



## Report of Assistant Chief Executive: Planning, Policy & Improvement

### Report to Outer West Area Committee

Date: 8th July 2011

Subject: Jobcentre Plus update

#### Electoral Wards Affected:

Calverley & Farsley  
Farnley & Wortley  
Pudsey

Ward Members consulted  
(referred to in report)

#### Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Council  
Function

Delegated Executive  
Function available  
for Call In

Delegated Executive  
Function not available for  
Call in Details set out in the  
report

### Executive Summary

This report introduces Simon Betts, Relationship Manager at Jobcentre Plus, who will attend the Outer West Area Committee to update Members on Jobcentre Plus provision.

#### 1.0 Purpose Of This Report

1.1 The report aims to provide the Area Committee with an update on Jobcentre Plus provision, with particular reference to Outer West.

#### 2.0 Background Information

2.1 Jobcentre Plus has now restructured internally to reflect how the organisation wants to move forwards as a business. It is now developing its work and the attached presentations explain the programmes of work.

#### 3.0 Main Issues

3.1 Simon Betts; Jobcentre Plus, will attend the Outer West Area Committee to update Members on Jobcentre Plus provision, with particular reference to Outer West.

- 3.2 His presentation will explain the 'customer journey' which aims to offer personalised flexible interventions. This will offer a holistic approach to overcoming customer barriers using all available support.
- 3.3 The presentation will also focus on the 'Get Britain Working' programme. The programme aims to provide an integrated package of support providing personalised help for people who find themselves out of work. The Work Programme will be introduced nationally in summer 2011.

#### **4.0 Implications for Council Policy and Governance**

- 4.1 None

#### **5.0 Legal and Resource Implications**

- 5.1 None

#### **6.0 Conclusions**

- 6.1 The presentations will outline Jobcentre Plus work programmes including a series of flexible interventions for customers.

#### **7.0 Recommendations**

- 7.1 That Area Committee members note the contents of this report.

### **Background Papers**

Jobcentre Plus Offer - Customer Journey, West Yorkshire presentation: Delivering Differently to meet the challenges of 2011 and beyond

Jobcentre Plus West Yorkshire presentation: Work Programme Overview