

# Jobcentre Plus & County Durham



## Changes to Jobcentre plus delivery as a result of

- Spending Review
- Get Britain Working Measures
- Work Programme
- Localism
- Universal Credit
- Digital Services
- Local Economy

2

Jobcentre Plus

## Spending Review figures – High Level Context

- 26 per cent cut in real terms to DWP's core budget over the 4 years to 2014-15.
- Reduce corporate overheads by 40% in real terms over same period.
- A further £7billion will be saved from welfare spending, in addition to the £11billion savings announced in the emergency budget in June.
- This mainly through changes to Child Benefit, Tax Credits and by time-limiting contributory ESA for those in the Work-Related Activity Group from 2012

3

Jobcentre Plus

## Known impacts in Jobcentre Plus

- Reduce core headcount by March 2013. Hope to avoid compulsory redundancies.
- Beyond 2013, plans dependent on decision re delivery of Universal Credit
- Reviewed organisational structure to increase efficiency and best support customer-facing staff
- Review Jobcentre network – explore options of shared premises and outreach
- Committed to maintaining local presence
- Will keep you updated on any local changes

4

Jobcentre Plus

## Universal Credit

- Proposal received widespread support in '21<sup>st</sup> century welfare' consultation.
- Will replace a range of working age benefits with a single payment that provides both in-work and out-of-work support
- Designed to ensure that work will always pay
- Expect first new claims to Universal Credit to begin in 2013, with existing claims transferred to the new system by the end of 2017
- More details will be provided in the Welfare Reform Bill due in early 2011
- Tougher sanctions regime will be introduced ahead of Universal Credit
- Aspects of Social Fund will be incorporated within Universal Credit while others will be delivered by Local Authorities in England; devolved administrations in Scotland and Wales

## Fraud & Error Strategy

- Joint DWP & HMRC strategy. Involves local authorities too.
- It sets out plans to cut fraud and error by £1.4 billion by 2015 through:
- Significant improvements in our **data-matching capability**, drawing on the best products available in the private sector, to **PREVENT** fraud.
  - **A single, integrated fraud investigation service** across DWP, HMRC and local authorities (LAs) from 2013 to **DETECT** fraud. Will include a **mobile regional taskforce** and 200 extra fraud investigators.
  - **Rigorously assessing current claims** to **CORRECT** errors where they exist and refer suspicious cases for fraud investigation. We expect to cleanse a million claims a year.
  - Tougher powers to deal with welfare cheats to **PUNISH** and **DETER**. Proposal to move away from cautions, introduce stronger sanctions, plus a call for increased court sentences following prosecutions.

## Jobcentre Plus support

- Greater focus on diagnosing customers' individual needs
- More flexibility and responsibility for Jobcentre advisers
- Increased autonomy for local managers
- Raised expectations of customer commitment to finding work
- Extending range of digital services
- Maintain the clear focus on getting customers off benefits and into jobs
  - Job
  - Education / training / retraining
  - Self Employment

## Get Britain Working measures

A menu of flexible support options being developed 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**;
  - pre-employment training and work placements through **Service Academies**; and
  - greater insight into the world of work through **Work Experience**.
- 
- **Work Clubs** and **Work Together** now available
    - Chester Le Street, Seaham, Durham City, Peterlee, Horden, Bishop Auckland
  - Other options to be launched early 2011
  - Partnership between voluntary sector, colleges, employers and Government.

## Work Programme

- Introduced by summer 2011
- Local provision designed & delivered by providers paid by results
- Will help people with a wide variety of needs
- Support unemployed people claiming JSA and people with health conditions claiming Employment Support Allowance.
- Forms a coherent package complementing Jobcentre Plus support and Get Britain Working measures
- Previous complex array of provision ends
- Support will be in place during transition
- North East will be one 'LOT' area, 40 bids were received for the North East
- Short listed bidders for the North East are :
  - A4E, Avants, BBWR, Ingeus Delloite, Newcastle College Group, Pertemps, The Wise Group, Working Links.

## Incapacity benefits

- National reassessment of 1.5 million incapacity benefits customers begins spring 2011 and is expected to take three years to complete, equivalent to about 10,000 per week.
- Trialling reassessment with around 1,700 customers in east Lancashire and northern Scotland.
- Intention is to focus on capability, driven by belief that appropriate work is good for health and well-being.
- Customers will move to ESA, JSA or off benefit.
- Designed process to support customers through it and help us get decisions right first time.
- In County Durham we expect around 100 customers per week to be reassessed from February 2011

## Work Choice

- Supports disabled people who have complex needs, primarily those who are likely to need more intensive specialist support to find employment or retain their position when they have entered work.
- Replaced the previous WORKSTEP and Work Preparation programmes and the Job Introduction Scheme from 25 October 2010
- Tailored to meet individual needs of disabled people with greater focus on supporting them achieve their full potential and move towards being more independent.
- Customers referred by JCP Disability Employment Advisers to providers.
- Some people may be referred by Statutory Referral Organisations direct to the prime provider or Remploy.

## Future Plans - Digital services

- Claiming JSA online is proving popular
- Extending digital services:
  - Tracking claims
  - Reporting change of circumstances
  - Digital champion in each Jobcentre
- Aim is digital becomes main channel to claim benefit and search for jobs

---

## Future Plans - Localism

- Already working in communities for many years
  - Families First
  - Derwentside Employment Team
  - Resource and Advice Centres
  - Community Outreach
  - Childrens Centres
  - Prisons
- Looking at more joint working, including co-location
- Getting better value for money, total place ethos of aligning services and resources to help more people

---

## Local Economy Priorities

- Need to create more jobs
  - Capitalise on growth sectors - e.g. Low Carbon etc , Grow Existing businesses, Attract new employers, support Regional Growth Fund Bids etc
- Need to provide more Opportunities –
  - Apprenticeships, work placements, work experience, enterprise support, learn from Future Job Fund and pre employment training route ways,
- Join up services that work with unemployed people families
  - Housing providers / Housing benefit teams
  - Adult & community learning
  - Engage, build confidence and motivate local people
  - Promote work is good, the benefits are not just financial