

Jobcentre Plus

Regional Economic Strategy / Regional Skills Partnership

Performance Monitoring Report

April to September 2008

Main Report compiled by Mark Colton,
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Key points compiled by Ben Neild, SLIM

Key Points

Jobcentre plus supported 2,488 redundancies during the period to September 2008. This was down from 3,065 in the previous period. Big rises in the number of redundancies have been reported for October and November, but these have yet to filter through into official performance figures.

The excellent performance by Jobcentre Plus for the 2007/08 operational year, set out in the last report, has been confirmed in the final year figures. Jobcentre Plus was the most successful English region in supporting back into work a) people on Inactive Benefits, including Incapacity Benefit and lone parents. The SW ranked second of 11 regions and countries in supporting short term Job Seekers Allowance (JSA) claimants; and 5th in supporting New Deal and long-term (> 6 months) JSA Claimants back into work.

Data received so far for 2008/09 suggests some slippage, though it is early in the year and Jobcentre Plus anticipate that measures being undertaken at the moment will improve the SW's position in regional rankings.

For example, considerable effort has been put into employer engagement, with 49 District employer engagement events being attended by 526 employers. These events, such as those with Cabot Circus employers looking to recruit in the run up to Christmas, should feed into performance figures in the next period.

Considerable attention is focused on the Welfare to Work reforms and preparing for the Employment and Support Allowance (ESA). The ESA will be paid to people who have hitherto been claiming Incapacity Benefit, in return for *undertaking work-related interviews, agreeing an action plan and, as resources allow, participating in work-related activity* (my emphasis – BN).

Ben Neild
SLIM

1C – Deliver skills for the economy

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

Job losses notified to Jobcentre Plus in the South West for this period are approximately **14,523** people, the information being drawn from different sources.

Jobcentre Plus has supported **25** redundancies totalling **2,488 employees**. One redundancy required Rapid Response Service funding support. (Butler & Tanner)

The remaining 24 were given Designated Large Scale Redundancy (DLSR) support¹

It was announced on 12th November that the Rapid Response Service will 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 will 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.

2A Improve participation to the Economy

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

Jobcentre Plus is able to report on its total performance for the operational year 2007/08. In this period Jobcentre Plus in the South West helped **87,015 people** from priority groups 1-3 (see Appendix 1 for definitions) into work. When compared nationally the South West was ranked 3rd against the Job Outcome Target, and gained best national performance for Priority Group 1.

Job Outcome Performance 2007/08 Operational Year		
Priority Group	Number into Work	National Ranking
1	32,125	1
2	15,962	5
3	38,964	2

Due to the way in which Jobcentre Plus performance is measured it is only possible to give progress to date for the period April 2008 to September 2008.

For this period Jobcentre Plus has supported **24,864 priority group customers** into employment.

Progress to date on Job Outcome Performance 2008/09 Operational Year		
Priority Group	Number into Work	National Ranking
1	9,632	7
2	4,721	4

¹ DLSR allows early access to Jobcentre Plus programmes for those made redundant.

3	10,511	10
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Job Outcome Target supplementary support

Note: This is contributing action to support our overall performance

JSA New Deals

Starts on New Deals by customers (April to Sept '08)	6700
Customers leaving New Deal	2756
Customers currently recorded as leaving with a job outcome	816 (29% of leavers)

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.

It is currently being tested in four Districts. Phase 1 of roll out includes Devon & Cornwall District who go live in April 2009. All other Districts will go live in April 2010.

Five organisations are currently tendering for the Flexible New Deal contracts in Devon & Cornwall.

Local Employment Partnership

See Appendix 2 for overview.

Employers signed up to LEP	4,254
LEP job outcomes	1,885

ESF Programmes

New ESF contracts were awarded in April with projects starting in July performance data is therefore limited.

Provision is targeted at unemployed and economically inactive participants focusing on the following priority customer groups:

- people with disabilities or health conditions
- older workers;
- lone and disadvantaged parents
- ethnic minorities
- offenders and ex offenders.
- those with multiple barriers

and will help, support and encourage these participants to move closer to the labour market.

ESF Programmes Performance July – Sept '08		
Starts	Leavers	Job Outcomes

576	64	2
Cornwall ESF Programmes Performance July – Sept '08		
Starts	Leavers	Job Outcomes
401	61	0

Pathways to Work

Phase 1 – from December '07

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

Pathways to Work Job Outcome Performance Apr to Sep '08		
Starts on Provision	Number into Work	Job Outcome Rate
3662	869	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.

Pathways to Work Job Outcome Performance Apr to Sep '08			
District	Starts on Provision	Number into Work	Job Outcome Rate
Glos, Wilts & Swindon	331	74	22.4%
West of England	547	92	16.8%

Dorset & Somerset

Pathways to work is non provider led in this District. From April 08 to October 08, 2,762 customers have entered Pathways with 782 claiming the Return to Work Credit, an outcome rate of 28.3%. There is no job outcome target for this programme.

Working with LSC and Learndirect

LSC

Jobcentre Plus is working 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
- Employability Skills Programme
- Careers Information and Advice Service
- Offender Learning
- Local priorities

Three priority areas have been agreed in SW for 08/09 and include: Making a success of IAG and supporting development of the new AACs, Improving performance on Employability Skills Programme and Improving links between sector route ways/ pre employment training and Train to Gain.

Learndirect

Jobcentre customers accessing Learndirect provision April to September '08	
Learndirect courses	2037

Access to Learndirect provision has been enhanced to JCP Lone Parent and Partners customer groups through a service level agreement which gives them access to extra support whilst undertaking learning activities.

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

Working with Local Authorities via the LAA process

Jobcentre Plus continues to be fully involved with Local Authorities on the Worklessness related National Indicators. Appendix shows the regional picture on the relevant indicators and their links with the Public Service Agreements

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

Number of SME Intermediaries events supported by SME Channel Manager

The SME Channel Managers role has been restructured in the wake of LEP. Support to all employers is now delivered through the Employer Engagement Managers.

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

District Employer Engagement Events by Jobcentre Plus April to September 2008	
Number of Events	Number of employers attending
49	526

Jobcentre Plus continues to promote the Local Employer Partnership (LEP) initiative through employer events across the region. Christmas jobs fairs have been arranged across the region to support the retail and hospitality sectors.

Working with Offenders

Jobcentre Plus is represented on the SW Reducing Re Offending Partnership Board. We also participate in two of the pathway groups: Employment & Skills and Finance, Benefit & Debt.

Jobcentre Plus is also a member of the Employer Engagement Standing Group which is a sub group of the Employment and Skills Pathway.

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

Jobcentre Plus SW is also working with Probation service to develop closer working relationships through an agreed regional protocol.

Activities of Childcare Partnership Managers

All Childcare Partnership Managers have been up-skilling Jobcentre Plus advisers to enable them to discuss childcare issue with their customers.

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.

Welfare to Work reforms

The Employment and Support Allowance went live on 27th October 2008.

The Employment and Support Allowance plays a pivotal role in delivering the Government's vision of a modern active welfare state – focusing on helping individuals realise their full potential and a better life through the world of work.

The aim is that the Employment and Support Allowance will help reduce numbers of people claiming Incapacity Benefit by one million over a decade. The new allowance builds on the success of Pathways and strong links between the two programmes are already in place.

The Employment and Support Allowance will be paid to those eligible in return for undertaking work-related interviews, agreeing an action plan and, as resources allow, participating in work-related activity.

Those customers with the most severe disabilities or illnesses (those who have been assessed as having limited or no capability for work related activity – expected to be 5 – 10%) will receive the basic allowance and a support component, which will be set at a higher rate than the work-related activity component. Receipt is not dependent on the customer's participation in work-related activity (and so is not subject to sanctions). However, if customers wish, on a voluntary basis, to take appropriate steps towards work, they will be able to do so.

Annex 1 - 2007/08 Job Outcome Target structure

PRIORITY GROUP (PG)	POINTS VALUE	CLIENT GROUP	GROUP CONSISTS OF:
PG1	12	Jobless Lone Parents	People on New Deal for Lone Parents (NDLP) Other unemployed lone parents
		People with a health condition or disability (PWD)	People on New Deal for Disabled People (NDDP) People claiming Incapacity Benefit People claiming Severe Disablement Allowance People claiming Income Support, Carers Allowance and Bereavement Benefit who are disabled (under the terms of the DDA)
		Other Inactive Benefits	Remaining people claiming an inactive benefit
PG2	8	JSA New Deals	People on New Deal for 18-25 year olds People on New Deal 25+ People on New Deal 50+
		Partners	People on New Deal for Partners People taking part in the Partner Work Focus Interview process
		JSA Employment Zones (EZ) (NB Plymouth is only EZ in SW region)	Those taking part in EZs (not already above)
		Disadvantaged Groups	Those who have the Disadvantaged Group marker set: Refugees; People Without Accommodation; Ex-offenders; Misuser of drugs and/or alcohol
		Remaining PWDs	People claiming JSA or Unemployed Non-Claimants who are disabled (under the terms of the DDA)
		Long-term Jobseeker's Allowance (JSA)	Remaining people claiming JSA for 6 months or longer
		Older Workers	Pension Credit recipients
PG 3	4	Short-term JSA	Remaining people claiming JSA for less than 6 months
PG4	2	Non Claimants	Remaining unemployed non-claimants
PG 5	1	Employed	All employed job changers

Appendix 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.

Appendix 3 Regional indicators

NI	Description	Targets agreed	Agreements deferred until 2009	Proposed Local Indicator
116	Proportion of children in poverty	Cornwall		Devon
137	Healthy life expectancy at age 65	Somerset		
138	Satisfaction of people over 65 with both home and neighbourhood			
139	The extent to which older people receive the support they need to live independently	Somerset, Swindon, B&NES, Gloucestershire		Cornwall
140	Fair treatment by local services		Plymouth	
146	Adults with learning disabilities in employment PSA16		B&NES, Cornwall, Devon, Gloucestershire.	
150	Adults in contact with secondary mental health services in employment PSA 16		Bournemouth, Dorset, North Somerset, South Gloucestershire	
151	Overall Employment rate PSA 8, 9, 16, 17.	Gloucestershire, Plymouth, Somerset		Cornwall
152	Working age people on out of work benefits PSA 8, 9, 16, 17	Bristol, Somerset, Wiltshire		B&NES
153	Working age people claiming out of work benefits in the worst performing neighbourhoods PSA 8, 9, 16, 17	Bristol, Cornwall, Gloucestershire, Swindon, Torbay		Devon, Somerset
173	Flows onto Incapacity Benefits			Bristol
181	Time taken to process Housing Benefits/Council Tax claims	North Somerset		Devon
PSA 8 - Maximise employment opportunity for all PSA 9 - Proportion of children in poverty PSA 16 – socially excluded adults PSA 17 – Tackle poverty and promote greater well-being.				