

The Jobcentre Plus offer

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Aims of the presentation

To explain role of Jobcentre Plus and how we work in partnership with others.

Contents

- Our role
- Our priorities
- Our targets
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Our role



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What we do

As an executive agency of the Department for Work and Pensions (DWP), Jobcentre Plus:

- plays a major role in helping people to gain the support and skills they need to move from benefits into work;
- contributes to the Government's aim of tackling poverty, reducing worklessness, promoting growth and opportunity;
- works with partners to promote work as the best form of welfare;
- encourages employers to open up more opportunities to jobless people;
- pays customers the right money at the right time;
- strives to improve the quality, accessibility and delivery of services to all our customers.

The scale of our business

Every working day nationally we:

- Record about **5,000** of our customers moving into work
- Receive over **18,000** jobs from employers
- Conduct over **45,000** adviser interviews
- Process up to **20,000** new benefit claims
- Prosecute about **45** people for benefit fraud
- Take over **80,000** calls in our contact centres (including crisis loan applications)
- Receive over **440,000** visits to our website
- Receive over **a million** job searches on our website

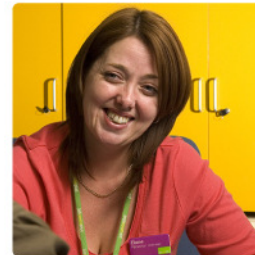
These figures are correct at the time of publication (Aug 2009)

Our people

- 80,000 staff across England, Scotland and Wales
- Organised into 48 Districts within 11 Regions
- A network of over 800 offices – jobcentres, benefit delivery centres and contact centre
- Over 12,000 Personal Advisers
- Over 12,000 call handlers
- Customer Service Director/DM Phil Weaver

Figures correct at Aug 2009

Our priorities



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Our priorities

In 2009-10 Jobcentre Plus will:

- Develop and deliver further measures to help people back to work
- Introduce the New Jobseekers Regime and Flexible New Deal
- Help more lone parent customers into work
- Continue the roll out of the Employment and Support Allowance system; and
- Continue to respond to the economic situation

Our targets



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Our targets

Our targets reflect the way we improve how we deliver our services and put the customer at the centre of all that we do, in line with the Government's 'welfare to work' strategy.

They are:

- Job Outcome Target
- JSA Off-flow
- Local Employment Partnerships
- Employer Engagement Target
- Customer Service Target
- Interventions Delivery Target
- Average Actual Clearance Time Target
- Fraud and Error

Offer to customers



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Offer to customers

What jobseekers will get

As people become unemployed they will get an interview with an adviser and a jobsearch review every two weeks.

They will also receive advice and information on:

- how to find a new job
- retraining and how to improve or update skills
- possible help with rent depending on their income
- how to access thousands of job vacancies
- further sources of help and advice
- advice and support if they have a health condition or disability

Offer to customers

Out of work longer than six months

If customers are out of work for longer than six months we will intensify the support we offer including:

- More personalised and intensive help from an adviser
- A skills screening interview plus help to improve skills if needed
- Access to specialist help, for example to:
 - build confidence about finding a new job
 - tackle any problems with debt
 - market their skills more effectively to new employers
 - assess skills and offer access to careers advice, depending on locality

Offer to customers Out of work longer than six months

If JSA customers need extra help they may get:

- Access to jobs where an employer receives £1000 recruitment subsidy and access to in-work training support typically worth £1500
- Help setting up in business, including cash help and specialist advice
- Access to new training places to help people get new skills to improve their job prospects
- **Advice on volunteering work**

By the end of 2009 younger people may also have access to internships of around 13 weeks with employers

Offer to customers Out of work longer than nine months

What jobseekers will get

We will continue to provide personalised and intensive help as offered from the 26 week stage. Customers will have Fortnightly Job Reviews between weeks 31 and 52.

What jobseekers may also get

- From October 2009, 18-24 year olds and over-24s in areas of particularly high unemployment may be offered a job for at least 6 months created by the Future Jobs Fund.
- From November 2009, 18-24 year olds may also be offered access to pre-employment training and new jobs in key employment sectors or work-focussed training.
- From early 2010 all young people approaching 12 months on JSA will be required to take up one of these offers of a job or training or to develop skills and work habits whilst delivering real help to their community by joining a Community Task Force.

Offer to customers Out of work longer than twelve months

What jobseekers will get

Continued jobsearch support via fortnightly meetings with Jobcentre Plus staff

What jobseekers may also get (depending on where they live)

From October 2009 customers will receive personalised back to work help for up to a year from external organisations contracted by DWP to deliver the new Jobseekers Regime Flexible New Deal (JRFND) programme.

JRFND should be available nationwide by October 2010.

Offer to customers – Help for young people

Young Persons Guarantee

The Young Persons Guarantee will consist of:

- Help with finding a job in key employment sectors
- 100,000 jobs lasting at least six months funded by the Future Jobs Fund
- Work-focused training
- A Community Task Force programme delivering help within their community
- Flexible New Deal at the 12 month point

Our partnership approach



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Our partners

- We can achieve a lot more through working with partners than by acting alone
- Partnership working remains central to the delivery of Jobcentre Plus business objectives and statutory duties
- We work with a range of public, private and voluntary partners at national, regional and local level to better achieve our goals and theirs
- We recognise our partners' expertise and resources

Our partnership offer

The White Paper "Strong and Prosperous Communities" set out the new local government performance framework. For Jobcentre Plus, the new framework means:

- Further acknowledgement of the importance of partnerships in local working
- Enhanced leadership and influencing opportunities in respect of the local worklessness agenda
- New opportunities to align provision and make better sense of things from a customer perspective
- Increased contribution by partners to Job Outcome Targets
- Obligation by local partners to take account of agreed targets

Our partnership offer

- Local Area Agreements (LAAs)

All Jobcentre Plus Districts work with their Local Strategic Partnerships to address worklessness via LAAs. Of the 150 top-tier LAAs, 93% have at least one worklessness indicator.

We support the continuous process of planned engagement by:

- ensuring staff involved in engagement are empowered to make decisions;
- putting in place appropriate monitoring arrangements;
- co-operating on all local improvement targets not just national priorities and embedding them in our planning and delivery mechanisms;
- sharing data where we are able to do so legally;
- cooperating with local scrutiny arrangements.

Offer to employers



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Our offer to employers

- Jobcentre Plus staff provide a consistent high quality service to all employers.
- We offer all employers modern and efficient Vacancy Advertising Services with jobs quickly visible to Jobseekers through a range of channels including the Jobcentre Plus website and Jobpoints.
- We call all employers once their vacancy has been advertised for 48 hours (or within 5 days in exceptional circumstances).
- For employers who have vacancies our priority customers can fill, we also offer Recruitment Advisory Services in which we enter into a 'something for something' deal
- We will work with employers to deliver the Backing Young Britain campaign including the extension to Work Trials eligibility and Local Employment Partnerships

Our offer to employers

- For employers who are willing to work with us through LEPs we can also offer Work Trials, Jobsfairs, and Pre-Employment Training
- Rapid Response Service - The RRS is the support we give to employers and their employees facing redundancies to help them find new jobs
- Recruitment Subsidy - available to employers who recruit eligible jobseekers

Our offer to employers

Recruiting

LEPs aim to help 200,000 people back into work through Local Employment Partnerships in the year from April 2009.

Local Employment Partnerships are based on a simple 'deal' with employers across all sectors:

- the Government ensures that jobless customers get the preparation and support that enables them to meet employers' needs and expectations;
- employers with vacancies give them fair shot at the job – through, for example, adjusting recruitment practices, guaranteeing interviews, or offering work trials.

Jobcentre Plus, in conjunction with local partners, works with employers to:

- Identify the employer's recruitment criteria;
- Customise any necessary training and support;
- Determine the approaches the employer wishes to use in recruitment; and
- Ensure jobs are filled quickly and efficiently to the employer's specification

Our offer to employers

Developing your people

We're working to ensure that all employers can access the appropriate range of recruitment, skills and business support services offered by Government in a coherent way .

For example in England, when we talk to employers about LEPs we tell them:

- how Train to Gain can help them develop the skills of people they employ;
- encourage them to sign the Skills Pledge, a promise to support all employees in developing their basic skills and working for relevant qualifications;

Help for young people

Backing Young Britain & Young Persons Guarantee

Backing Young Britain

- Backing Young Britain aims to bring businesses and public and voluntary sectors together to ensure that the valuable skills and experience of our young people aren't being wasted
- Around 10,000 internships and work placements will be made available to 18 to 24 - year-olds, while other measures will include a mentoring network, specific help for 18 year old jobseekers and extra support from our Advisers for young people

Current challenges



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Our response to the economic situation

We have a vital role in helping Britain through the economic situation and are offering more support to:

- employers through our Rapid Response Service and the Recruitment Subsidy
- newly unemployed people through help and advice from day one including access to LEP
- longer-term unemployed by pressing ahead with welfare reforms
- recruiting additional staff to ensure we continue to provide the practical help and advice that more people now need

Volunteering from a customer perspective



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Volunteering while receiving benefits

It can also help you in many ways:

- It can give you a better chance of getting paid work by helping you to
- Learn New Skills
- Practice skills the skills you have
- Become more confident
- Put some volunteering experience on your CV
- Pick up good ideas from other people
- Show employers you can keep regular hours and handle commitment
- Meet people who can help you find paid work
- Have things to talk about in a job interview and
- Get references

Volunteering while receiving benefits

What if I am on Benefits ?

- You must contact Jobcentre plus if you are on benefits and if you want to do any volunteering
- We know that volunteering can you a much better chance of finding and work
- So you can volunteer as many hours as you like while you are on benefits as long as you still meet the terms for getting them
- If you are claiming Jobseekers allowance this will mean you still need to look for paid work
- You must be free to go to an interview if we give you 48 hours notice
- You must be able to start work within one week of us giving you notice
- You must not be paid money or anything else for your volunteering
- It is ok to be paid your expenses but you must tell us what you get so do keep your receipts

Volunteering while receiving benefits

What if I choose not to get paid for my work ?

- Choosing not to get paid is not the same as volunteering
- If you get Income support, Jobseekers Allowance, Housing Benefit or Council tax benefit we might decide that what you would have been paid are notional earnings
- If we decide this it may affect your benefits and tax credits
- This is decided by looking at whether someone would normally be paid to do the same kind of work

Volunteering while receiving benefits

Contact details

To contact

Jobcentreplus.visit www.jobcentreplus.gov.uk

Benefit Enquiry Line

This is a confidential telephone service for disabled people and carers
Phone 0800 88 2200

The person taking your call will not have your personal information
but will be able to give you general advice

Direct Gov www.direct.gov.uk

Direct Gov provides information from UK government departments
on topics ranging from travel safety to special educational needs
and NHS services

Volunteering while receiving benefits

Tax Credits Helpline

Phone 0845 300 3900

Need help finding a Job call 0845 6060234 8am -6pm

Mon-Fri 9am-1pm

The Pension Service

Phone 0845 6060265

www.thepensionservice.gov.uk

Calls to 0800 numbers are free from BT landlines but you may have to pay if you use another phone company , a mobile phone

Calls from mobile phones can cost up to 40p per minute so check the cost of calls

This information is a guide do check with your local Jobcentreplus office for the latest information