EAST OF ENGLAND
SKILLS AND COMPETITIVENESS
PARTNERSHIP

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National Skills for life Conference
1st July 2009

Working effectively with Jobcentre Plus

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- You have the facts and figures, so I'd like to give A bit of Context
- Clarify what Jobcentre Plus does for skills for life learners/customers
- Discuss how it works through its Partners
- Where are the gaps?
- How can we do better?

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Employers

The Media

Jobcentre Plus Advisers

Customers Learner Journey

Family Friends

Integrated Employment & Skills advisers

Funding agencies DWP, LSC, ESF co-financers, LA's, etc

Contracted & Non-contracted Providers e.g. colleges

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Our Customers

- Mainly unemployed or under threat of redundancy
- Claiming JSA and Non JSA, offenders
- Some with more than one barrier to getting and returning to a job
- Impact of recession - ‘training’ offers both pre-employment and once in work (Train to Gain)
- Identification

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Our Partners

- The list is endless: LSC, colleges, LA's, 3rd sector, learning partnerships, OGDs, private sector providers
- Need to have greater clarity on what is available – embedded numeracy for example
- Jobcentre Plus creates different relationships:

1. Funds provision
2. Refers to provision
3. Delivers provision

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The gaps – some suggestions regarding JCP

- Are there poster displays in Jobcentres, Beryl, etc?
- Very light touch assessment by adviser at new claims to JSA stage particularly regarding numeracy
- Next Step adviser – will they identify the need?
- “Champion” role patchy

The gaps regarding partners interaction:

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Solutions

- Regional task forces raise profile – Regional Minister agree region/sub region/local actions across all partnerships
- Greater cultural awareness by all advisers
- Each Jobcentre or District to have a SFL Champion
- Lone Parent advisers champion in Sure Start centres

and ……..