



Jobcentre Plus

Regional Economic Strategy / Regional Skills Partnership

Performance Monitoring Report

October 2007 to March 2008

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Key Points

From October 2007 to March 2008 South West region Jobcentre Plus has seen a growth in the number of notified job losses and redundancies, compared to the previous six months.

	Oct – Mar 08	Apr – Sept 07
Job Losses Notified	11,450	8,900
Designated large-scale redundancies	18	11
Employees made redundant	3,065	1,985

While numbers remain fairly low there is some concern that this may be an early product of economic slow down. Some sectors and geographies appear to have been more affected than others. The printing and food & drink processing industries and the Swindon area have all been hit, sometimes with significant local impacts.

Over the last 12 months the South West has been the most successful English region in supporting back into work people who are on a) Inactive Benefits, including Incapacity Benefit and lone parents, and b) short term Job Seekers Allowance (JSA) claimants. The region ranked 6th among the 9 English regions in supporting New Deal and long-term (> 6 months) JSA claimants back into work.

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 during October '07 to March '08 are approximately **11,450** people, the information being drawn from different sources. For the twelve month period ending March '08 the total was **20,350**.

Jobcentre Plus has supported **18** redundancies totalling **3,065 employees**. No new Rapid Response Service funding support has been required. For the twelve month period ending March '08 the total redundancies supported was **32** totalling **5,050 employees**.

All 18 were given Designated Large Scale Redundancy (DLSR) support¹. For the twelve months ending March '08 29 redundancies had been given DLSR status.

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 2007. Because

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

of the process of capturing performance the full operational will not be fully reported until October 2008.

Since April 2007 Jobcentre Plus has supported 52,098 **priority group customers** into employment. The South West is currently the best national performance in priority groups 1 and 3 (see Annex 1 for definitions).

Progress to date on Job Outcome Performance 2007/08 Operational Year		
Priority Group	Number into Work	National Ranking
1	21,243	1
2	9,821	6
3	21,034	1

Job Outcome Target supplementary support

Note: This is contributing action to support our overall performance

Local Employment Partnership (LEP)

An outline of the LEP is given in Annex 2. To date **96** companies have committed to the employer pledge in the South West. At present we are unable to provide performance data on job outcomes.

JSA New Deals

Due to the way in which Jobcentre Plus performance is measured it is now only possible to give progress to date on job outcomes for JSA New Deals.

Starts on New Deals by customers (Oct'07 to Mar'08) **6,489** (in year 12,009)

Provider self reported job outcomes (Oct'07 to Mar'08) **1336**, job outcome rate of **20.5%**

Customers recorded as leaving with a job outcome by Jobcentre Plus (Apr'07 to Dec'07) **2826**, job outcome rate year to date is **23.5%**

Note: Dual reporting of data due to problems in capturing management information.

ESF current programme

2000 - 2006

ESF Co-financing projects in the Objective 3 area (excludes Cornwall) have all been completed. The table below shows the starts, job outcomes and expenditure on the ESF element only.

ESF Programme Performance cumulative contract performance April '03 to December '07					
ESF Objective	Total Projects	Starts	Job Outcomes	% Job Outcomes	Expenditure
1	40	6,717	2,315	34%	£7,268,216
3	69	17,134	5,649	33%	£14,450,289

2007-2013

DWP and the LSC are co-financers for the 2007-2013 programmes. They will cover both the Competitiveness and Convergence Programmes. Cornwall is the only region in England to have Convergence Funding.

The Co-financing Plans have been approved and in total 13 specifications have been tendered for (10 for Competitiveness and 3 for Convergence).

Delivery will be through Prime Providers who will sub-contract out some of the provision. Contracts will be awarded at the beginning of May and provision will be in place by July. These contracts will run for three years.

Provision will be 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

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

Working with LSC and Learndirect

LSC

Jobcentre Plus is working closely with the LSC on the integration of the skills and employment agenda.

The LSC Skills Coaching pilot in Devon and the Adult Learning option in Glos/Wilts/Swindon have now finished.

Learndirect

Jobcentre customers accessing Learndirect provision October 2007 to March 2008 (figures in brackets are in year total)	
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Learndirect courses	1368 (2848)
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During 2007/08 there has been a 41% increase in Jobcentre Plus referrals to Learndirect when compared to 2006/07 figures.

The telephone guidance service was due to finish in March 2008 but has now been extended until 2009. Performance figures for this service are not available at present.

Pathways To Work

Devon and Cornwall

Pathways services in this area are delivered by A4e on behalf of Jobcentre Plus and were launched on 3 December 2007. To end March 2008 **1086** customers have started on provision with **193** moving into employment an outcome rate of **17.8%**.

Dorset & Somerset Jobcentre Plus

Since Apr 04 to October 07 (latest data) **27,900** customers have entered Pathways with **3,200** claiming the Return to Work Credit an outcome rate of **11.5%**. There is no job outcome target for this programme.

Pathways to Work was available in Somerset (only) from April 2004.

From January 2007 Pathways to Work became available in Dorset to new and repeat IB customers with existing IB customers able to volunteer. No performance data is available yet.

Glos/Wilts and Swindon District and West of England District:

Pathways to Work is being delivered by a contracted provider, Working Links starting on the 28th April 2008. No performance data is available yet.

Working with Local Authorities via LAA process

Jobcentre Plus has been fully engaged in the LAA process.

Where worklessness is a priority District External Relations Managers have taken the lead in agreeing the inclusion of relevant indicators and target setting negotiations with Local Authorities and GOSW.

The selected indicators that relate to Jobcentre Plus business and interest cover, adults with learning disabilities in employment, those in contact with mental health services in employment, working age people on out of work benefits in general and in the worst performing neighbourhoods. These are supported by localities looking to increase the employment rate and also reduce the time taken to process claims for Housing Benefit and Council Tax Benefit.

Devon and Cornwall

There are four LAAs being agreed within the District.

Plymouth has existing reward targets so have only selected an improvement in the employment rate as a designated target. Cornwall, Devon and Torbay have focused activity on reducing the number of working age people claiming benefits in the worst performing neighbourhoods either as a local target (Devon) or as designated ones. Jobcentre Plus is taking the lead on all these indicators.

Dorset and Somerset

Four LAAs need to be agreed across these two counties. A Multi-Area Agreement is being developed for Bournemouth, Poole and Dorset and will cover some of the economic indicators. A number are already included in the existing LAA and attract a reward grant. Both Dorset and Bournemouth are working to sustain and increase the number of adults in contact with secondary mental health services in employment.

Somerset is the only county in the SW to have Working Neighbourhood Fund. This applies to West Somerset only and to support this they have selected the indicator that supports the reduction of working age people on out of work benefits across the whole county.

Gloucestershire, Wiltshire and Swindon

This District has three LAAs to negotiate and again is fully engaged in the process. Each of the three locations is dealing with worklessness issues. The two County

Councils are working across county on reducing the number of working age people on benefits whilst Swindon are tackling this issue in their worst performing neighbourhoods. Gloucestershire are including increasing the employment rate and increasing the number of people with learning disabilities in work.

West of England

The District is supporting the LAA in each of the four unitary authorities. The range of indicators is fairly mixed which reflects the nature of each of the authorities. South Gloucestershire and North Somerset are both looking at people accessing mental health services being in employment while Bath and North East Somerset are working to increase the number of adults with learning disabilities in employment.

The other worklessness indicators chosen by Bristol and South Gloucestershire all support the priority of reducing child poverty. Both are doing this by reducing the number of working age people on benefits across the authorities and additionally Bristol are concentrating on the worst neighbourhoods.

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

Number of SME Intermediaries events supported by SME Channel Manager

Presentations to SME's by Jobcentre Plus October 2007 to March 2008 (figures in brackets are in year total)	
Number of Presentations	Number of Attendees
8 (17)	215 (443)

Examples of events include delivering 4 workshops at the ACAS event Workers on the Edge and a Business Advice Open Day in partnership with HMRC.

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

District Employer Engagement Events by Jobcentre Plus October 2007 to March 2008 (figures in brackets are in year total)	
Number of Events	Number of employers attending
36 (47)	527 (768)

Jobcentre Plus has been promoting the Local Employer Partnership (LEP) initiative through employer events across the region. Jobs fairs have also been arranged across the Region to support employers in various sectors including retail, leisure and tourism.

Launch of Employ ability

DWP initiative **Employ ability** will be launched in the South West on the 27th October for a six-week period. **Employ ability** is an initiative which aims to challenge attitudes amongst SME employers towards recruiting and retaining disabled people and those with long-term health conditions. It signposts employers to the range of practical and business-focused information offered by Jobcentre Plus locally to enable them to take positive action to make recruitment practices fair and open to everyone.

Other Developments

Jobcentre Plus is an active member of the South West Care Service Improvement Partnership (CSIP) led work looking at mental health and employment issues. It is represented on the Regional Strategy Board and Operational Delivery Partnership. This work will compliment the Pathways to Work.

Working with Offenders

Jobcentre Plus has worked in partnership with Learndirect to enable access IT based work preparation aids within prison and the community for offenders.

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

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.

ESF funding from July 2008 will be used in the Gloucester, Wiltshire and Swindon to deliver employment advice and support for parents engaging with Children Centres

Across the region Jobcentre Plus is engaging with employers to host Lone Parent Options and Choices events. Children's Centres, employers premises and other outreach locations are being used to host the events. These events are to update lone parents on the changes to Income Support after November 2008 and to discuss the world of work and promote the benefits of work for lone parents.

Welfare to Work reforms

On the 13th December 2007 Ministers published 'Ready for Work: Full employment in our generation, which detailed the next steps in welfare reform

- Lone parents who can work will be required to seek work, helped by a flexible system of pre-work preparation and in-work support. This will start for lone parents whose youngest child is 12 or over by October 2008, 10 or over by 2009 and 7 or over by 2010.
- Incapacity Benefit for new claimants will go, replaced by an Employment Support Allowance that emphasises what a person with a physical or mental health condition can do rather than what they cannot.
- The New Deal will be modernised (Flexible New Deal) so that it better meets the employment and skills needs of those who have been on benefit for a long time or who struggle to find a stable pattern of work. In the South West this will be rolled out in two phases, Devon and Cornwall in October 2009 and the rest of the region in October 2010.

Jobcentre Plus will remain at the heart of the system, working in partnership with specialist providers from the public, private and third sectors who will have an enhanced role.

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

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.

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