

DWP

What's New

February 2015



Department
for Work &
Pensions

Fife Cluster

- Fife Cluster is part of East and South East District
- In Fife there are 7 Jobcentres – Cowdenbeath, Cupar, Dunfermline, Glenrothes, Kirkcaldy, Leven and St Andrews
- We support claimants in receipt of Jobseekers Allowance, Employment and Support Allowance, Incapacity Benefit and Income Support
- We work extensively with Partners and Providers e.g. Skills Development Scotland, Opportunities Fife, Fife Employment Access Trust, BRAG etc.
- Our role is changing – our Advisers are now Work Coaches, our Customer Services staff are now Assisted Services staff
- The way we deliver our services is adapting more in line with the digital age

The Case for Digital Jobcentres

- We must meet the needs of employers and jobseekers by having the equipment in Jobcentres to enable claimants to search and apply for jobs
- More and more jobs are being advertised online
- It is estimated that 90% of jobs will require internet/computer skills in 2015
- 20% of adults do not have basic online skills
- Access to the internet using a mobile phone more than doubled between 2010 and 2013 from 24% to 53%
- 72% of adults in Britain have bought goods or services online



The Digital Challenges

- Whilst 82% of the UK population is online, only 43% have transacted with the Government digitally. Compare this to 64% banking transactions and 70% for shopping
- A cultural change is needed and claimants need to adapt to self-service. Most claimants are used to visiting the Jobcentre or a partner organisation for their enquiries to be answered face to face
- There will be some in our society who will never be able to use our facilities

Digital Jobcentres - Background

- We have replaced old equipment (Jobpoints) with new (internet computers) to deliver a modern digital Jobcentre service that maximises use of online channels to meet the changing needs of employers, jobseekers and Government.
- . This will;
- ✓ Allow claimants to search and apply for jobs directly on Universal Jobmatch and other internet job sites, using either DWP equipment or their personal devices (mobile phones etc.).
- ✓ Provide WiFi for partners and employers while working within DWP Jobcentres.
- Customer Access Phones (CAPs, also known as Warm Phones) have been removed from sites. Staff will assist and help claimants who need a range of support.

Digital Jobcentres Model

- An Assisted Service Manager or an Assisted Services Coach will establish claimants' needs and support claimants to use internet computers and WiFi safely and securely
- There will be two types of customer computers, one for use for job searches, CV generation/amendment etc. and one for making claims to online benefits
- The number of computers on each site will vary
- Some will be in open plan areas, while others will be in “digital rooms”

How it will work in practice

- Claimants that are able to self serve will be encouraged to do so
- Computers will enable claimants to;
 - ✓ Search and apply for jobs advertised across the whole of the internet
 - ✓ Check email accounts
 - ✓ Update their CVs, linking into Universal Jobmatch
- Appointments will be booked for those needing more intensive IT support
- Claimants can access the Jobcentre WiFi on their own devices (smartphones etc.) allowing them to look for jobs whilst waiting for appointments
- Staff may opt for different ways of providing an 'assisted' service such as block booking a number of computers to allow them to work with a group of claimants at the same time

Changes To Support

Some changes have been made to the way we support our claimants:

- New Jobseeker Allowance claimants will be presented with activities to do prior to their first appointment
- They will be asked to provide an e mail address
- They will be asked to register on Universal Jobmatch
- They will be asked to bring in a CV
- If they have not done these actions the Work Coach will support them to do so, normally within the first 4 weeks of their claim
- Some claimants will be seen weekly
- Some will be seen at Group Information Sessions

Changes (cont)

For those returning after two years working with the Work Programme Providers:

- Some will be seen daily
- Some will be referred to Community Work Placements
- And some will receive more regular support from their Work Coach

Universal Credit

Universal Credit (UC) aims to introduce greater fairness to the Welfare System by

- making work pay
- ensure people are better off in work, rather than on benefits
- aims to encourage independence
- UC aims to make the welfare system simpler by replacing 6 benefits i.e.

Income-based Jobseeker's Allowance

Income-related Employment and Support Allowance

Income Support

Child Tax Credit

Working Tax Credit

Housing Benefit



Universal Credit (cont)

- UC is being introduced in stages
- Being rolled out to new claims from single people from February 2015 in certain parts of the country
- UC payment provides a month's support and may include an amount for housing costs for which the claimant will be responsible for paying to their landlord
- There is no limit to the number of hours that a person can work and still claim UC. Instead the amount of UC will go down as pay goes up. This should offer protection to those on a low income
- No roll out date at the moment for Fife
- For more information – www.gov.uk/universalcredit



Access To Work

Access to Work (AtW) assists disabled claimants who are moving into or are in employment or a Work Trial by providing practicable support with overcoming work related obstacles arising from disability

- It is not a benefit or allowance but is paid as a discretionary grant
- AtW can be paid to cover

Additional travel costs

Providing a support worker

Modifying an employer's premises or equipment

(Employers already have a responsibility to make reasonable adjustments but AtW can consider additional costs that go beyond what is reasonable for an employer to provide)

- AtW payments are authorised by Specialist AtW Advisers



Access to Work (cont)

Eligibility:

- Be over 16 – no upper age limit
- Be resident in Great Britain, with a job in GB
- Be disabled – the Equality Act 2010 is used to determine

If you require more information, please contact your local Disability Employment Adviser based in all local Jobcentres

And more information can be also found in gov.uk:

www.gov.uk/access-to-work



Remploy – A Good News Story

- Following the closure of the 2 Remploy factories in 2013, two Personal Case Workers were appointed by DWP – Irene Donaldson and Ally Turnbull
- Irene and Ally have worked closely with the ex employees and partner organisations to support them into alternative employment
- It has been a huge success story which has the attention of government ministers, among many others
- Irene is here today to provide a brief insight and outcomes



Any Questions ?

