

Monday 16th September 2013

Work Programme – Progress Report

Siobhan Saunders / Lynsey Carr



- **Single Welfare to Work programme introduced in June 2011 by the Department for Work & Pensions (DWP)**
- **Mandatory programme (with some voluntary referrals)**
- **9 different customer groups/referrals from Job Centre Plus (JCP)**

Continued...

- **‘Payment by Results’ on achievement of sustained Job Outcomes(13wks/26wks)**
- **DWP measures ‘Referrals to Job Outcomes’ performance against Priority Group customers:**
 - ***PG1 (18-24 Job Seekers’ Allowance (JSA) claimants)***
 - ***PG2 (25+ JSA claimants)***
 - ***PG6 (Employment Support Allowance (ESA) claimants)***
- **Those referred to the Work Programme have been unemployed for 9 months+ (unless they are ESA volunteers or newly released from prison)**

- **2 Prime Contractors (Ingeus Deloitte & A4e) awarded contract covering the 'Contract Package Area' of Merseyside, Lancashire and Cumbria (*Halton part of Merseyside*)**
- **Ingeus Deloitte subcontracted 100% of their Halton contract to HBC**
- **A4e – subcontracted 50% of their Halton contract to HBC (*A4e delivers the other 50% of their contract from their Runcorn office*)**
- **HBC(HPIJ) delivers a total of 75% of the Halton Work Programme contract from Runcorn and Widnes office bases**

- **JCP makes referral to HBC's A4e/Ingeus contract (50/50 random allocation)**
- **Initial Appointment/Assessment takes place between a Work Programme Advisor (HBC) and the customer**
- **An Action/Employment Plan is produced with the customer**
- **CV, Cover Letter and a Better off Calculation completed within 4 weeks of being on programme to support effective job search**

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- **Skills for Life Assessment and IT Assessment completed**
- **Referral to HBC's National Careers Service to create a Lifelong Learning Account and for additional advice**
- **Signposting and referrals to other services for specialist support such as debt/money worries, health and well-being e.g. drug/alcohol advice**
- **Advisor provides ongoing support and reviews completed as a minimum 4 weekly**
- **Job Outcome payment claimed by HBC when customer remains in work for a period of 13wks or 26wks (dependent on customer group)**

The Employment, Learning & Skills Offer – The Customer Journey

- **Continued 1:1 support provided by a Work Programme Advisor**
- **Review of action plan to identify the steps needed to help progression or support needed to remove any barriers**
- **Ongoing access to a range of workshops and/or employability programmes to enhance job search techniques, up skill and secure employment e.g. CV Workshop**
- **Funding available to support costs of training, travel expenses, interview clothes, cost of living, travel to interview etc.**
- **In Work Support to help the customer remain in work**

Performance against targets

Good News Story – Christina

Good News Story – Martin

Year 1 & 2 delivery – how did it go?

- **Contract delivery started behind schedule**
- **High number of referrals: low number of Job Starts in year 1 impacted on the ‘Referral to Job Outcome’ performance in years 1 and 2 of delivery**
- **Not all existing HPIJ staff had experience in delivering mandatory programmes for the unemployed**

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- **Technical issues in relation to bespoke IT systems, required to deliver the contract**
- **Staff sickness levels impacted on delivery**
- **Lack of appropriate administrative support for key functions**
- **Not enough appropriate provision to support customers**

- **Coming to terms with new ways of working**
- **Holistic strength of the service - *links with the wider Employment, Learning & Skills Division and Halton Employment Partnership and with the Economy Enterprise & Property Department***
- **PG6 (ESA) performance is a key area of focus nationally for year 3**
- **Intensive staff training and development package (individual/1:1)**

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- **Comprehensive package of Skills Funding Agency provision available within the Division to aid customer progression**
- **The importance of balancing quantitative and qualitative aspects of support to the customer**
- **In Work Support and Outcome Claims are of significant importance**
- **Closer working relationship established with central Admin Services to support customer engagement process and meet targets**

Challenges for Years 3 to 5 of the Work Programme

- **Attachment fees will be withdrawn from year 4 onwards (2014/2015) – main source of funding will be from Job Outcomes and Sustained Payments claimed**
- **Achieving minimum performance targets against PG6 (ESA) customer group (Referral to Job Outcomes)**
- **Management of underperformance at individual advisor level (training and development plans)**
- **Outcomes of Efficiency Review and potential restructure**

- ✓ **Potential for contract to be secured for a further 4 years**
- ✓ **Increased staffing levels – possible job opportunities**
- ✓ **Increased income generation across other contracts (e.g. Skills Funding Agency)**
- ✓ **Potential to bid for and secure new contracts (National Careers Service)**

Employment, Learning and Skills & Community PPB



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