

**Jobcentre Plus**

**Regional Economic Strategy / Regional Skills Partnership**

**Performance Monitoring Report**

**October 2008 to March 2009**

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## Key Points

Working with partners to provide support through the Rapid Response Service (RRS) has become a major focus of work. The extension of RRS to every employer with more than 20 redundancies and to communities disproportionately affected by smaller redundancies has changed the way in which Jobcentre Plus records redundancies. However, a sense of scale of work involved can be gained from the fact that active support has been provided by Jobcentre Plus to some 13,500 employees in the first five months of RRS, compared to roughly 2,500 to 3,000 individuals per six month period under the previous programme aimed at Designated Large Scale Redundancies.

Regional performance against job outcome targets has fallen back considerably in the latest period. A key point to emerge in a wide range of the performance data is the difficulty that Jobcentre Plus has in supporting clients into jobs during recession, when jobs are scarce. This is seen in declines in outcome rates from JSA New Deals (13.5% currently recorded as leaving with a job outcome, compared to 29% in 2007/08), Pathways to Work programmes, as well as in the main Job Outcome Performance data.

With regards to the latter, the South West region's performance relative to other regions has slipped compared with previous years. The South West had been the most successful English region in supporting people on Inactive Benefits (including Incapacity Benefit and lone parent benefits) back into work and the second most successful of 11 regions and countries in supporting short term Job Seekers Allowance (JSA) claimants. We now rank 11<sup>th</sup> and 9<sup>th</sup> on these measures respectively. Our ranking in supporting New Deal and long-term (> 6 months) JSA Claimants back into work has slipped from 5<sup>th</sup> to 8<sup>th</sup>. Two principal reasons are given for this: the loss of all disadvantage area status wards in the South West, which previously resulted in the award of additional 'points' used in the rankings; and the early onset and impact of the recession in the South West.

Activity and participation levels on programmes, including ESF, are high. Responding to the needs of a large number of clients and introducing new support measures (ranging from specialised help for professionals to CV writing and debt advice) are major concerns. Other areas on which the agency is currently focused include working: with Local Authorities on the Worklessness agenda; with the LSC on integrated employment and skills; and on the development of Future Jobs Fund related activities.

Ben Neild  
SLIM

## **1C – Deliver skills for the economy**

### **Activity 1C.1** Implement agreed procedures to deal with labour market emergencies

It was announced on 12<sup>th</sup> November that the Rapid Response Service (RRS) would be offered to every employer with 20 or more redundancies and in local communities who have been disproportionately affected by multiple smaller scale redundancies. Jobcentre Plus were expected to work with partners such as Regional Development Agencies and Local Authorities and skills agencies in England, Scotland and Wales to help employees facing redundancies. This help could include skills matching, help with jobsearch skills and access to training and reskilling opportunities.

This announcement resulted in the Designated Large Scale Redundancy status becoming obsolete and the way in which we record redundancy support to be changed.

Through the RRS Jobcentre Plus has contacted **622** companies. Active support has been provided to **334** employers totalling **13,587** employees.

Examples of the use of RRS funding to support redundancy situations include

- Organising and running an employee support day for 450 redundant workers from Renishaw in Gloucestershire.
- Providing an outreach centre to handle redundancy response in Plymouth to job losses at Princess Yachts, 118118 and Toshiba. It is likely this facility will be extended to handle further recent redundancy announcements. This facility provides access to a wide range of support to redundant workers at a single site. This includes Jobcentre Plus advisers, training and various advice and support networks.
- Funding a support worker with South West TUC Unionlearn the purpose of this role is to:
  - Engage with employers and employees facing redundancy
  - Offer support to those at risk, under threat or being made redundancy to find alternative employment or register for appropriate benefits if unable to find work following notification of redundancy.
- Jobcentre Plus is working with partners in the Area Action Forces Teams.
- As part of this work Jobcentre Plus has arrangements in place to share information and intelligence on redundancy situations.

## **2A Improve participation to the Economy**

**Activity 2A.1** Deliver routes into employment for the long term unemployed and other hard to reach individuals.

Due to the way in which Jobcentre Plus performance is measured it is only possible to give progress to date for this operational year which started in April 2008. Because of the process of capturing performance the full operational year will not be fully reported until October 2009.

Since October 2008 Jobcentre Plus has supported 41,738 **priority group customers** into employment (see Annex 1 for definitions).

<b>Progress to date on Job Outcome Performance 2008/09 Operational Year</b>		
<b>Priority Group</b>	<b>Number into Work</b>	<b>National Ranking</b>
1	14,795	11
2	7,168	8
3	19,775	9

Note: Our National ranking has moved in comparison with previous years due to two factors:

1. The early impact of the recession on Jobcentre Plus in the South West
2. Loss of disadvantaged area ward groups in the South West.

### **Job Outcome Target supplementary support**

Note: This is contributing action to support our overall performance

### **Local Employment Partnership (LEP)**

See Annex 2 for overview.

Employers signed up to LEP	<b>8,771</b>
LEP job outcomes	<b>6,282</b>

Note for the year ending March 2009 the LEP Job outcome target was exceeded. From April LEP extension was introduced to support the newly unemployed customers.

### **JSA New Deals**

Starts on New Deals by customers (Oct '08 to Feb '09)	<b>7,350</b>
Customers leaving New Deal	<b>6,500</b>
Customers currently recorded as leaving with a job outcome	<b>882 (13.5% of leavers)</b>

### **Flexible New Deal**

Flexible New Deal will replace the current mandatory New Deals, including Private Sector Lead New Deals, Employment Zones, New Deal 50 Plus and New Deal for Musicians.

Phase 1 of roll out includes Devon & Cornwall District went live in April 2009. All other Districts will go live in April 2010.

The Flexible New Deal contract in Devon & Cornwall has been awarded to Working Links.

### **ESF Programmes**

In both the Convergence Area (Cornwall and the Isles of Scilly) and in the Competitiveness Area (rest of the SW) ESF Programmes has made an impressive start. Targeted at unemployed and economically inactive participants, the provision is exceeding starts profiles. The following Customer Groups are treated as a priority:

- People with disabilities or health problems

- Older workers
- Lone and disadvantaged parents
- Ethnic minorities
- Offenders and ex-offenders
- Those with multiple barriers

The provision they access will help, support and encourage them to move closer to the labour market.

<b>ESF Convergence Programme Performance July 2008 to March 2009</b>			
Starts	% Profiled Starts	Job Outcomes	% Profiled Job Outcomes
1377	129%	201	66%

<b>ESF Competitiveness Programme Performance July 2008 to March 2009</b>			
Starts	% Profiled Starts	Job Outcomes	% of profiled Job Outcomes
2402	102%	261	46%

### **Pathways to Work**

*Phase 1 – from December '07*

Delivered by A4e on behalf of Jobcentre Plus in Devon & Cornwall District.

<b>Pathways to Work Job Outcome Performance April to December 2008</b>		
Starts on Provision	YTD Number into Work	YTD Job Outcome Rate
5933	1411	23.7%

*Phase 2 – from April '08*

Delivered by Working Link on behalf of Jobcentre Plus in Gloucester, Wiltshire & Swindon and West of England Districts.

<b>Pathways to Work Job Outcome Performance April to December 2008</b>			
District	Starts on Provision	YTD Number into Work	YTD Job Outcome Rate
Glos, Wilts & Swindon	1165	186	16.0%
West of England	1520	240	15.7%

## Dorset & Somerset

Pathways to work is non provider led in this District. From April 08 to February 09, **4,903** customers have entered Pathways with **1,086** claiming the Return to Work Credit, an outcome rate of **22.1%**. There is no job outcome target for this programme.

### Working with LSC and Learndirect

#### LSC

Jobcentre Plus continues to work closely with the LSC on the integration of the skills and employment agenda. Joint delivery planning is undertaken in each area/ district which includes the following national priority areas:

- Integrated Employment & Skills (IES)
- Employability Skills Programme
- Careers Information and Advice Service (Nextstep)
- Offender Learning
- Local priorities

We are currently reviewing the priorities for 09/10 but the three priority areas which are likely to be adopted include: Implementation of IES, Maximising provision and coordinating employer engagement activities & the joint employer offer. Work is in progress to set up a Regional IES Management Board building on the good practise developed in the IES trial areas.

We have worked closely with the regional contractor delivery the Nexstep service and have been working towards the co location of Nexstep advisers in JCP offices across the region.

Between August '08 and June '09 have completed 22,589 sessions with Jobcentre Plus customers

#### Learndirect

<b>Jobcentre customers accessing Learndirect provision October '08 to March '09</b>	
Learndirect courses	<b>2668</b>

Access to Learndirect provision is available to the majority of JCP customers. We have continued to work with the network of centres across the region to promote learndirect provision where appropriate.

We also continue to promote access to the Careers & Advice helpline

### Working with Local Authorities

Jobcentre Plus continues to be fully involved with Local Authorities and Regional Improvement and Efficiency Programme (RIEP) on the Worklessness agenda. The situation with renegotiation of Local Area Agreements (LAA) targets have not changed, if local partnerships request to adjust levels due to economic conditions, they will need to show robust local evidence of changing economic conditions on the local economy. Regionally Jobcentre Plus has:

- Attended an Economic Assessment Workshop with RIEP, South West Observatory and Local authority representatives.
- Supported Gloucestershire First to deliver regional worklessness seminar to enable LA's and third sector representatives to better understand the worklessness agenda
- Input on consultation to develop a report for South West Councils looking at local authorities capacity 'as is' and to map the capacity and skills needs across the region.
- Supported SW RIEP by drafting SW worklessness plan to draw down £100k (for 2 years) funding available for each RIEP from DWP/CLG.
- Worked with RIEP Local Economy Board to appraise the first round of applications for the £300,000 Economic challenge fund which can allocate up to £40,000 to any individual project to address the impacts of the economic downturn.
- Supported Local Authorities prepare bids for the Future Jobs Fund.

**Activity 2A.2** Promote the Business Case for recruiting people from diverse backgrounds

**Number of District Employer Engagement Manager Events and number of employers attending**

<b>District Employer Engagement Events by Jobcentre Plus October'08 to March'09</b>	
Number of Events	Number of employers attending
23	320

Jobcentre Plus continues to promote the Local Employer Partnership (LEP) initiative through employer events across the region. Christmas jobs fairs supported employers over this busy period. Jobcentre Plus has also worked on events to target the care sector in Dorset & Somerset and Cornwall.

Jobcentre Plus hosted its Regional LEP awards with 18 employers nominated against 6 awards. These winners were then put forward for the National awards. Tulip Foods from Bristol won the National LEP award in the unlocking talent category.

Jobcentre Plus has also run a Regional conference focusing on the Public Sector to encourage greater use of LEP for recruitment.

The RDA has run a series of Road shows across the region that Jobcentre Plus actively supported.

**Working with Offenders**

Jobcentre Plus is represented on the SW Reducing Re Offending Partnership Board. We also currently participate in two of the pathway groups: Employment & Skills and Finance, Benefit & Debt, and are looking to engage with the Drugs pathway group in the near future.

We work closely with the SW Prison Service through our network of Prison Advisers working across the SW establishments.

Jobcentre Plus SW continues to work with the Probation service to develop closer working relationships.

## **Activities of Childcare Partnership Managers**

Jobcentre Plus continue to work closely with GOSW and Local Authorities to develop strategies and plan the location, type and take up of childcare across the region.

To support the above Jobcentre Plus is working with Children Centres to promote work and remove the barriers around parental employment. This has included promoting LEP to employers to increase opportunities in the childcare sector.

ESF contracts are also in place across the region to support this agenda.

In Somerset Jobcentre Plus is part of a pilot running from January 2009 to March 2011 aimed at helping parents back to work. Parents have access to Jobcentre Plus Personal Advisers in Children's Centres to help them access work-focussed services. Four Children's Centres in the pilot area now have a full-time Jobcentre Plus Adviser working across their geographical reach. Early highlights of the pilot so far are:

- Placing one full-time Jobcentre Plus adviser in each Children's Centre, working as part of the Children's Centre team with Local Service teams and schools within the reach area. For example, at the invitation of one head-teacher, advisers made themselves available in the playground when parents collected their children from school for informal discussions and advice.
- Engaging with 120 parents.
- Placing 25 people into work.
- Securing 1 adult apprenticeship.
- Recruiting 10 parents to start Childminding.
- Seeing an increase in families taking up Tax Credits

## **Response to the Recession**

In April 2009 Jobcentre Plus introduced a range of support for the newly unemployed to assist them back into employment at the earliest opportunity. Additional support that may be offered includes:

- access to specialised help like CV writing, interview preparation, debt and money advice, confidence-building and work skills
- access to specialised help in looking for professional or executive jobs
- help with reading, numbers or English
- access to Local Employment Partnership vacancies and support
- help with one-off costs that might help them get back to work
- access to a range of specialist support tailored to disabled customers with more complex needs.

Additionally, everyone reaching six months unemployment will receive extra support from our advisers. This extra support will involve regular extended meetings to discuss the best strategies for finding work. Advisers will also be able to discuss with customers a range of work and training options which they may be able to access including:

- jobs supported by £1,000 recruitment subsidies and access to funded in-work training
- support to start a business (self employment)
- work-related training
- voluntary work.

In The Budget 2009, the Chancellor also announced a £1.1 billion Future Jobs Fund starting this autumn to which local authorities and others can bid for money to create jobs for 18-24 year olds.

Bids are now being invited from local authorities, partnerships and others to create jobs through the Fund, which is worth around £1bn and aims to create 150,000 new jobs.

To qualify for help from the Future Jobs Fund, new jobs should be real jobs – paying at least national minimum wage, for at least 25 hours a week, and lasting at least six months.

From early 2010 there will also be a Young Person's Guarantee. This is a guaranteed offer of a job, work-focused training or other activity to all 18 to 24 year olds before they have reached the 12-month stage of their claim to Jobseekers Allowance.

This will consist of:

- A job funded from the newly created Future Jobs Fund, or
- Help with moving young people into key employment sectors
- Work-focused training
- A Community Task Force programme delivering real help within their local community.

## Annex 1 – Job Outcome Target structure

<b>Priority customer group 1</b>	<b>Job Outcome score 12</b>
<b>Priority customer group 1 Customer Group</b>	
Jobless lone parents (including those on JSA from October 2008)	
Customers participating in New Deal for Disabled People or in receipt of an inactive benefit due to a health condition or disability	
Other inactive benefit customers	
<b>Priority customer group 2</b>	<b>Job Outcome score 8</b>
<b>Priority customer group 2 Customer Group</b>	
Customers on Jobseeker's Allowance (JSA) New Deals (New Deal 50 plus,	
New Deal 25 plus and New Deal for Young People).	
New Deal for Partners and partner WFIs.	
Employment Zones (for New Deal 25 plus and New Deal for Young People returner customers).	
Unemployed customers with Disabilities not included in Priority Customer group 1.	
Customers claiming JSA for 6 months and over.	
Disadvantaged customers (Ex-offenders, refugees, drug misusers, alcohol misusers, homeless people).	
Customers in receipt of Pension Credit.	
<b>Priority customer group 3</b>	<b>Job Outcome score 4</b>
<b>Priority customer group 3 Customer Group</b>	
Customers claiming JSA for under 6 months	
<b>Priority customer group 4</b>	<b>Job Outcome score 2</b>
<b>Priority customer group 4 Customer Group</b>	
Unemployed customers not claiming benefits	
<b>Priority customer group 5</b>	<b>Job Outcome score 1</b>
<b>Priority customer group 5 Customer Group</b>	
Employed Customers	

## **Annex 2.**

# **Local Employment Partnerships**

## **Introduction**

Local Employment Partnerships (LEP) represents a Jobcentre Plus (JCP) initiative to help reduce long-term unemployment by improving the employability skills of people looking for work.

The emphasis is on companies and JCP working together to develop new and/or build on existing approaches to recruitment, removing barriers that may exist within existing arrangements.

## **Background**

The Green Paper on welfare reform *"In work, better off: next steps to full employment"* July 2007 sets out the principles underpinning labour market policies. The LEP initiative supports a range of policy areas including reducing child poverty, meeting company skills shortages and improving employment and retention levels.

The March 2007 Budget statement announced that five major retail companies – Asda; B&Q; Marks & Spencer; Sainsbury's and Tesco – had expressed a commitment to work with Jobcentre Plus to help long term benefit claimants back into work. This partnership approach is being extended to other leading companies and sectors and, as of 21/08/07, a further 50 employers have signed up to work with JCP.

## **The Initiative**

These companies are committing to a range of measures such as work trials, mentoring or changes to recruitment processes. Candidates that successfully participate will be considered for jobs within these leading firms.

JCP has two targets for LEPs, to secure 250,000 opportunities by December 2007 and to turn these into successful outcomes over the next three years by helping people into employment.

## **Next Steps**

The list of employers who are engaged with JCP and considering signing up to the employer pledge grows. The list currently contains companies from a range of sectors which, in addition to the original retail sector includes security, hospitality and transport. Several companies are looking to launch pilot activity within the Region. And at a sub-national level Local Authorities and Healthcare Trusts including some in the South West are in discussion with Jobcentre Plus about what a Local Employment Partnership might look like for them.