

**Jobcentre Plus  
SW RESP Performance Report  
January 2010**

**South West Overview**

Benefit	Customers in receipt of benefit	Latest MI
Incapacity Benefit (IB)	87,328	October 09
Employment Support Allowance (ESA)	26,779	September 09
Income Support (IS)	127,335	September 09
Job Seekers Allowance (JSA)	91,613	November 09

- In October 2009 there were 87,328 IB customers in the South West. This is a 0.8% decrease on September 2009 and a -13.3% decrease on last year.
- The South West ESA live load currently stands at 26,779 in September 2009. This is an increase of 2,226 or 9.1% on August 2009. (No data currently available for October)
- In October 2009, 127,335 customers in the South West were claiming Income Support. This is a 2.6% decrease on September 2009 and also a 8.6% decrease on October 2008.
- There are currently 41,647 lone parents claiming benefits in the Region. Lone parents account for 32.7% of all Income Support claimants.
- This month's unadjusted JSA register for the South West is now 91,613 this is the lowest it has been since February 2009 (91,539)
- Across the Regions, the South West has the 2<sup>nd</sup> highest JSA year on year increase (+75.6%) of JSA customers across all Regions. The South East has experienced the highest year on year increase at 84.4%.

**Labour Market Age and Duration**

Percentage shares of JSA register:

Age Range	Nov 2008		Nov 2009		Variance	
	SW	Nat	SW	Nat	SW	Nat
18-24	30.9%	30.7%	29.9%	29.9%	-1.0%	-0.8%
25-49	51.8%	53.9%	52.8%	54.7%	+1.0%	+0.8%
50+	17.2%	15.4%	17.3%	15.5%	+0.1%	+0.1%

Trends show that although the number of 18-24 year olds seeking JSA has increased by 8,950 (in the SW) in the last 12 months, their percentage share of the overall register has actually decreased by 1.0%.

Duration	Nov 2008		Nov 2009		Variance	
	SW	Nat	SW	Nat	SW	Nat
0-6 Months (STC)	82.8%	76.6%	70.1%	66.0%	-12.7%	-10.6%
6 Months Plus (LTC)	17.2%	23.4%	29.9%	34.0%	+12.7%	+10.6%

Trends show an increase over the last 12 months in the percentage share of Long term Customers. This is as a result of those people who lost their jobs at the peak of the economic downturn having now been on the register for over 6 months.

- 20.0% of South West JSA customers have been claiming for 6-12 months.

- 8.8% of South West JSA customers have been claiming for 1-2 years.
- 1.1% of South West JSA customers have been claiming for over 2 years.

### **Supporting our customers**

To provide additional support JCP introduced an additional range of provision to support our newly unemployed JSA customers from the new jobseeker interview stage.

### **Newly Unemployed Offers (Starts) Year to Date**

	New u/e-JCP 1-2-1 Coaching Session	New u/e-JCP Group Info Session	New u/e-Jobsearch Support (General)	New u/e-Jobsearch Support (Prof/Exec)	Day 1 offer-Work Focussed Training	Total Day 1 Offer	JSA NJI attended	Starts as % of JSA NJI	Rank
South West	3,756	9,956	2,682	3,319	35	19,748	190,654	10.4%	2
National	31,304	43,951	20,645	46,391	2,110	144,401	2,773,262	5.2%	

Extra support was also implemented for support our customers who had been unemployed for 6 month or more.

### **6 Month Offer (Starts) Year to Date**

Starts	6 month offer-Recruitment Subsidy	6 month offer-Self Employment Advice	6 month offer-Self Employment Payment	6 month offer-Volunteering	6 month offer-Work Focussed Training	Total 6 month Offer	JSA LT Live Load*	Starts as % of LT Load	Rank
South West	1,285	1,613	1,188	1,586	1,422	7,094	200,100	3.5%	1
National	17,563	8,857	10,667	19,211	13,234	69,532	3,673,720	1.9%	

The South West has continued to provide support to employers looking to recruit employees.

### **Vacancies Notified**

- There were 88,192 vacancies notified in the South West during the quarter from September 2009 – November 2009.
- This compares with 89,390 for the same period last year, a decrease of -1.3% (Nationally -7.7%).
- Vacancies notified are now up 1.7% on the previous quarter.

### **Backing Young Britain**

With the introduction of Backing Young Britain, the South West has continued to develop opportunities and support for our 16-24 year old customers by working with key partners and employers.

## Future Jobs Fund

The Future Jobs Fund (FJF) supports the creation of new jobs for long-term unemployed young people and others who face significant disadvantage in the labour market.

District	Live Vacancies	FJF 18-24		FJF Disadvantaged	
		Referrals	Starts	Referrals	Starts
South West	377	3,237	153	26	3

- The South West has a starts vs. Live Load (18-24 39 week+) rate of 8.3%. This compares to a National rate of 10.4%
- The SW now has 30 successful bids, 12 regional and 20 national bids with a SW interest.
- Approximately 3,600 jobs have been approved (rounds 1-5) or proposed for approval (round 6)

Bristol, Swindon and Wiltshire have achieved full coverage based on current forecasts. Bournemouth/Dorset/Poole have submitted a bid that would give 100% coverage if approved (notification expected Jan). More jobs are needed in Devon, Gloucester and Somerset.

## Local Employer Partnerships (LEP's)

By signing up to a Local Employment Partnership, employers show that they agree to give our priority customers a try at their jobs, and in return, we'll ensure those customers have the necessary skills and are job-ready. This is about matching customer potential with employer needs. A LEP vacancy immediately shows our advisers and front line staff that the employer is open to recruiting our customers, and to supporting them as they make the transition from Welfare to Work.

- The South West now has 15,545 LEP agreements in place with employers (14,294 local and 1,251 through our National Sales Team)
- As a result of JCP exceeding its original target for LEP. The Secretary of State announced an additional National target of 500,000 starts to take place between September 2009 and December 2010
- The South West is currently 26.5% above profile against the new targets. This compares to 11.3% nationally.

## Work Trials

Work Trials are a voluntary scheme where by an applicant gets to try a job before they commit to starting work.

- Work trials usually last from between 1 and 15 working days. Under some circumstances can last as long as 30 working days.
- Use of work trials has increased significantly over the operational year.

Work Trials	YTD			In YtD Rank
	Profile	Starts	+/- Profile	
South West	1,338	1,494	11.7%	6
National	23,870	26,586	11.4%	

## Young Persons Guarantee

To support the BYB campaign JCP introduced a range of provision to guarantee 18 to 24 year olds an opportunity to either:

- Get a new job created through the Future Jobs Fund
- Gain support with getting an existing job in a key employment sector (Routes Into Work)
- Work Focused Training
- Community Task Force placement, delivering real help within their local community.

	YPG CTF Voluntary		YPG RIW Hosp, Leisure,		YPG RIW Retail		YPG Work Focussed Training	
	Referrals	Starts	Referrals	Starts	Starts	Referrals	Starts	Referrals
South West	1	0	86	24	45	19	0	0

## Job Outcome Target

This target measures the number of our customers who move into work, whether through an advisory intervention, external help or a self help channel. There are 5 Priority Customer Groups, each attracting a points score ranging from 1 to 12. Additional points are awarded if a customer lives in a Local Authority Ward either in a disadvantaged area or with disadvantaged customers. (See Annex 1)

- When looking at YTD performance for the overall JOT target the South West is currently +22.9% against profile (compared to +14.9% nationally).
- Over all measures, the South West is ranked 2<sup>nd</sup> nationally out of 11 Regions.

	Total Points	rank	PG1	rank	PG2	rank	PG3	rank	PG4	rank	PG5	rank
South West	22.9%	2	5.9%	4	45.4%	1	72.7%	2	10.5%	1	14.5%	3
National	14.9%		7.4%		25.8%		55.8%		23.5%		20.4%	

## Wider Customer Support

Additional Support provided to our wider customers includes;

### Employment Zones

- There have been 1,547 starts on EZ in the SW, resulting in 655 job outcomes.

### ESF

- There have been 9152 starts on ESF in the SW resulting in 2050 job outcomes.

### New Deals

- 16,082 starts on New Deal leading to 3635 job outcomes.

### Programme Centres

- 8,756 starts with Programme Centres with 1,777 job outcomes

## Pathways to Work

- 19,916 starts on Pathways resulting in 4,276 job outcomes.

## Measuring our Customer Service

The South West is currently exceeding all customer service related targets.

### **Customer Service:**

The Customer Service Target (CST) measures how well we deliver our services to customers against a set of standards. It reflects the 3 main ways in which our customers access Jobcentre Plus services – in person, by telephone and electronically. Our service is measured under the 3 elements **Professionalism, Timeliness & Information**, which are used to make up the overall National Customer Service Target of **86%**.

- The South West is currently achieving 91.3% against a target of 86%. This compares to 88.3% nationally.

### **Actual Average Clearance Times (AACT):**

The target's purpose is to help us deal with people's benefit claims within a reasonable length of time. This target measures the average number of working days we take to process claims for benefit. Claims for Income Support claims should be achieved within 10 days; and Jobseeker's Allowance within 11.5 days.

- South West achieving 8.2 days for IS claims (1.8 days within the 10 day target). This compares to 7.9 days Nationally.
- South West achieving 9.8 days for JSA claims (1.7 days within the 11.5 day target). This compares to 10.0 days Nationally.
- South West achieving 13.4 days for ESA claims (1.6 days within the 15.0 day shadow target). This compares to 14.4 days Nationally.

### **Date of Claims +3:**

The target's purpose is to ensure that customers are seen where possible within 3 days of contacting us to ensure that we can provide the right level of support and to start processing benefit claims.

- South West is booking 83% of initial work focused interviews (WFIs) within 3 days (target is 65%) this compares to 85% nationally.

## Annex 1 – Job Outcome Target structure

### Priority customer group 1 Customer Group

- 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

### Priority customer group 2 Customer Group

- 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.

### Priority customer group 3 Customer Group

- Customers claiming JSA for under 6 months

### Priority customer group 4 Customer Group

- Unemployed customers not claiming benefits

### Priority customer group 5 Customer Group

- Employed Customers