



Jobcentre Plus Offer - Customer Journey West Yorkshire

Delivering Differently

to meet the challenges of 2011 and beyond.



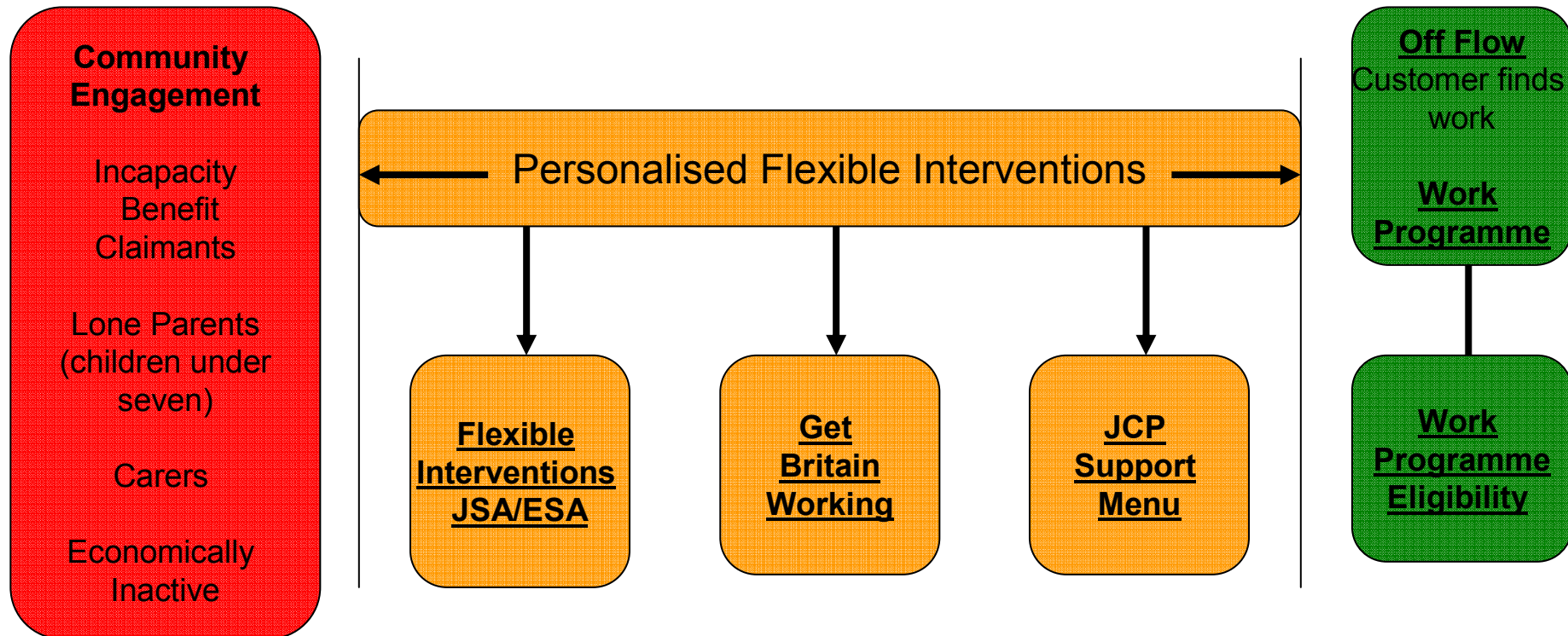
jobcentreplus

Department for
Work and Pensions

West Yorkshire Customer Journey

- Doing what is right for the customer at each contact
- Flexible interventions through an Adviser bank of time – see customers when/as required
- Holistic approach to overcoming customers barriers using all available support

Customer into work at the earliest opportunity



Something for everyone – no one written off

Flexible Interventions

A more flexible Adviser regime, offering support to customers at the appropriate time in their claim:

The core intervention regime for JSA customers consists of:

- A diagnostic based New Jobseekers Interview
- Face to face fortnightly job search reviews
- The Work Programme Pre-Provision review

Core interventions for ESA customers are:

- The New Joiner Work Focused Interview for those entering the Work Related Assessment Group
- A Work Focused Interview, following a repeat Work Capability Assessment, for those in the Work Related Assessment Group
- The Work Programme Pre-Provision Review

Outside of these interventions, Advisers will have the discretion to determine the timing, method and duration of further interventions.

Lone Parents on Income Support, Carers and Partners of IS/JSA/ESA customers will continue to have Work Focused Interviews but can volunteer for additional support.



Get Britain Working

Work Clubs offer unemployed people a place to meet, exchange skills, share experiences, find opportunities, make contacts and get support to help them into work.

Work Together encourages all unemployed people to consider volunteering as a way of improving their work skills. Through voluntary work customers can build, retain or enhance their skills and motivation which can help them into the workplace.

Work Experience offers 18 - 24 year old unemployed people a period of work experience between two and twelve weeks in length.

Enterprise Clubs will provide a place where unemployed people who are thinking about setting up their own business can meet, share ideas and receive expert advice and support from local business people.

Enterprise Allowance helps unemployed people who want to start and grow their own business. It is available to people claiming JSA over 6 months and will provide access to business mentor and financial support of around £2000 (Introduced Nationally 1 August 2011).

Service Academies will offer pre-employment training and work placements for unemployed people. The support will be flexible and responsive to meet the skills needs of those seeking work and the requirements of employers. (Service Academies will be introduced later in 2011).

Mandatory Work Activity will target a small number of customers who continually fail to demonstrate acceptable job search activity. The provision will last for four weeks and be of benefit to both the individual and the community.



JCP Support

— **Jobcentre Plus Advisers** help, advise and support unemployed people move closer to/or into work. They signpost the individual to a range of suitable provision/expertise assessed on a personal basis.

Jobcentre Plus Support Contract enables individuals to access a range of flexible modules that will help them move into employment.

Work Choice supports people with complex disabilities for whom other DWP provision is not appropriate and those who are in work but under threat of losing their job as a result of disability.

European Social Fund provision supports activities to promote employment opportunities for all. It is especially aimed at people who are disadvantaged in the labour market or who have no or low skills. DWP ESF monies for 2011-13 will support additional places on the Work Programme for those claiming Income Support or Incapacity Benefit and provide employment focused provision for families with multiple problems.

Skills Funding Agency provide funding for JSA and ESA customers to access skills training delivered through Colleges and Training Providers. This mainly consists of ESOL, basic skills and vocational routeways.

Partners work closely with Jobcentre Plus and provide specialist help, advice and support to unemployed individuals move closer to the labour market i.e. debt advice, community learning opportunities, drug and alcohol support etc.

Work Trials give employers time to decide how well suited a person is to the job, culture and workforce of their company. It is also a valuable chance for the potential employee to discover if a job is right for them.

Flexible Support Fund will fill gaps and add support where provision is not sufficient or appropriate to meet local customer or partnership needs.



Work Programme

- The Work Programme is the centrepiece of the Government's plans to reform welfare-to-work provision in the UK, and ensure people have the right support as the economy moves out of recession and into recovery.
- It is designed to contribute to the Government's key aims of fighting poverty, supporting the most vulnerable, and helping people break the cycle of benefit dependency.
- The Work Programme will be an integrated package of support providing personalised help for people who find themselves out of work regardless of the benefit they claim. It will provide greater freedom for providers to give people the support they need rather than prescribing one-size-fits-all programmes.
- It will focus on helping people into sustained jobs and pay delivery partners first and foremost by the results they achieve, not the processes they go through.
- Providers will be given the flexibility to design support based on customer need and will be rewarded for keeping people in work and for helping harder-to-help customers.
- The Work Programme will be introduced Nationally in Summer 2011.
- There will be two Providers in West Yorkshire are BEST Training and Ingeus Deloitte.



Work Programme Eligibility

Customer Group	Time of Referral	Basis of Referral
JSA customers aged 25+	From 12 months	Mandatory
JSA customers aged 18-24	From 9 months	Mandatory
JSA customers who have recently moved from IB	From 3 months	Mandatory
JSA customers facing significant disadvantage (e.g. young people with significant barriers, NEETs, ex offenders)	From 3 months	Mandatory or voluntary
ESA customers	At any time	Voluntary
ESA (income related) customers who are placed in the Work Related Activity (WRAG) Group	When customers are expected to be fit for work within 3 months	Mandatory

