

Common Service Standards between LSC contracted providers and Jobcentre Plus for the delivery of the Routes into Work provision offer within the Young Person's Guarantee

- Provision should be agreed with Jobcentre Plus in terms of its relevance to the local labour market (i.e. where there are present or predicted real vacancies in those occupational sectors identified).
Note: The Jobcentre Plus representative responsible for agreeing the provision offer is the District External Relationship Manager (DERM). In certain cases this may be delegated to the Third Party Provision Manager (TPPM).
- The provision is available on a full time basis for up to 8 weeks and therefore utilises the flexibilities in the 16 hour rule and should be agreed in advance.
- Regular (monthly at least) contact with Jobcentre Plus at local level should be maintained in order to review the offer, and respond to existing and forthcoming vacancy opportunities and employer demand.
- Provision should be available throughout the year – Jobcentre Plus do not have a summer close down and require that customers can take up the offer throughout the year, as required.
- Jobcentre Plus customers should be seen by the provider within 7 working days of referral.
- Where the initial provider interview poses questions about the suitability of the training offer for an individual, providers should inform Jobcentre Plus immediately.
- There should be a single point of contact within the provider organisation for Jobcentre Plus to send referrals to and to raise issues about the service. The provider should also agree a single point of contact within Jobcentre Plus.
- Wherever possible, provision should be available for start within 10 working days of the customer Pre Entry Interview that takes place in Jobcentre Plus and is required to set up a training allowance for full time learners. Providers should not be operating waiting lists that are any longer than 10 days.
- Information on learner starts from referrals need to be submitted to Jobcentre Plus on a weekly basis.
- The provider should review demand on a weekly basis – if referrals suggest an unsatisfactory performance profile the provider should

immediately put in place actions to boost awareness with Jobcentre Plus advisers.

- Providers should work with other contracted providers (including the voluntary and community sector) in the area, where this would help meet the needs of learners and provide for the agreed number of learners. Jobcentre Plus must approve a customer's start on any other provision in line with benefit conditionality.
- Providers are encouraged to use and share with Jobcentre Plus and the LSC provision success studies that may help boost awareness of the programme.
- Providers should seek to resolve any local issues or problems with processes with their local Jobcentre Plus contact before escalating to the LSC.