

JOBCENTRE PLUS

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jobcentreplus

Part of the Department
for Work and Pensions

North West Position – snapshot Jan 09

	January 2008	January 2009
JSA register	110,250	164,996 + 49.7%
On flows	24,917	37,459 + 50.3%
Vacancies notified	27,040	17,099 - 36.8%

Merseyside Position – snapshot Jan 09

	January 2008	January 2009
JSA register	33,566	44,907 + 33.8%
On flows	6,240	8,419 + 34.9%
Vacancies notified	4,386	3,541 - 19.3%

Wirral Position – snapshot Jan 09

	January 2008	January 2009
JSA register	6,340	8,510 + 25.4%
On flows	1,405	1,874 + 25.2%
Vacancies notified	671	447 - 33%

Jobcentre Plus Response

- 5 point pledge
- Additional £1.3b available to DWP and its providers
- “Find your way back to work” campaign
- Increased staffing for Jobcentre Plus

Jobcentre Plus Response – cont'd

- Doubled the resources available via Rapid Response – further increases in funding from April 09
- Focus on National Employment Partnership
- Increased engagement through Local Employment Partnerships
- £158m initiative between DWP and DIUS

Jobcentre Plus Additional Support

From April 2009 – strengthened package of support for:-

Customers prior to unemployment including:

- increased funding for Rapid Response Service

Customers as they become unemployed including:

- day 1 access to Programme Centres, Adviser Discretion Funding and Local Employment Partnerships (LEP)
- group information sessions on jobsearch techniques
- advice and coaching sessions
- specialist support for professionals

Jobcentre Plus Additional Support (cont.)

Customers 6m+ unemployed including:

- Money and support to set up own business
 - Cash for employers who recruit and train
 - Training to improve skills to get a job
 - Chance to volunteer while looking for a job
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- Capacity Team looking to make services more accessible

The Challenges

- Meeting the needs of all our customers
- Ongoing review of processes to maintain high level of customer service
- Maintaining performance
- Recruitment and Training