

# Youth Obligation Support Programme

## Eligibility

[Switching off requirements \(Easements\)](#)

[Special arrangements to allow participation](#)

[Youth Obligation Support Programme claimant journey](#)

[Weeks 1 to 3 - Intensive Activity Programme](#)

[Weeks 4 to 16 - weekly work search reviews](#)

[Week 17 onwards – weekly or fortnightly work search reviews](#)

[Stocktake assessment](#)

[Month 6](#)

[Sanctions](#)

[Flexible Support Fund](#)

[Completing the Youth Obligation Support Programme](#)

## **Eligibility**

Youth Obligation Support Programme (YOSP) offers intensive support for 18-21 who are in the intensive work search regime to help them move into work or an apprenticeship quickly.

Participation in YOSP may be affected where a switching off requirements (Easements) applies.

## **Claimants turning 22 while on YOSP**

Claimants who turn 22 years old while on YOSP may complete the provision they are on at the point they turn 22.

## **Moving in and out of the Intensive Work Search regime (IWSR)**

Claimants on YOSP that move from the IWSR into another Labour Market regime may complete the YOSP provision they are on at the time they move, if they can do so within their new circumstances.

An 18-21-year-old who is in the light touch regime and moves to the IWSR (due to loss of/drop in earnings) will be required to participate in the YOSP as long as their UC claim was made after 26 April 2017.

Claimants who are on YOSP, who move out of the IWSR into another Labour Market regime (including the light touch regime), but then move back into IWSR and are aged 18-21, must re-join the YOSP journey where they left off.

### **Transfers and relocation**

Where a claimant moves from a UCFS jobcentre to a UCLS jobcentre at any point in the YOSP journey, they will remain on YOSP.

See transfers and relocation.

### **Re-claims**

Where a claimant on YOSP ends their claim then re-claims within 6 months, they re-join YOSP at the point in their journey at which they left it.

### **Switching off requirements (Easements)**

In some circumstances a claimant's work-related requirements may need to be switched off for a period of time. This applies to YOSP requirements too. The YOSP Intensive Activity Programme is a work preparation activity. Unless work preparation requirements have been switched off, claimants may still participate in YOSP. If work search requirements have been switched off for any reason, the claimant cannot be expected to undertake work search activities as part of YOSP.

Where requirements have been switched off, this must be reflected in the claimant's Commitment and the claimant's participation in YOSP reviewed. When any requirements that affect the claimant's participation in YOSP are switched back on, the claimant re-joins the YOSP journey at the point they had reached when the switching off requirements (Easements) was first applied.

If the claimant has turned 22 at the time the switching off requirements Easements) ends they do not remain on YOSP.

### **Special arrangements to allow participation**

Special arrangements may need to be made for certain claimants to allow them to participate in the full range of YOSP activities:

- Multi Agency Public Protection Arrangements (MAPPA) - the Commitment must take into account any individual restrictions the claimant has but claimants with MAPPA should not be excluded from participation in any YOSP activity including the mandatory elements.

- Unacceptable Customer Behaviour (UCB) - the Staff Protection List control measures that have been put in place to make it a safe environment must be applied in all circumstances but claimants should not be excluded from participation in any YOSP activity, including the mandatory elements.
- Prison leavers – the Commitment will take into account any individual restrictions the claimant has but claimants should not be excluded from participation in any other YOSP activity including the mandatory elements.

### **Youth Obligation Support Programme claimant journey**

Under YOSP, there is a curriculum of activity for the claimant to complete from the date they accept their Commitments.

All claimants should be encouraged and supported to take up employment or an Apprenticeship as quickly as possible.

There are 5 stages to the individual claimant's YOSP journey:

- **Weeks 1 to 3** – the mandatory Intensive Activity Programme is a package of around 71 hours intensive support designed to accelerate the claimant's return to work, including 2 group sessions. Claimants must complete all the IAP activities before this stage of the journey comes to an end.
- **Weeks 4 to 16** - claimants attend 13, mandatory weekly work search reviews for intensive support (after they have completed the IAP), similar to other claimants in the IWSR.
- **Weeks 17 onwards** – claimant attends mandatory weekly or fortnightly work search reviews for continued intensive support, similar to other claimants in the IWSR.
- **Month 5** – A mandatory in-depth stocktake assessment to discuss why the claimant has not found employment or training and next steps.
- **Month 6** - Claimants who are on YOSP but still not in employment or on an apprenticeship must attend a mandatory referral interview **to encourage them to take up** one of the 3 offers of provision. [See month 6](#).

**Please note: the above interviews should be face to face unless a claimant has a health condition, in which case the face to face process may need modifying to suit their circumstances.**

A claimant who has a switching off requirements (Easements) or moves into a different Labour Market regime for a short period will resume the YOSP journey

at the point at which they left. If a claimant is sanctioned, the reason for the sanction must no longer apply in order for the claimant to resume their YOSP journey.

### **Weeks 1 to 3 - Intensive Activity Programme**

The Intensive Activity Programme (IAP) is a mandatory part of the YOSP. IAP is a package of intensive support designed to accelerate the claimant's return to work by helping them to become effective, full-time job seekers from the earliest point in their claim.

All YOSP participants must participate in and complete the IAP. If they fail to attend or fail to complete the exercises without good reason, a sanction may apply.

The IAP includes 2 facilitator led workshops to help claimants to think about their skills, what sort of jobs they can do and how they can prepare for work.

Claimants are given a Getting Started Handbook with activities to complete before attending the first IAP workshop.

The IAP curriculum is estimated to take up to 71 hours over the first 3 weeks of the claim.

In some circumstances it may take longer than 3 weeks to complete the IAP, for example where:

- the number of YOSP claimants in the jobcentre restricts how often the IAP group sessions can be delivered
- the claimant needs more time to complete the self-learning due to ability or failure to participate
- the claimant failed to attend a scheduled IAP group session for a good reason and it had to be rescheduled

The IAP must be fully completed before the claimant can move onto the next stage of the YOSP journey.

### **Weeks 4 to 16 – weekly work search reviews**

The normal active work search activities apply. The reviews should:

- encourage claimants to build on the learning in IAP
- motivate them to take up an Apprenticeship or employment quickly
- refer claimants to additional support/provision to address barriers to work including:
  - budget support
  - mandatory basic skills provision where required (English, maths, ESOL, IT)
  - referral to the National Career Service in England (and to equivalent in Scotland and Wales)

- referral to relevant high quality work focussed skills training for example, a traineeship in England)
- other job goal specific vocational training
- Pre-employment Training
- referral to a sector-based work academy (sbwa) (or equivalent in Scotland / Wales)
- work experience for 2-8 weeks
- Movement to Work
- appropriate modules from Skills to Succeed
- self-employment support from New Enterprise Allowance
- Princes Trust programmes
- Get started for those with multiple barriers to employment
- Team (employability programme to increase confidence which includes work experience)
- Get Into (work experience and vocational skills)
- other appropriate local provision from the District Provision Tool
- additional training purchased from the Flexible Support Fund (low value provision)

Standard conditionality applies to the provision listed above.

### **Week 17 onwards – weekly or fortnightly work search reviews**

Claimants continue to receive regular mandatory face to face work search reviews of progress and prompt referral to the additional support/provision listed above to enable them to address their barriers to work quickly and move into work or take up an Apprenticeship place.

Whether these work search reviews take place on a weekly or fortnightly basis is at the local jobcentre's discretion depending on the support required to move the individual claimant quickly into work or an Apprenticeship.

### **Stocktake assessment**

Even if the IAP was extended, the stocktake assessment must be booked in month 4 of the individual's YOSP journey to make sure that it takes place in the first week of month 5 of the claimant's YOSP journey.

The stocktake assessment is an in-depth assessment to determine why the claimant has not found work or training and motivate them to do so. Participation in the stocktake assessment is mandatory.

The assessment should include:

- exploring steps taken to achieve a work or an Apprenticeship outcome and their learning from this
- listening to and exploring the claimant's personal concerns and issues which may extend beyond getting a job and using this insight to help motivate them to make changes
- exploring in detail why the claimant's personal journey so far has not yet produced a successful work related outcome, deciding on best next steps
- critically reviewing of employability skills against claimant job goals; helping the claimant understand other routes to achieve their ambitions and dealing with setbacks
- broadening the claimant's perspective and understanding of sectors and labour markets locally and nationally
- exploring short term outcomes versus long term goals
- re-enforcing the expectation that they should be earning or learning and identifying concrete next steps and commitment for action over the next month to gain an employment outcome before the 6 month point
- re-iterating the expectation that at 6 months they should be earning or learning
- explaining that there will be a further interview at 6 months

At the stocktake assessment, the claimant should be referred to most suitable provision or support that addresses their individual barriers to work over the following month.

Claimants can be referred to provision that would last beyond month 6 if it would:

- address any new barriers that have previously not been identified
- support the claimant to achieve their job goal
- lead to an Apprenticeship

The information gathered at the stocktake assessment is used to begin preparatory work to source the most suitable provision referral at 6 months.

It is important that this should reflect the claimant's agreed job goal. This will be reviewed with the claimant at the 6-month intervention to ensure that it is the most appropriate referral to make if the claimant is still in the IWSR.

## **Month 6**

Claimants who are still unemployed and in the IWSR will receive a referral interview after 6 months of intensive support. Attendance at the 6-month referral appointment is mandatory.

At the interview they will discuss and be encouraged to take up one of the following 3 voluntary options, which will help them to achieve their job goal swiftly:

- a traineeship
- a sector-based work academy (sbwa)
- a guaranteed 3-month work experience opportunity (one single opportunity, or consecutive opportunities lasting 3 months)

The guaranteed 3-month work experience and traineeship opportunities are voluntary. If the claimant starts a work experience or traineeship opportunity, but decides not to continue, they should inform their work coach immediately, so that other work-related requirements can be discussed.

Claimants who do not take up one of these 3 options will leave the YOSP. They will continue on the standard journey for Universal Credit claimants in the IWSR, receive additional support and referral to local provision on the District Provision Tool, where appropriate.

## **Sanctions**

A sanction may apply to the following mandatory parts of YOSP:

- IAP – not attending or completing the IAP activities
- failure to attend the stocktake assessment
- failure to attend the month 6 referral interview
- failure to participate in the mandatory elements of a sbwa

Until the claimant meets the compliance requirement, their YOSP journey is paused. They resume their YOSP journey from the point at which they failed to comply.

## **Flexible Support Fund**

Claimants on YOSP will have access to the Flexible Support Fund throughout the YOSP journey.

## **Completing the Youth Obligation Support Programme**

YOSP is completed if:

- the claimant reaches the age of 22 during the YOSP journey
- the claimant has completed the relevant provision agreed at the 6-month stage
- the claimant does not take up a referral to one of the options at the 6-month stage.