

# Jobcentre Plus – Winter 2011

An update for external stakeholders.

December 2011

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Department for  
Work and Pensions

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## Topics to cover

- Customer Journey
  - Get Britain Working
  - Skills Conditionality
  - Other Programmes
- The Work Programme

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# Customer Journey

Jobcentre Plus Support

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## Jobcentre Plus support

- Greater focus on diagnosing customers' individual needs
- More flexibility and responsibility for Jobcentre advisers
- Raised expectations of customer commitment to finding work
- Clear focus on getting customers off benefits and into jobs
- New option for advisers to mandate suitable customers to Mandatory Work Activity.

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# Get Britain Working

Get Britain Working measures  
Mandatory Work Activity  
Work Programme

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## Get Britain Working measures

A menu of flexible support options to encourage:

- more sharing of skills and experience through **Work Clubs**;
- volunteering as a way of developing work skills through **Work Together**;
- self-employment as a route off benefits through the **New Enterprise Allowance** and via **Enterprise Clubs** offering community based, locally led support for unemployed people
- greater insight into the world of work through **Work Experience**, and
- pre-employment training and work placements through **sector-based work academies**

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## Work Clubs and Work Together

**Work Clubs** will provide unemployed people with a place to meet, exchange skills, find opportunities, share experiences and provide mutual support to help attendees get back to work. Work Clubs will:

- have no set delivery model
- be voluntary for people to attend
- support all unemployed benefit recipients
- are non-contracted provision

**Work Together** used by our advisers will encourage unemployed people to undertake volunteering and signpost them to volunteering routes.

- Typical volunteering routes will include:
  - online services such as [Do-it](#);
  - the network of volunteer centres across East Midlands; and
  - local relationships with volunteer involving organisations.

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## Enterprise Clubs and New Enterprise Allowance

**Enterprise Clubs** will provide unemployed people considering starting their own business or becoming self-employed with a place to meet:

- share ideas
- receive expert advice from local business people

They will be available from the start of a benefit claim.

**New Enterprise Allowance** is one route to help unemployed people who want to start and grow their own business. It comprises of three elements:

- Access to a business mentor who will provide guidance and support
- Once they have a viable business proposition approved and have stopped claiming JSA the individual will be entitled to claim financial support, which includes:
  - an allowance for up to 26 weeks - £65 a week for 13 weeks, then £33 for next 13 weeks to help them establish their business
- Access to apply for a start up loan of up to £1,000.

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## Work Experience & Sector based work academies

**Work Experience** offers JSA claimants aged 16 to 24 years a period of work experience between 2 and 8 weeks in length, and between 25 and 30 hours per week:

- Targeted at those with few or no work skills, particularly those who want to work but find lack of experience a barrier.
- Participation in Work Experience is mandatory once a claimant has accepted a placement except for those aged 16 & 17.

**Sector based work academies** available to JSA and ESA (WRAG) claimants that are close to the labour market at any point from day one of their claim and have a maximum attendance of 6 weeks must combine three elements:

- pre-employment training
- work placements; and a
- guaranteed interview

Participation in Work Experience is mandatory once accepted

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## Mandatory Work Activity

**Mandatory Work Activity** is aimed at giving extra support to a small number of Jobseeker's Allowance claimants (960 per year in East Midlands). Every participant will be expected to spend up to four weeks, up to 30 hours a week, targeting customers who will benefit from:

- experiencing a short period of activity to help them re-engage with the system
- refocusing their job search and gaining valuable work related disciplines, such as:
  - attending on time and regularly
  - carrying out specific tasks; and
  - working under supervision.
- Claimants who fail to start or complete Mandatory Work Activity without good cause will receive a fixed financial sanction for a minimum of 3 months.

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# Skills Conditionality

Referrals

Mandation

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## Skills Conditionality

- Training that will meet the skills needs of claimants to help them back to work quickly. Such as:
  - Pre-Employment Training;
  - Basic Skills (including ESOL);
  - short vocational training courses; and
  - Training to support sector-based work academies
- Training will meet the needs of local employers
- Colleges, Providers and Jobcentre Plus will work together to co-ordinate employer engagement to avoid multiple contacts.
- Colleges and providers will be responsive to the flow of claimants.

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## Jobcentre Plus Provision

**ESF** and DWP funds for 2011-2013 period will be used in England to:

- Fund an additional, voluntary group in the Work Programme (Income Support and Incapacity Benefit)
- New voluntary provision aimed at progressing multi-generational families with multiple problems closer the public to employment.

**Work Choice** provides a voluntary, tailored range of specialist employment services to respond to the individual needs of disabled people and their employers.

### **Support for the Very Long Term Unemployed**

- The trailblazer will involve around 12,000 JSA claimants who will be allocated into one of the following three groups after participating in Flexible New Deal provision:
  - Community Action Programme (CAP) for 6 months of work experience
  - Ongoing Case Management - Increased JCP adviser support

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# The Work Programme

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## Work Programme

The **Work Programme** is available for a wide range of people being referred according to their age and circumstances usually from 39 and 52 week point onwards for JSA claimants:

- Earlier access (from 13 weeks) will be available to certain disadvantaged groups e.g. Carers and ESA claimants on a voluntary basis and JSA repeaters on a mandatory basis
- Providers have complete autonomy to decide how best to support claimants:
  - The Department will pay providers on the basis of the results they achieve, and incentivise them to focus their resources on our hardest to help claimants and on getting them into sustainable jobs.
  - claimants will remain on the Work Programme until they leave benefit or have spent 104 weeks (2 years) with the provider.

## Work Programme eligibility

<b>Customer Group</b>	<b>Time of Referral</b>	<b>Basis for referral</b>
Jobseekers Allowance (JSA) customers aged 25+	From 12 months	Mandatory
JSA customers aged 18-24	From 9 months	Mandatory
JSA customers who have recently moved from Incapacity Benefit	From 3 months	Mandatory
JSA customers who are seriously disadvantaged by one or more factors	From 3 months	Mandatory or voluntary depending on circumstances
All Employment Support Allowance (ESA) customers	At any time	Voluntary
ESA (income related) Work Related Activity Group	When customers are expected to be fit for work within 3 months	Mandatory