

# Managers' Update

## Keeping you informed

## Welcome to December's Update

As usual, we've got news from around our organisation to keep you and your teams up to date.

Please use the articles in the Update to help you decide what information you need to pass on to your teams.

If you have any other feedback about the Update, or suggestions for next month's issue, then [send us an email](#).

Have a great Christmas and see you in 2009!

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**jobcentreplus**

Part of the Department  
for Work and Pensions

# Delivery of Performance

## Current performance (December 2008)

	YTD	Variance	Trend		YTD	Variance	Trend
<b>JOT</b>	88%	- 12%	↑	<b>CST</b>	87.1%	+ 1.1%	↓
<b>EET</b>	94.1%	+2.1%	↓	<b>AACT IS</b>	8.4 days	- 1.6 days	↓
<b>IDT</b>	91.5%	+ 5.5%	↓	<b>AACT JSA</b>	10.0 days	- 1.5 days	↔
<b>Fraud &amp; Error</b>	106.4%	+ 6.4%	↑	<b>AACT IB</b>	12.2 days	- 2.8 days	↓

An up arrow indicates the YTD performance trend is improving and a downward-facing arrow indicates that the YTD performance trend is worsening.

### Job Outcome Target (JOT)

JOT final performance in May 2008 was 90 per cent of profile. Year to date performance is 88 per cent.

### Interventions Delivery Target (IDT)

Latest performance in month based on complete data for July 2008 is 91.1 per cent. YTD performance using the latest available data for each element of IDT is 91.5 per cent.

### Customer Service Target (CST)

Quarter 2 performance at September 2008 was 87.1 per cent against a target of 86 per cent.

### Employer Engagement Target (EET)

In month performance for November 2008 is 93.0 per cent, with YTD performance standing at 94.1 per cent against the 92 per cent target.

### Average Actual Clearance Times Target (AACT)

For November 2008, YTD AACT performance is:

- 8.4 days for IS, 1.6 days below the 10 day target level
- 10.0 days for JSA, 1.5 days below the 11.5 day target level
- 12.2 days for IB, 2.8 days below the 15 day target level.

### Fraud and Error

YTD activity volumes against profile are as follows:

Fraud investigations cleared	164.6 per cent	October 2008
Customer compliance	124.0 per cent	October 2008
Process compliance	155.3 per cent	September 2008
KWO related and targeted checks	110.5 per cent	October 2008
Benefit overpayments actioned	93.8 per cent	October 2008

**Overall (Sep 2008 complete month) 106.4 per cent**

Further information can be found in the [Target Definitions Handbook](#) and the [KMI Guidebook](#).

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## White Paper published

Secretary of State, James Purnell, has published a White Paper called *Raising expectations and increasing support: reforming welfare for the future*, which explains the Government's plans about the continuing transformation of the welfare state.

White Paper plans will form the basis of a Welfare Reform Bill to be introduced to Parliament in January.

The Bill is scheduled to be approved in the summer and final assent will be expected to be given in autumn 2009. Any measures that require primary legislative changes will be implemented over the next few years.

For more information, see the [Headline News story](#).

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## IT changes affecting external devices

Staff can now only use:

- Approved external devices, for example hard drives and scanners. These can be ordered through the IT catalogue
- Approved assistive/accessibility devices.

From 22 December, if staff experience any problems with an approved device, they should speak to their front line local support officer.

For more information, see the [Headline News story](#).

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## Helping children at risk

Many staff would have heard the story about Baby P recently and wondered what could have been done differently, so now is a good time to remember what can be done to help protect children.

If staff believe that a child is at risk of injury, ill treatment or neglect, they can volunteer information to Social Services, the Social Work Department (in Scotland) or the police.

For more information, see the [Vulnerable Persons](#) guidance website.

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## The e-Transfer Project

The first stage of the e-Transfer Project, which will change the way DWP sends information about Housing Benefit (HB) and Council Tax Benefit (CTB) claims to Local Authorities (LAs), begins on 5 January 2009. Data will be sent to LAs electronically, rather than by post.

The new process will improve the security of customer information while in transit and reduce end-to-end processing times.

Claim information will be sent from the Customer Management System on electronic Local Authority Input Documents (e-LAIDs) via a secure electronic transfer route to LAs.

The new process will be piloted at some LAs in January, and the national roll out of the project will begin in February. Most installations will occur by the end of March 2009.

Employment and Support Allowance claims will not be affected by this change until a later date.

See the HB/CTB bulletin 2008/01 for more information or email [WWEGB HB Info Flows Programme](#).

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## Child Maintenance Redesign

The second phase of Child Maintenance Redesign changes were introduced in October.

During work-focused interviews or any other customer interventions, Advisers need to remember to inform possible child maintenance customers about the benefits of the Options Line (0800 988 0988).

Advisors should also give customers the [‘If you are claiming benefits’](#) leaflet.

For more information, see the [Adviser Manager bulletin](#), [Managers Update Special/Managers’ Update Special Options information](#) and [Child Maintenance options website](#).

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## Working with mentally ill customers event

A new event, 'Introduction to Working with Customers who have a Mental Illness', was introduced in November. Managers should nominate via the usual process any staff they feel would benefit from the event.

The one-day event is an introduction to mental illness and how to work with customers that have a mental illness.

It aims to dispel misconceptions about mental illness and will equip staff with the skills to work effectively and confidently with this customer group.

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## Managers who Deliver – Leaders who Inspire

Places are still available for the Managers who Deliver – Leaders who Inspire development programme for Band D and E managers.

The following programmes are available:

- Lead the Business on 17 March 2009 in Stirling (nominations must be made by 14 January 2009)
- Chartered Management Institute (CMI) Diploma (Workshop 3 onwards) on 20 January 2009 in Peterborough
- CMI Diploma (Workshop 3 onwards) on 3 February 2009 in Sheffield.

Delegates wishing to undertake one of the CMI programmes must have already completed the Manage the Business programme.

Further information is available on the [Organisational Capability](#) web page.

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## Energy Efficiency Employment Initiative

The Energy Efficiency Employment Initiative was introduced in England on 1 December to bolster skills and training in the construction industry. Arrangements for Scotland and Wales are currently being developed.

The initiative aims to help address redundancies due to the economic downturn and the need for skilled workers in the energy sector.

From December, Jobcentre Plus is:

- Delivering a service to provide rapid re-employment for redundant people in the construction sector

- Working with energy sector companies to develop Local Employment Partnerships and establish ways into jobs
- Supporting customers by providing skills and training opportunities, and paths to jobs in the energy efficiency industry.

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## Final Making a Difference pilot

The final Making a Difference pilot launch event was held on 9 December in Leeds. The pilot was revised following feedback from the first two pilot events.

Making a Difference aims to help first and middle line managers understand their leadership role, better engage their staff and pinpoint what they can do to improve their leadership skills.

Launch events begin in February next year.

Managers who are interested in taking part should visit the [Making a Difference intranet site](#).

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## Changes to Income Support for lone parents

Changes to Income Support (IS) for lone parents with children aged 12 and above have been introduced and voluntary interviews with existing lone parents will take place from the beginning of January 2009.

Most lone parents with children aged 14 years or over will receive a letter from early January 2009 onwards inviting them to attend a voluntary interview to discuss the changes and whether or not they need to claim Jobseeker's Allowance or Employment and Support Allowance. Interviews will take place from mid-January 2009 and existing lone parents' Income Support will begin to end from the beginning of March 2009.

Lone parents with children aged 12 and over will receive interview invitation letters from May 2009 onwards and interviews will take place from mid-May. Their Income Support will end after July 2009.

Changes for lone parents with children aged 10 and over will happen in October 2009 and changes for lone parents with children aged seven and over will happen in October 2010.

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## Recruitment agency partnerships

Jobcentre Plus is now working together with recruitment agencies to help customers expand their job opportunities.

Recruitment agencies can offer support to all jobseekers but may be particularly helpful to customers recently out of work or people seeking employment in a specific sector.

The [REC website](#) provides advice for jobseekers who can also search for a suitable agency in their area, by sector.

The Job Kit insert, [Registering with Recruitment Agencies](#), provides advice about recruitment agencies and can be printed off and given to customers.

The partnerships follow the launch of the Recruitment and Employment Confederation (REC) and the [JCP Memorandum of Understanding](#) in November.

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## The upgraded way to search for jobs

The latest upgrade of the Directgov website job search facility, Jobs & Skills Release 4, went live on 26 November. Managers should encourage their Advisers to promote customer use of the Directgov site as an alternative to the Jobcentre Plus website Jobsearch.

The new release improves the way customers can search for vacancies by introducing a SOC Code search via the Free Text Box (found on the Jobsearch Homepage). For example, by typing in '1221 in Derby', the SOC code brings up a list of Hotel and accommodation managers in and around Derby.

The new release also allows customers to sort their job search results by five different categories:

- Relevance
- Job title
- Wage
- Location
- Date posted.

See [www.direct.gov.uk](http://www.direct.gov.uk) for more information. There is also a link to the Directgov job search from the [Jobcentre Plus website](#).

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## Communication update

### Your Call

There was no Your Call in December. The next [Your Call](#) takes place on Wednesday 14 January between 9am and 10am – is your office being represented?

People are welcome to just listen in – there's no pressure to ask a question. For those who do, it's a chance to speak directly to the Chief Executive and other Board Members, and get their questions answered.

Anyone can take part, with calls taken in the order received, and questions are not recorded in advance.

Some managers nominate members from their team to take part and provide feedback to their colleagues – this can even be a useful development opportunity.

For details about how to take part, see the Jobcentre Plus intranet.

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### InfoSource

[InfoSource](#) provides you with up-to-date information on a wide range of topics relevant to Jobcentre Plus people. You can use InfoSource to help you find answers to questions that you may be asked by your teams, external stakeholders or our customers.

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### Hot Topics

Throughout 2008, the monthly national [Hot Topics](#) report analysed feedback from Jobcentre Plus people and recommended ways to act on what's been said/suggested. The monthly report is considered by the Jobcentre Plus Board.

Jobcentre Plus will be conducting a review of Hot Topics from now until the end of January. Support and suggestions from staff are appreciated.

Feedback is gathered through a network of communication colleagues across Jobcentre Plus and from our internal feedback channels, including Your Call, Talk Direct events, TeamTalk, Speak Up and Have Your Say.

Jobcentre Plus is looking to expand [Hot Topics](#) and incorporate other feedback channels in 2009.