longer than for other Participants. In these cases, DWP will still expect to see evidence of the support being provided to move the Participant into Funded Employment.

Health Conditions

Having a health condition does not, in itself, preclude a Participant from participation in the Jobs Guarantee Scheme and is not a reason to reject the referral. Some Participants with an ongoing health condition or disability will be eligible and suitable and will be referred to the Scheme.

To be eligible for the Jobs Guarantee Participants must be in the Intensive Work Search (IWS) regime of Universal Credit. This means that, while they may have a health condition or disability, they have not been assessed to have a limited capability for work as a result.

The Delivery Partner is expected to accept referrals where the Participant has a health condition or disability and must make reasonable adjustments to enable the Participant to fully engage with the Jobs Guarantee Scheme. The Delivery Partner may wish to consider the following adjustments to make support accessible:

- using alternative methods to Face-to-Face Interventions
- using alternative methods of communication such as braille
- ensuring appointments are conducted at an accessible location, or
- booking interactions around medical appointments

This is not an exhaustive list.

The Delivery Partner may also use elements of the Flexible Support Funding to support Participants with health conditions and/or disabilities.

Keeping Customer Interactions Safe (KCIS)

Some Participants who are referred to the Scheme may have a safety marker on their case as a result of a previous unsafe interaction with DWP staff. Participants may not be aware of any KCIS arrangements that apply to them, and the Delivery Partner must not discuss these arrangements with the Participant.

The DWP Work Coach, at the point of booking the Initial Meeting, will advise the Delivery Partner by phone of relevant information related to their safety marker. This will not be disclosed in the subsequent referral form.

The Delivery Partner must contact the **DWP Co-Ordinator** via the **Jobs Guarantee Co-Ordinator Shared Inbox** if there are any concerns you wish to discuss, either prior to the first appointment or during the Participant's participation on the Scheme.

Multi Agency Public Protection Arrangements (MAPPA)

Some Participants of the Scheme may be under Multi Agency Protection Arrangements (MAPPA). Where a Referred Individual is under MAPPA, DWP will discuss their referral to the Scheme with their offender manager before a referral is made. A referral will only be progressed if their offender manager confirms that it is appropriate for them to be referred to the Scheme. The offender manager will also confirm if there is a need for a disclosure to be made to the Delivery Partner related to any restriction in place for the Referred Individual.

For MAPPA cases the Delivery Partner will be required to have the Delivery Partner MAPPA SPOC, who will be the single point of contact for all MAPPA referrals. Disclosure can only be made from the relevant police force or the offender manager to the MAPPA SPOC. DWP cannot share any information related to a Participants MAPPA with the Delivery Partner.

In all cases it is the responsibility of the Participant to ensure they comply with all obligations and restrictions set by their offender manager or the court.

Where the offender manager confirms that the Referred Individual can participate in the Scheme and no disclosure is required then the referral will proceed in line with the normal referral process detailed above (see Referral section).

Where the offender manager confirms that the Referred Individual can participate in the Scheme but that a disclosure to the Delivery Partner is required this disclosure will take place before the referral call is made to book the Initial Meeting. This will ensure that the disclosure can be reflected in the booking of the Initial Meeting.

In these cases, the DWP MAPPA SPOC will contact the Delivery Partner MAPPA SPOC to inform them that they will receive a disclosure related to a Referred Individual. This disclosure will then most likely come from the relevant police force or the offender manager.

Once the Delivery Partner MAPPA SPOC receives the disclosure then they must contact the DWP MAPPA SPOC to inform them, confirming that DWP can proceed to make the referral. The Delivery Partner MAPPA SPOC will need to confirm times over the next two weeks when they will be available for a referral call with DWP.

The DWP work coach will then make the referral of the Referred Individual to the Delivery Partner, by calling the Delivery Partner MAPPA SPOC to book the Initial Meeting. This will enable the Delivery Partner to ensure the Initial Meeting reflects the considerations of the disclosure. The Work Coach will then send the referral form as normal to the Delivery Partner. This will not reference that the Participant is under MAPPA.

For all Participants subject to MAPPA restrictions, (whether identified via police/offender manager disclosure, or by self-disclosure), the Delivery Partner must ensure that any activities they are expected to undertake as part of the Scheme fully complies with these restrictions. The Delivery Partner should continually assess all the Participant's Jobs Guarantee activities against the MAPPA restrictions throughout their time on the Jobs Guarantee Scheme and keep in touch with the MAPPA SPOC where appropriate. Should the Delivery Partner need to speak to the MAPPA SPOC, the Delivery Partner should raise this with the DWP Delivery co-ordinator in the first instance.

Pregnancy

Participants who are pregnant may be referred to the Jobs Guarantee Scheme where they meet the eligibility and suitability requirements of the Scheme. Pregnancy is not a reason to determine that an individual is ineligible for, or unsuitable for, the Scheme.

The Delivery Partner should discuss participation with the Participant and take account of their individual circumstances, including any health-related considerations arising from the pregnancy. The Delivery Partner should recognise that some Participants may not complete the full period of Funded Employment due to maternity-related circumstances; however, this should not prevent them from accessing the Scheme or employment opportunities.

Where there is a risk to the health of the Participant or their unborn child, the Delivery Partner should work with the Participant to ensure appropriate support and reasonable adjustments are in place. The Delivery Partner should maintain regular contact with the Participant to review whether the Funded Employment and support arrangements remain suitable as their circumstances change.

The Delivery Partner should be aware that a Participant may choose not to disclose a pregnancy. Any information relating to pregnancy must be handled sensitively and in accordance with data protection requirements.

Temporary Accommodation and Supported Housing

Some Participants who are referred to the Jobs Guarantee Scheme may be living in supported, sheltered or temporary accommodation and may receive Housing Benefit for rental costs, alongside Universal Credit. Housing Benefit may be paid either to the Participant or directly to their housing provider by the Local Authority.

The Delivery Partner should be aware that some Participants may face financial or housing-related barriers to participating in Funded Employment. Where appropriate, the Delivery Partner should provide additional support to help Participants understand the impact of employment and earnings on their benefits, engage with housing providers or landlords, and manage the transition into work.

The following flexibilities may apply:

a) where a Participant's earnings would be negatively affected by working at 25 hours per week. Participants should be encouraged to work the maximum number of hours appropriate to their circumstances, with a minimum of **10 hours per week** permitted when necessary.
b) by exception, Participants receiving Housing Benefit, or Participants whose Universal Credit housing costs are paid directly to their landlord, may be permitted to work reduced hours where there is a clear risk that participation at standard hours would result in rent arrears, loss of accommodation or other significant housing-related risks

Where it is unclear whether a reduction in hours is appropriate, Delivery Partners should discuss the circumstances with their Relationship Manager and/or District Single Point of Contact (SPOC) before agreeing an exception.

Participants should be encouraged to work the maximum number of hours appropriate to their circumstances and in line with the requirements of the Scheme. Where reduced hours are agreed, Delivery Partners should review arrangements regularly and, where appropriate, support Participants to increase their hours over time.

Participants should be supported to:

- understand the impact of employment and earnings on their Housing Benefit and other benefits

- speak to their landlord, housing provider and/or Local Authority about their participation in the Jobs Guarantee Scheme
- develop financial management skills to help them manage their income and meet housing costs, including rent payments
- understand any changes to how their housing costs are impacted when they move into employment

12. Grant Funding

12.1. Types of payment

This guidance sets out the responsibilities of the Delivery Partner and details of mandatory information required by DWP to enable grant payments.

The Jobs Guarantee will be delivered via a Grant Funding Agreement. The grant is made up of three components:

- **Delivery Partner Grant Funding Costs**: the funding paid to the Delivery Partner to deliver the Funded Activities. This includes funding for the delivery of Participant support and training, sourcing and matching Participants to jobs, and the administration of the Scheme.
- **Employer Wage Costs**: DWP will fund the wage costs (including wages, employer National Insurance contributions and employer minimum pension contributions) of Funded Employees, up to 25 hours per week at the age relevant minimum wage, for up to six months.
- **Employer Onboarding Costs:** DWP will fund up to £250 per Funded Employee, to reimburse employers for actual costs associated with the Participant starting a job.

These three components are split into two separate payments, made directly from DWP to the Delivery Partner, these are:

- **Quarterly Grant Payments:** Comprising Delivery Partner Grant Funding Costs and Employer Onboarding Costs. These payments are based upon quarterly Grant Claim Forms submitted by the Delivery Partner, for Eligible Expenditure incurred in the delivery of the Scheme.
- **Monthly Wage Payments:** Comprising Employer Wage Costs. These payments are made based upon job information supplied by the Delivery Partner and, where possible, HMRC Real Time Information data.

Further details of the different components and payments are provided below.

All grant funding must be used to deliver the Funded Activities under the Jobs Guarantee, and support young people referred from DWP to the Delivery Partner under the Scheme.

Details on eligible expenditure and what constitutes ‘Funded Activity’ are set out in the Grant Funding Agreement.

Further details on the payment mechanisms are provided below and in the Grant Funding Agreement.

For each payment type, this guidance will outline the following sections:

- Eligible Expenditure
- payment schedule
- products that the Delivery Partner will be required to complete to enable payments
- validation events and processes that the Delivery Partner will be required to follow

All documents referenced in this guidance will be provided to the Delivery Partner ahead of the start of delivery. Documents may be updated by DWP from time to time, in which case new versions will be provided to the Delivery Partner as soon as they are available, with prior notice given.

12.2. Quarterly Grant Payments

Delivery Partner Grant Funding Costs

The Delivery Partner will receive grant funding to cover the costs associated with delivery of the Scheme, up to the maximum funding level agreed. This will be made up of funding for Participant support costs, funding for the administration of the Scheme, and funding for sourcing and matching Participants with jobs.

With the exception of any mobilisation payment, all the Delivery Partner payments will be paid quarterly in arrears, to reimburse for actual costs incurred, reviewed against agreed Delivery Plans. The Delivery Partner will be required to submit evidence of actual spend on allowable expenditure incurred. This will be reviewed by DWP and validated in accordance with the terms of the Grant Funding Agreement, to enable each quarterly payment to be released.

Eligible Expenditure

Participant Costs

Costs incurred to provide support to a Participant during their time on the Scheme, both before they start the job (pre-employment support), and while in Funded Employment (in-work support). Costs should enable the Participant to take up the Funded Employment, engage with the Funded Employment, and remain in the Funded Employment for the six-month duration. This includes support to re-engage where required, support to transition to sustained employment following the end of the Funded Employment, and support to address personal barriers to work. Examples include, but are not limited to:

- Delivery Partner staff costs associated with the design and delivery of the training and support offer. This includes the design of a general offer ahead of the first Referral and working with each Participant and Funded Employee to tailor the plan to their specific needs or barriers
- provision of pre-employment support and training to support the Participant to take up Funded Employment
- provision of externally provided training courses, including those sourced by the employer, to support the Funded Employee
- provision of support to improve the Participant’s chance of securing employment following the end of the Funded Employment
- where relevant, the provision of specific support to address personal barriers of the Participant or Funded Employee to employment, e.g. mental health support

Should the Delivery Partner have queries regarding whether expenditure is eligible, these should be discussed with Delivery Managers before expenditure is incurred.

Administration Costs

Costs incurred by the Delivery Partner in managing the grant and meeting the obligations contained in the Grant Funding Agreement. Examples include, but are not limited to:

- sourcing of acceptable Funded Employment Opportunities
- management of payments, including the passing on of payments to employers
- compliance with all monitoring and reporting requirements
- corporate overheads

Full details of the Eligible Expenditure can be found in the Grant Funding Agreement.

Should the Delivery Partner have queries regarding whether expenditure is eligible, these should be discussed with Delivery Managers before expenditure is incurred.

Employer onboarding costs

Employers can claim up to £250 per Funded Employee, per job start, for costs associated with the Participant starting the job. These costs are claimed from and paid by the Delivery Partner. Costs can only be claimed where they relate to the Funded Employee and must be costs reasonably associated with the Participant starting in the role. These costs can only be claimed where the Participant has accepted an offer of Acceptable Employment (becoming a Funded Employee), and best efforts must be made to reallocate any purchases or seek a refund before claiming where a Participant fails to start Funded Employment. Examples include, but not limited to:

- role specific items: uniform, Personal Protective Equipment (PPE) e.g. steel toe cap boots, basic equipment
- set up costs for IT equipment and software licences
- workplace adjustments directly required for the Funded Employee, that are not covered by statutory employer duties or other public funding (including Access to Work)

Employers cannot claim for onboarding costs which include, but not limited to:

- purchase of equipment not for the sole use of the Funded Employee
- expenditure of the employer not related to the Funded Employee
- the provision of training for the Funded Employee which would reasonably be covered by the Delivery Partner wrap around support costs
- purchasing of equipment or software for the Funded Employee which is covered or should reasonably be covered by other funding streams

Participants will be able to access DWP's Flexible Support Fund, or the Job Start Payment in Scotland. The Delivery Partner should support Participants to access these where appropriate but should not duplicate available funding. This could include travel costs, childcare costs and replacement care costs. These will need to be requested through the Participant's DWP Work Coach.

Mobilisation payments

Where the Delivery Partner has an agreed a mobilisation payment with DWP, this will be processed on the commencement of the Grant Funding Agreement and paid 20 days thereafter to support mobilisation. Any mobilisation payment taken by the Delivery Partner

will reduce the grant payments for the following four quarters (the first year) proportionate to the value of the mobilisation payment.

Payment Schedule

The Delivery Partner costs will be paid quarterly in arrears, based on the actual financial costs incurred and included in their Grant Claim Form. The quarterly schedule for submitting Grant Claim Forms will be notified to individual Delivery Partners.

Claims may be subject to adjustment through formal reviews, see Cost Validation for full details.

Claims will be processed in the month following receipt. DWP will endeavour to notify the Delivery Partner of any queries relating to claim forms within 5 working days. The Delivery Partner is required to respond to any queries within 3 working days. Provided all issues are resolved within these timescales, DWP will endeavour to make payment by the 26th of the following month. Please note that payment receipt may be affected by individual bank processing times.

Grant Claim Form

The Delivery Partner will be required to complete a Grant Claim Form to evidence that grant funds are being used appropriately in line with the agreed financial model. The Grant Claim Form must be completed and approved by a suitable designated or statutory officer, for return to DWP no later than the 15th of each quarter, detailing all Delivery Partner eligible expenditure from the previous quarter. If there is no acceptable signature on either of these forms, they will be rejected and must be resent with the correct approvals.

The forms must be sent to the Grant Payments Team, with the subject ‘Grant Claim Form period X’ (i.e. Quarter 1, 2, 3 or 4).

Following receipt of a completed Grant Claim Form and prior to releasing payment, DWP will undertake pre-payment validation to confirm that:

- the Grant Claim Form has been fully completed
- the claim amount corresponds with the evidence provided in the Grant Claim Form
- claimed costs fall within Eligible Expenditure categories
- the claim amount falls within the expected forecast and does not exceed the full year, budget, as set out in the Grant Cost Register or any subsequently revised forecast, or there is acceptable explanation of any variance
- the claim has been signed and approved by the relevant designated statutory officer

Payments of claims submitted after the deadline will be delayed by at least one month.

How to complete the Grant Claim Form

The Grant Claim Form is an Excel spreadsheet comprised of multiple tabs: Detailed information about how to complete this is contained in the spreadsheet and DWP will provide direct 1-2-1 support to make sure the Delivery Partner is able to complete it accurately.

DWP will work with the Delivery Partner to map their general ledger systems into the form, which will reduce the manual work required to make a claim. DWP may update the Grant Claim Form from time to time and will inform the Delivery Partner if this occurs.

Once the form is fully set up, the Delivery Partner will need to put a complete copy of their general ledger relating to Jobs Guarantee for the relevant quarter directly into it, which will then be transposed into a set format which DWP can use to analyse and begin validating the expenditure.

From the outset of the grant, the Grant Payments Team will schedule sessions with the relevant parties in the Delivery Partner, to provide an opportunity to work through any questions on the payment process. DWP Grant Payments Team will also be available to provide ongoing support.

Post-payment Validation

This is DWP's intended approach to completing post-payment cost validation. Should there be any plans to amend this approach DWP will engage with Delivery Partners prior to implementing any changes.

Post-payment validation will be completed by DWP on a quarterly basis, regardless of payment frequency, unless otherwise stipulated by DWP. Whilst this post-payment validation activity may commence before payment is released, it will usually conclude after payment has been made, with any required adjustments made to subsequent payments. It aims to assure that costs claimed by the Delivery Partner are:

- accurate: meaning that claimed costs correspond to costs incurred
- valid: meaning that claimed costs are Eligible Expenditure which have been incurred to deliver the Funded Activities
- reasonable: meaning that claimed costs are proportionate and justifiable

DWP validators will review a sample of costs claimed by the Delivery Partner. This sample will be drawn from the transactions listed within the Grant Claim Form.

The table below sets out the key steps DWP will follow when making and communicating post-payment validation decisions.

Post Payment Validation Process

Post Payment Validation process	
Step 1 Arrange screenshare call	Delivery Partners will be invited to participate in screenshare calls with DWP validators via Microsoft Teams. DWP and the Delivery Partner will arrange calls for a date and time that suits both parties and enables timely processing of the checks. DWP will share the Unique Identifiers (UIDs) of the cost lines included within the sample two whole working days in advance of the screenshare call. This is to enable the Delivery Partner to prepare their evidence and invite personnel with the requisite access to systems and data.

Step 2 Conduct Screenshare calls	On the arranged call. Delivery Partner personnel will share their screens to display evidence of the accuracy and validity of the sampled costs. The DWP validator may also request to see evidence of the reasonableness.
Step 3 Address queries	Where satisfactory evidence cannot be presented during the screenshare call, DWP validators will subsequently make a written request for additional evidence. Delivery Partners will have up to 10 working days following the screenshare call to submit or share the evidence with DWP. DWP may agree an extension to that deadline in exceptional circumstances. If satisfactory evidence is not provided by the date stipulated by DWP, the cost will fail validation.
Step 4 Report outcomes	DWP will share an outcome report after the completion of each post-payment validation exercise.

DWP will confirm sample size and methodology ahead of the first screenshare calls. DWP anticipates typical screenshare calls will take no longer than 4 hours per quarter.

The methodology the Delivery Partner has for generating evidence will be established by DWP. System-generated reports in support of cost claims (e.g. downloaded documents for payroll costs) which are consistent with a Delivery Partner's documented methodology will be considered permissible evidence when presented on calls.

The table below provides some examples of how costs may be evidenced.

Evidence examples

Cost	Value	Evidence Examples
Rent Jobs Guarantee delivery premises	£1875.00	Rental agreement confirming Delivery Partner will pay the landlord £2500 on the same date each month for the duration of the agreement. Invoice between landlord and Delivery Partner containing the landlords bank details. Invoice showing total cost of £2500.00 Letter confirming that 75% of office space will be used for Jobs Guarantee.
Staff Cost Work related travel	£23.66	Receipt for purchase of petrol inclusive of date of travel. Expenses system details include the purpose of journey the cost was claimed for, distance travelled, and calculations completed. HR system record confirming individual was, and still is, an employee.

Participant Cost Training course	£333.00	Training agreement between Delivery Partner and training provider confirming cost of £333.00 per trainee. Invoice from training provider to Delivery Partner containing the provider's bank details. Invoice showing total cost of £3300.00. Delivery Partner's system details include confirmation of booking and date/s of the Participant's attendance.

DWP validators will make the decision to pass or fail each line in the sample using evidence gathered during the screenshare call and any evidence supplied in response to subsequent queries within the defined timescales. The Delivery Partner will not be advised of any outcome decisions during the screenshare calls.

Validators will consider whether:

- the claim is for Eligible Expenditure
- invoices/receipts seen are for the same value as the cost claim
- evidence checked is valid and supports the cost claim
- dates/information on the evidence matches the cost claim period; and
- sufficient, appropriate evidence has been supplied to support the cost claim

If the evidence provided by the Delivery Partner within the defined timescale is invalid or insufficient, the cost line will fail post-payment validation. The Delivery Partner will be notified of any failed costs in the post-payment validation outcome reports. Adjustments reflecting the total amount of the failed cost lines within the sample will be applied to the subsequent grant payment – see Cost Recovery section for further details

If high error rates are identified, DWP will consider requesting a remediation plan, changing the sampling methodology, changing the recovery plan, and/or initiating a "controls assurance review".

Cost Recovery

If DWP or the Delivery Partner identifies that DWP has made a payment for costs that are inaccurate, invalid or unreasonable, the identified amount for those costs must be recovered from subsequent DWP payments to the Delivery Partner.

Post-payment validation is the primary mechanism through which DWP identifies payments to be recovered. DWP will notify the Delivery Partner of any claimed costs that have been identified as inaccurate, invalid, or unreasonable following the conclusion of each post-payment validation exercise. The Delivery Partner must then follow the offset process described to affect the recovery.

The Delivery Partner which is notified of amounts to be offset against the next grant claim must manually input details of the offset into the Raw Data sheet of the next Grant Claim Form to be submitted, following the steps below:

- type “Offset” into the Raw Data column containing Account Codes/Subjective

- a red check box will appear, enabling mapping of the transaction line to the Offset cost category
- enter the value of the offset required – this value should always be a negative number
- enter the UIDs the offset relates to, and a brief description into the Raw Data column which maps to the cost description
- enter the last date of the claim period the offset is being applied to in the Raw Data column that maps to the transaction date

Delivery Partner Cost Controls

While DWP will undertake its own validation. The Delivery Partner is responsible for maintaining proportionate controls over all expenditure included in their Grant Claim Forms, including expenditure incurred by subcontractors. These controls should provide assurance that costs claimed are accurate, valid and reasonable.

DWP recognises that the appropriate controls will depend on the Delivery Partner's relationship with third-parties:

- for cost-plus contracts or grants, DWP expects the Delivery Partner to review a sample of their sub-contractor's costs on a regular basis
- for output or outcome-based contracts, DWP does not expect the Delivery Partner to implement the same cost validation regime. However, proportionate controls must still provide assurance that payments are accurate, valid and reasonable

DWP does not prescribe a single validation approach the Delivery Partner should adopt because the Delivery Partner is best placed to determine what is proportionate for their delivery model, taking account of payment models, payment frequency, contractual relationships, recovery mechanisms, and assessed risks

Prior to go live, the Delivery Partner will complete a Validation Delivery Plan for agreement with DWP. The plan must explain the controls and assurance mechanisms it will operate, including how and when it will check third party expenditure. The plan should demonstrate how the Delivery Partner will meet its responsibility for ensuring that all expenditure claimed is accurate, valid, reasonable and properly evidenced.

12.3.Monthly Wage Payments

Under the Scheme DWP will reimburse employers 100% of eligible wage costs for Funded Employees under the Jobs Guarantee. DWP will make the payments to the Delivery Partner who will then be required to pass the funding onto the relevant employer.

Eligible Expenditure

DWP will reimburse wage costs for Funded Employees up to 25 hours per week at the age relevant minimum wage, and associated employer National Insurance Contributions and minimum employer pension contributions where relevant, for a maximum of six months. This cost also includes wages for sick pay during any periods of sick leave.

Where the employer decides to employ the Participant for more than 25 hours, or at a higher hourly wage, the employer will need to fund the difference themselves, including any associated increase in employer National Insurance Contributions and employer pension contributions.

Payment schedule

Employer Wage Costs will be paid in arrears, following verification of the Participant being paid by the employer.

A digital system is being implemented to support the processing of Employer Wage Costs. DWP anticipates that for digitally validated cases it will take up to five weeks from the end of each calendar month, for wage payments to be processed and reach Delivery Partners. For cases processed clerically, it will take up to 7 weeks from the end of each calendar month, for wage payments to be processed and reach Delivery Partners.

Once DWP has validated each wage payment, a payment will be made to the Delivery Partner, and the Delivery Partner will receive a notification of payment from DWP. The DWP Payments team may group together wages related to different Participants into a single payment, so the remittance advice will reference the Participant IDs of Participants whose wages are included in that payment.

The Delivery Partner will be required to pass on the funds to the relevant employer within 5 working days of receipt, in line with the Specific Indicator set out in Schedule 4 of the Grant Funding Agreement.

Forms for completion by the Delivery Partner

To enable timely release of Employer Wage Costs, the Delivery Partner must complete the **Job Start Form** on the day the Participant starts employment. This must be sent to the Wage Payments team with the subject **'Participant Job Start – [Participant ID]'**.

Where there is a change in the employment of the Participant, the Delivery Partner must complete the **In Job Change Form** immediately to prevent incorrect payments. This form, once completed, must be sent to the Wage Payments team, with the subject '**Change in Employment – [Participant ID]'.**

Full details of when an **In Job Change Form** must be sent, are contained within the form itself. Examples of these changes include:

- there is a change in the weekly hours
- there is a change in the hourly pay
- there is a change in the employer pension contributions
- there is a change in employer
- there is a change in Pay Frequency
- there is a change in Employer PAYE reference
- there is a change in Apprenticeship status
- there is a change in Employee Pension Opt-in status
- there is a change in Employer National Insurance Contribution status

Where the Participant changes employer, the **Early Job End Form** should be accompanied by a new **Job Start Form,** with details of the new employer.

Where the Funded Employment ends before the six-month period expires, the Delivery Partner must complete the **Early Job End** form. This form once completed, must be sent immediately to the Wage Payments team with the subject '**Early Job End – [Participant ID]'.**

Delays in submitting the information above may result in delays in payment, inaccuracies in payment, or payment not being made.

Validation

DWP will be checking Real Time Information of wages paid against real time data from HMRC. DWP will validate Participant wages based on expected income from the details provided in the **Job Start Form** and, where appropriate, the **In Job Change Form**

Where the HMRC data does not match the details as per the **Job Start Form**, or the **In Job Change Form**, or no wages are shown for the Participant at all, DWP in the first instance will contact the Delivery Partner to clarify details and identify any discrepancies. Where needed DWP will request payslips from the Delivery Partner to aid the validation process. Payment for any unresolved queries will not be released until wages have been validated to DWP satisfaction.

The Delivery Partner must retain evidence and records of the Funded Employment undertaken by Participants they support.

13. Grant Management

DWP's relationship with the Delivery Partner will be founded on open and collaborative working. Risks, delivery challenges and relevant insight should be shared transparently and promptly to enable these to be worked through, effective decisions aligned with the Scheme's overarching objectives and the delivery of meaningful outcomes for young people.

This section explains who Delivery Partners' main contacts are, what the Delivery Partner can expect from DWP, what DWP will need from the Delivery Partner during the grant period, and how DWP will work with the Delivery Partner to manage the delivery and performance of the grant.

13.1. How We Will Work With You

Dedicated Delivery Manager

Each Delivery Partner will be assigned a dedicated Delivery Manager (DM). A Delivery Partner's Delivery Manager is the main point of contact for anything related to the grant or the delivery of the Jobs Guarantee, unless stated otherwise in this guidance, and will work with the Delivery Partner to support successful delivery while providing scrutiny, challenge and oversight.

The Delivery Partner Delivery Manager will:

- support the Delivery Partner with the management of the grant and work with them to help ensure successful delivery of the Jobs Guarantee Scheme
- act as the Delivery Partner route into specialist teams across DWP (for example payments, operations, and local DWP networks)
- help the Delivery Partner navigate DWP systems and processes
- manage performance discussions, review progress and identify risks early
- support problem-solving and make sure issues are escalated promptly when needed
- maintain strong working relationships with the Delivery Partner, DWP Delivery Co-Ordinator, and other stakeholders

What we expect from you

Throughout the delivery of the Scheme, the Delivery Partner must:

- comply with all terms set out in the Grant Funding Agreement
- deliver against the commitments in the Delivery Plan
- meet minimum data and evidence requirements
- maintain accurate records to enable the provision of regular and ad hoc management information requests, and enable financial claims (retaining all evidence for the period stipulated in the GFA)
- notify DWP promptly of any emerging risks, challenges or under-performance
- work collaboratively with DWP to implement agreed improvement actions where needed

- actively participate in delivery management reviews, forums and wider programme engagement activity
- actively engage with the Controls Assurance review process
- contribute to cross-partner network learning and best practice sharing

Jobs Guarantee Scheme Escalation Route Process

Employment Account Division is developing a formal escalation route for the Jobs Guarantee Scheme. The route will provide a clear and consistent process for raising non-routine or complex queries that cannot be resolved through this guidance or established delivery arrangements.

The Delivery Partner should continue to raise routine delivery and grant-related queries with their Delivery Manager, or through any specific contact route set out elsewhere in this guidance. Where further escalation is required, the Delivery Manager will coordinate the query through the appropriate DWP teams and ensure the outcome is communicated to the Delivery Partner.

Further information, including the escalation stages, roles and responsibilities, and expected timescales, will be provided once the process has received governance approval.

13.2.Performance Measurement and Assurance

The Delivery Partner will deliver the Jobs Guarantee Scheme in accordance with the Grant Funding Agreement, which DWP will monitor through a number of methods to ensure the grant is used appropriately, and the objectives of the Scheme are delivered.

The Monitored Outcomes and specific indicators support DWP's management and assurance approach by helping to assess whether Delivery Partners are delivering the commitments set out in their Application, Grant Cost Register and Grant Funding Agreement, including achieving expected referral volumes, securing Funded Employment starts, supporting Participants to achieve positive outcomes and delivering value for money.

Performance Expectations

The performance of each Delivery Partner will be measured against the Monitored Outcomes, which are set out in the Grant Funding Agreement and below:

Monitored Outcome	Descriptor	Benchmark
Referred Individuals who are converted into Participants	The number of young people referred by DWP who attend an initial meeting, divided by the total number of young people referred by DWP	75%
Participants who start Funded Employment	The number of participants who start Funded Employment, divided by the number of young people	70%

	who attend an initial meeting	
Participants who start Funded Employment who complete the Required term in Funded Employment	The number of participants who complete the Required term in Funded Employment, divided by the number of participants who start Funded Employment	65%
Participants entering employment, or education, or training on completion of Funded Employment	The number of participants who enter employment, or education, or training on completion of Funded Employment, divided by the number of participants who complete the Required Term in Funded Employment	60%

DWP recognises that there is currently limited evidence to assess whether the Monitored Outcome benchmarks are set at the appropriate levels. DWP will review performance against the Monitored Outcomes between Month 1 and Month 6 of Scheme delivery, using data from both phase 1 and National roll out of the Scheme. Following this review, DWP may revise the benchmarks where necessary.

DWP may also choose to periodically review the benchmarks, throughout the period of the Grant.

Delivery Partners will be provided with a minimum of 30 calendar days' written notice of any changes before they take effect.

Performance against the Monitored Outcomes will be supported by a set of Specific Indicators, which are set out in the Grant Funding Agreement and below.

Specific Indicators relating to participants are:

Specific Indicator	Descriptor
% of Participants who attended Initial Meeting within 10 Working Days of Referral	Number of Eligible Individuals who attend an initial meeting within 10 Working Days, divided by total number of Eligible Individuals who attend an initial meeting
% Participants receiving support within 5 Working Days of Initial Meeting	Number of Participants who receive support within 5 working days of initial meeting, divided by number of Participants
% of Individual Support Plan plans reviewed at least monthly	Number of Participants whose Individual Support Plans are reviewed monthly, divided by total number of participants
% of Participants starting Funded Employment within 8 weeks of Initial Meeting	Number of Participants starting Funded Employment within 8 weeks of initial meeting, divided by number of Participants starting Funded Employment

% of Participants starting Funded Employment and completing at least 8 weeks in Funded Employment	Number of Participants starting Funded Employment and completing at least 8 weeks in Funded Employment, divided by number of participants starting Funded Employment
% of Participants starting Funded Employment and completing at least 16 weeks in Funded Employment	Number of Participants starting Funded Employment and completing at least 16 weeks in Funded Employment, divided by number of participants starting Funded Employment
% Participants exiting the Scheme after disengagement	Number of Participants who exit the scheme after disengagement, divided by number of Participants
% of Participant completer summaries completed within 5 Working Days of end of Funded Employment	Number of Participant completer summaries completed within 5 Working Days of end of Funded Employment, divided by total number of Participant completer summaries completed
% of notifications to the Authority completed within 5 Working Days of Participant failing to engage	Number of notifications to the Authority completed within 5 Working Days of Participant failing to engage, divided by total number of notifications to the Authority of Participant failing to engage

Specific Indicators relating to employers are,

Specific Indicator	Descriptor
Number of Acceptable Employment opportunities available for matching	Number of Acceptable Employment opportunities available for matching
% Employer Declarations completed before Participant start date in Funded Employment	Number of Employer Declarations completed before Participant start date in Funded Employment, divided by total number of Employer Declarations
% of Employers which have undergone compliance spot checks	Number of Employers which have undergone compliance spot checks, divided by total number of Employers
% Employers reimbursed within 5 working days of receiving the Wage Costs Grant	Number of Employers reimbursed within 5 working days of receiving the Wage Costs Grant, divided by total number of Employers reimbursed

Performance will not be assessed solely on the basis of an individual indicator or a single reporting period. DWP will consider performance across all available evidence and over a sustained period. DWP has not included benchmarks for Specific Indicators.

DWP will review performance against the Specific Indicators between Month 1 and Month 6 of Scheme delivery, using data from both phase 1 and National roll out of the Scheme. Following this review, DWP may revise the decision to not include benchmarks.

DWP may also choose to periodically review the decision to not include benchmarks, throughout the period of the Grant.

Delivery Partners will be provided with a minimum of 30 calendar days' written notice of any changes before they take effect.

Performance Curve

DWP reserves the right to introduce a **performance measure** to manage delivery of expected job starts. The measure will combine (a) a percentage expectation of job-starts from each monthly cohort of Participants (**monitored outcome**); and (b) a **performance curve,** which will recognise how quickly after start we expect the job-start expectation to be achieved. The **performance measure** will be based on actual cohort volumes, with the expected monthly contribution from all active cohorts combined to create an overall monthly profile.

The Delivery Partner is to engage in the calibration of the measure, drawing on experience in the initial months of delivery and will subsequently be expected to use the measure to support planning, forecasting and performance management, identify and explain material variances and implement appropriate action where delivery is at risk.

DWP may use performance against the measure, alongside other operational and performance evidence, to inform performance management activity and decisions regarding intervention where appropriate.

How DWP Will Review Delivery Performance

DWP will monitor the Delivery Partner’s performance and support with any necessary improvements using a Delivery Management and Improvement Framework (DMIF). This framework comprises of four levels and includes a programme of meetings which may vary in frequency and purpose dependent upon the DMIF level. Movement between levels does not, in either direction, need to be sequential and the decision resides solely with DWP, although will be discussed with the Delivery Partner.

DWP will use the DMIF to assess delivery confidence, monitor outcomes and identify emerging risks. Support and oversight will be proportionate to the Delivery Partner’s performance, risk and delivery confidence. DWP will use a range of data sources and intelligence, including Management Information detailed later in this guidance, as well as feedback from DWP Operational Teams, employers, and young people.

Delivery Management and Improvement Framework

	Detail	Governance	Improvement Activity and Action
Level 1 – Standard	The Delivery Partner is achieving the monitored outcomes, specific indicators, meeting delivery commitments and performing in line with Grant Funding	As per clause 8 of the Grant Funding Agreement, the Delivery Partner shall have a monthly Delivery Management Review meeting to	Routine actions and continuous improvement activities are recorded in the monthly Delivery Management Review action log. A structured Delivery Partner Action

	Agreement expectations.	discuss performance and delivery. Level 1 does not, by itself, trigger formal grant management action. DWP will approve changes in DMIF level through its delegated governance arrangements and communicate the decision to the Delivery Partner.	Plan may be used where clearer ownership or monitoring is needed. This is an improvement-support product and distinct from a Remedial Action Plan.
Level 2 – Enhanced	The Delivery Partner performance is not meeting the monitored outcomes, specific indicators and/or delivery expectations, or there are emerging or recurring concerns with delivery and underperformance.	As per clause 8 of the Grant Funding Agreement; monthly Delivery Management Review meetings continue, additional meetings, workshops and on-site visits may be arranged by DWP. DWP will approve changes in DMIF level through its delegated governance arrangements and communicate the decision to the Delivery Partner.	DWP will work with the Delivery Partner to agree and monitor a structured Delivery Partner Action Plan where required. The plan will identify causes, corrective actions, owners, milestones, risk mitigations and evidence of improvement. A Remedial Action Plan is used only where the relevant GFA process has been authorised and formally invoked; it is not an automatic consequence of Level 2.
Level 3 - Heightened	Sustained delivery and/or performance concerns affect confidence in successful delivery or agreed improvement activity has not achieved sufficient progress. Structured recovery activity and senior involvement are required.	As per clause 8 of the Grant Funding Agreement; in addition to the monthly Delivery Management Review meeting, additional meetings to discuss issue resolution and performance improvement activity with increased DWP senior leader oversight, workshops	DWP will work with the Delivery Partner to agree and monitor a Delivery Partner Action Plan or revise an existing plan where appropriate. Failure to achieve agreed improvement will inform reassessment of delivery confidence and consideration of further intervention.

		and on-site visits may be undertaken by DWP. DWP will approve changes in DMIF level through its delegated governance arrangements and communicate the decision to the Delivery Partner.	A Remedial Action Plan is used only where the relevant GFA process has been authorised and formally invoked; it is not an automatic consequence of Level 3.
Level 4 – Critical	Serious, persistent or systemic delivery or performance concerns create significant risks to participants, public funds, programme outcomes or overall delivery. Senior intervention and consideration of formal grant-management action are required, whether a Delivery Partner Action Plan is already in place or not.	As per clause 8 of the Grant Funding Agreement; in addition to the monthly Delivery Management Review meeting, additional meetings to discuss issue resolution and performance improvement activity with increased DWP senior leader oversight. Workshops and on-site visits may also be undertaken by DWP. Under the applicable grant-management arrangements, decisions on formal GFA notices or remedies will be subject to appropriate DWP authorisation and formal written notice to the Delivery Partner.	DWP will consider proportionate recovery activity and, where the relevant GFA conditions are met, formal grant-management action. This may include a Remedial Action Plan and/or other remedies available under the GFA, subject to the applicable notice, remedy and approval requirements. Termination is not an automatic consequence of Level 4.

Delivery and Compliance Officer (DCO) Checks

DCOs, based in Employment Account Division, work closely with Delivery Managers and can undertake evidence-based checks to assure the requirements of the Grant Funding Agreement, Delivery Plan, and this guidance. DCO checks do not duplicate or replace other assurance or validation activities undertaken by DWP referenced in this guidance and the Grant Funding Agreement.

DCO checks consider whether the Delivery Partner is consistently meeting agreed outcomes, performance measures and key delivery requirements and may include, but not limited to, checks of the Delivery Partner Participant records to assure:

- Participant tailored support
- Individual Support Plans and recorded reviews
- Participant engagement

DWP will determine, and notify the Delivery Partner in advance, of the scope, frequency and sample size of checks which take a proportionate and risk-based approach. This may change during the Funding Period in response to Delivery Partner performance.

The Delivery Partner must:

- maintain complete, accurate and up-to-date Participant records that demonstrate compliance with the Grant Funding Agreement and this guidance
- make relevant records, systems, staff and supporting evidence available to DWP when requested
- undertake any required pre-check activity and return information within the timescale specified by DWP; and
- ensure that equivalent evidence is available for activity delivered through supply chain providers

Checks may be undertaken remotely, including through Microsoft Teams and screen sharing, at the Delivery Partner's premises or through a combination of these methods. DWP will confirm the arrangements in advance. The Delivery Partner must ensure that appropriate equipment and authorised access to relevant systems and evidence are available.

DWP will share the findings of the checks with the Delivery Partner. Where weaknesses or non-compliance are identified, the Delivery Partner will be required to agree and implement proportionate corrective actions within specified timescales. Progress will be monitored through performance and delivery review arrangements and the Delivery Management and Improvement Framework. Serious, repeated or unresolved findings may result in increased oversight, additional assurance activity or escalation through the grant review and intervention arrangements.

Delivery Management Review

There will be a structured programme of engagement between DWP and the Delivery Partner throughout the grant term, aligned to DWP's DMIF. This includes:

Regular Check-ins

Attended by: DWP Delivery Manager and the Delivery Partner programme lead

These meetings will be used for but not limited to:

- relationship-building
- real-time progress updates
- troubleshooting
- early sight of any emerging issues and risks

Timing and frequency will be agreed in advance between DWP Delivery Manager and the Delivery Partner and may include site meetings and visits.

Delivery Management Review Meetings

Note: *Delivery Management Review (DMR) meetings referred to throughout this framework are the same meetings described as "Monthly Meetings" in the Grant Funding Agreement (GFA)*

Attended by: DWP Delivery Manager, the Delivery Partner programme lead, and other stakeholders as required for example Senior Delivery Managers, National Account Manager, DWP Delivery Co-Ordinator, and DWP Payments team.

The Delivery Management Review Meeting, held monthly, will focus on but not limited to:

- reviewing delivery performance
- monitoring progress against approved application commitments and delivery arrangements
- reviewing forecasts and profile variance
- discussing risks, issues and assurance findings
- reviewing employer engagement and Participant outcomes
- monitoring agreed actions and improvement activity
- agreeing future priorities and next steps

Financial performance discussions within the Delivery Management Review Meetings will complement, rather than replace, separate grant monitoring and finance governance arrangements.

Annual review

Annual Grant Reviews will be undertaken as part of wider DWP grant oversight arrangements. The Delivery Partner will be required to provide information and evidence to support this review.

The annual review will consider:

- delivery against agreed objectives
- performance against the funding agreement, Monitored Outcomes and Specific Indicators
- financial expenditure
- evidence that funding has been used for its intended purpose and represents value for money
- any underspends, or funding adjustments required
- risks, issues, lessons learned and opportunities for service improvement

The Delivery Partner must maintain accurate financial and management information and provide any documentation reasonably requested to support the review process.

Following completion of the annual review, DWP will determine whether funding arrangements will:

- continue as agreed
- continue with amendments or additional conditions; or

- be discontinued where delivery, compliance, financial management or strategic requirements are no longer being met

This annual review supports effective grant management, accountability, continuous improvement and the achievement of Jobs Guarantee programme outcomes.

Interventions

DWP will, in discussion and agreement with the Delivery Partner, undertake interventions to support with continuous improvement and ensuring performance and delivery meets agreed expectations. This may include, but not limited to:

- site visits
- Participant record checks
- Go-Look-See or Deep Dive visits which may include observation of delivery with Participants

Such interventions will be undertaken in a supportive and collaborative manner, in keeping with the Delivery Management and Improvement Framework, with findings shared with the Delivery Partner and discussed during Delivery Management Reviews.

Responding to Under-Performance in the Event of Default

Where under performance is significant enough to give rise to an Event of Default, DWP may formally request and agree a Remedial Action Plan or Controls Action Plan as provided for in the Grant Funding Agreement at Clause 27.

Continuous Improvement

Continuous improvement is a shared responsibility between DWP and the Delivery Partner.

Throughout the Funding Period, regular meetings between DWP and the Delivery Partner, including Stakeholder Forums, will include focussed discussions to:

- identify and share good practice, learning and innovation
- support collaborative problem-solving; and
- ensure delivery remains high-quality, consistent and focused on young people’s needs

In support of continuous improvement and evaluation, DWP may ask the Delivery Partner to:

- distribute evaluation materials to Participants
- provide Participants with access to surveys, research or evaluation activities; and
- supply additional MI linked to evaluation sample groups

Insight from all delivery management activity and engagement with the Delivery Partner will also inform policy development and future phases of the Scheme.

13.3.Stakeholder Forums

At a national level, operational and strategic stakeholder forums will be held and Delivery Partner participation at the appropriate decision-making level forms part of Delivery Partner

engagement and delivery of Jobs Guarantee. These meetings will look to provide an opportunity to review the performance and delivery of the Jobs Guarantee Scheme at a more strategic level, and will include, but not limited to:

- sharing of good practice
- discussion of any operational challenges
- discussion of any innovation opportunities; and
- discussion of employer engagement learning opportunities

Controls Assurance Review

The Delivery Partner will be expected to engage with the DWP Controls Assurance Review process, which aims to provide DWP with assurance that the Delivery Partner has effective controls in place to manage the delivery of Jobs Guarantee objectives and to mitigate key risks.

The scope of Controls Assurance Reviews may include, but is not limited to Delivery Partner governance arrangements, service quality and claims processes. The focus of reviews may evolve over the lifetime of the programme and may be a broad non-financial review of the Delivery Partner control arrangements, or targeted on high-priority control areas, for example employer onboarding, management information quality or fraud and error controls.

DWP may request information from the Delivery Partner prior to a Controls Assurance Review to help inform the focus and approach of the review's activity. Actions undertaken during a Controls Assurance Review may range from discussions held virtually (e.g. via Microsoft Teams), site visits to your premises, demonstrations of specific systems and/or processes the Delivery Partner currently has in place, focused file testing and interviews with staff undertaking specific roles or responsibilities. DWP will endeavour to provide the Delivery Partner with reasonable notice prior to carrying out a site visit or Teams meeting.

This activity will support DWP and the Delivery Partner to collaboratively identify areas of best practice and key risk areas which require further mitigation. The Delivery Partner will be responsible for developing and implementing plans to strengthen controls for risks identified through the Controls Assurance Review. The implementation of those plans will be reviewed by DWP.

As an output from the Controls Assurance Review, DWP will provide an overarching opinion of the Delivery Partner's controls to adequately and effectively mitigate key risks.

14. Data Collection and Evaluation

This section explains the data and information the Delivery Partner must provide, how it should be submitted, and how DWP will use it to manage delivery, performance, funding and evaluation. The Delivery Partner must provide Management Information (MI) in accordance with the Grant Funding Agreement and any associated reporting requirements specified by DWP.

14.1.Management Information (MI)

Purpose of Management Information

The information the Delivery Partner supplies helps DWP to:

- monitor delivery against the Monitored Outcomes and Specific Indicators
- understand Participant numbers and job outcomes
- ensure grant payments reflect actual delivery
- assure value for money and compliance with the Grant Funding Agreement
- inform continuous learning, including identifying where support, intervention or adjustment is needed
- support reporting, evaluation and research activities

Delivery Partner MI Responsibilities

Throughout the delivery of the Scheme, the Delivery Partner must provide accurate, complete and timely MI.

MI Delivery Log

The MI Delivery Log is a spreadsheet to enable the Delivery Partner to report on their delivery of the funded activities.

As an interim arrangement, and until a digital MI solution is introduced by DWP, the Delivery Partner must record, collate and submit management information clerically using the MI Delivery Log spreadsheet. DWP will notify the Delivery Partner of any changes to reporting arrangements when a digital solution becomes available.

Throughout delivery of the Funded Activities, the Delivery Partner will be required to complete and submit the MI Delivery Log spreadsheet by the 15th of every month for the preceding month. The completed MI Delivery Log must be sent to DWP in accordance with instructions provided within the spreadsheet. This is in addition to the forms and templates which must be completed in line with processes set out earlier in this guidance.

Information collected through the MI Delivery Log will support DWP's monitoring of the Participant journey, Monitored Outcomes, Specific Indicators, grant delivery and compliance with the requirements of the Grant Funding Agreement. The MI Delivery Log will also be used to enable reporting, evaluation and research activities for the overall Scheme, such as hours or types of support delivered.

Information on how to complete the MI Delivery Log is contained in the spreadsheet. The Delivery Partner should contact their DWP **Delivery Manager** if they require further support or clarification on how MI is used.

How MI Will Be Used

MI will be used:

- monthly through delivery management review meetings, to assess delivery against plans, Monitored Outcomes and Specific Indicators

- quarterly and annually, as part of the formal grant review process, to support discussions on performance against Delivery Plans and spend against agreed financial plans
- regularly to inform the evaluation of the scheme throughout its lifetime and enable research contractors to contact employers on the scheme

MI may also be used to:

- identify and manage risks at an early stage
- adjust grant profiles if delivery is behind or ahead
- drive continuous improvement across all the Delivery Partner

14.2.Evaluation

DWP will undertake evaluation, research and continuous improvement activities throughout the lifetime of the Jobs Guarantee Scheme. These activities will assess how the Scheme is delivered, Participants' and employers' experiences, outcomes achieved, and the extent to which the Scheme is meeting its objectives. In addition to formal evaluation activity, DWP will seek to gather ongoing evidence and learning to inform continuous improvement of the Scheme. The Delivery Partner cooperation is essential to support these activities, and the development of the evidence base for Jobs Guarantee.

Evaluation Lead

The Delivery Partner must nominate an Evaluation Lead who will act as the primary point of contact for DWP and organisations undertaking evaluation, research or continuous improvement activities on behalf of, or in partnership with, DWP. The Evaluation Lead will support coordination of the Delivery Partner's engagement with evaluation, research and continuous improvement activities relating to the Jobs Guarantee Scheme. The Evaluation Lead will support DWP with the timely provision of agreed management information and sample data, coordinate responses to evaluation/research requests, facilitate engagement with Participants, employers and Delivery Partner staff where appropriate, and provide reasonable assistance with recruitment to research and evaluation activities where requested by DWP, including where access is best facilitated through the Delivery Partner. The Evaluation Lead must inform DWP of any significant changes to delivery that may affect evaluation activity or findings.

Participation in research and evaluation activities will remain voluntary unless otherwise stated. Participants, employers and staff will be provided with appropriate information about the activity, including how any information they provide will be used, and will have the opportunity to decline participation where applicable. DWP may provide the Delivery Partner with information to discuss and share with Participants at the Initial Meeting, during the pre-employment support phase, at the end of provision or at any other points in the Job Guarantee process that relates to our continuous improvement, evaluation, and research of the Jobs Guarantee Scheme. This information will support Participants in making an informed choice about taking part in evaluation activities. We ask that the Delivery Partner presents this to Participants in a balanced and supportive manner.

Further, DWP may request the Delivery Partner to provide Participants and employers with information about accessing or attending activities (e.g. QR codes, web links, meeting details) relating to our continuous improvement, evaluation, and / or research of the Jobs Guarantee Scheme. These should be provided in the timelines specified and presented in a balanced and supportive manner.

Our continuous improvement, evaluation, and research activities related to the Jobs Guarantee Scheme may be conducted by DWP staff, by third party suppliers, or academic Partners. The Delivery Partner will be told who they will receive information from regarding these activities.

DWP may also request management information to enable evaluation and research of the Jobs Guarantee Scheme. These should be provided in the timelines specified and include all agreed variables.

14.3.Data Protection

The Delivery Partner must comply with the UK GDPR, the Data Protection Act 2018 and all DWP data handling requirements. Personal data, including special category data, must be processed lawfully, securely and only for the purposes of delivering the Jobs Guarantee.

The Delivery Partner must have appropriate technical and organisational measures in place to protect personal data and information assets, including secure systems and processes. As a minimum, the Delivery Partner should maintain information security controls equivalent to Cyber Essentials certification.