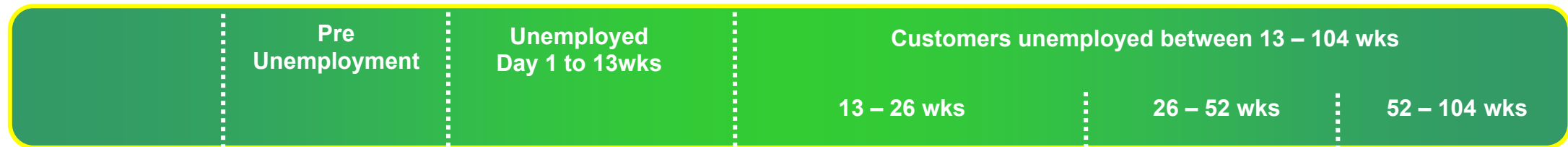


The Customer Progression Map - for Partner Organisations in Scotland.

Supporting our Job Seekers Allowance customers through their journey back to work.

Even in a recession, there are many more jobs than people think. We want to help all jobseekers find their way back to work as quickly as possible. Click on the links below to access supporting information for each element of the customer journey, and district contact options. All information within this document is correct at the time of publishing and may be subject to change. (V9 30/07/09)



What Jobseekers may get	Pre Unemployment	Unemployed Day 1 to 13wks	Customers unemployed between 13 – 104 wks		
			13 – 26 wks	26 – 52 wks	52 – 104 wks
	<ul style="list-style-type: none"> Partnership Action for Continuing Employment (PACE) Rapid Response Service (RRS) which includes; Skills Transfer Analysis Job Focused Training Action Fund 	<ul style="list-style-type: none"> Newly unemployed Jobsearch support Job-search support for professionals Positive Moves/Programme Centres Work Trials Adviser Discretion Fund Local Employer Partnership New Deal options Training for Work Travel to Interview Scheme Flexible New Deal. Back to work session (Week 6 to 8) 	<ul style="list-style-type: none"> Access to employment on trial (EoT) 13 week interview with Personal Adviser Flexible New Deal. Weekly Jobsearch Review (Week 13 to 19) Flexible New Deal. Fortnightly Jobsearch Review (Week 19 to 26) “8 Weeks” Flexibilities Training 	<ul style="list-style-type: none"> Recruitment Subsidy In Work Training Work focussed Training (TfW) Volunteering Self Employment 	<ul style="list-style-type: none"> Flexible New Deal. Fortnightly Jobsearch Review (Week 52 to 104) Future Jobs Fund or Young Persons Guarantee

What jobseekers may also get (Depending on personal circumstances and availability in their local area)	Local District contacts for Provision		
	<ul style="list-style-type: none"> Progress to work Access to work Workstep Work Preparation Job introduction Scheme Continuation of RRS support 	<ul style="list-style-type: none"> Ayrshire, Dumfries, Galloway and Inverclyde Forth Valley, Fife and Tayside Highlands, Islands, Clyde Coast and Grampian 	<ul style="list-style-type: none"> Edinburgh, Lothian and Borders Glasgow Lanarkshire and East Dunbartonshire

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Summary of incentives available to JSA customer

Pre unemployment

Partnership Action for Continuing Employment, (PACE) is a Scottish Government endorsed support programme which delivers a range of co-ordinated services to assist both companies and individuals facing Redundancy situations. [SDS / PACE website](#)

Dedicated local response teams have been set up across Scotland and within Districts ready to offer the necessary support and advice required by employers.

Rapid Response Service (RRS),

The Rapid Response Service (RRS) helps workers facing a major redundancy by enhancing Jobcentre Plus services in two ways. As the name suggests, early intervention is a priority objective, helping some workers into new jobs before they have lost their current ones. Secondly, through the RRS, Jobcentre Plus offers workers an enhanced range of options, not normally available to jobseekers. These improvements mean that the service can be an important resource for people in companies that are in this situation.

What does Jobcentre Plus offer?

Jobcentre Plus work with organisations facing 'significant' redundancies, as part of the PACE partnership offering support where appropriate. This varies from redundancy to redundancy, but it can include interventions such as on-site advice surgeries, links and referrals to other agencies, and information and advice about jobsearch, vacancies and training opportunities.

Even if it is unlikely that the redundancies an employer is planning would be considered 'significant' it is always worth contacting the local Jobcentre or Jobcentre Plus office manager to find out what help may be available.

Who qualifies for assistance?

- Any organisation planning a redundancy.
- Individuals 'under threat' or 'under notice' of redundancy. The full range of services described below can only be provided when the company has actually given the employees their formal notice of redundancy, and they are within 12 weeks of the end date. Information, advice and guidance can, however, be accessed before this and, although money can only be spent on training and support services.



Support available?

Jobcentre Plus emphasises the Rapid Response Service's flexibility, which means that there isn't a 'typical' menu of assistance on offer. Sometimes the business itself has been offered advice and consultancy on how to manage the redundancy process – via the PACE partnership. Other businesses such as major suppliers, for instance who are impacted by the redundancy may also be helped if they are faced with reducing staff as a result.

Otherwise, the Rapid Response Service's interventions have been aimed at helping the individual employees losing their jobs. These can include:

- Jobcentre Plus's normal information, advice and guidance services.
- An on-site 'jobshop,' and, in organisations with significant numbers working shifts, they have opened at times when Jobcentres and Jobcentre Plus offices will all be closed.
- Advice on vacancies, jobsearch, writing a CV and interview techniques. In some cases individual workers have benefited from advice about looking for jobs abroad.
- Advice about self-employment, benefits and pensions will also be available – but Jobcentre Plus cannot offer the sort of advice that is better provided by an independent financial adviser.

Jobcentre Plus regards the Skills Transfer Analysis it provides as particularly relevant, and this will be part of most packages of support. Specialist Advisers can help workers identify their transferable skills and give advice about skills that are in demand locally.

Where this analysis identifies a specific problem the Rapid Response Service can offer early access to a wide range of existing programmes like Work Based Learning for Adults or Programme Centres. Where practicable, people can be put on a programme up to three months before they become unemployed.

The service also has access to funds that offer extra help:

- 'RRS Job Focused Training' - funds training for work in jobs where there are skills shortages/specific job offers where suitable contracted provision is not available, it is often used to enable people to get certificates for uncertificated skills;
- 'Action Fund' - A discretionary fund to pay for one-off support to address individual barriers to re-employment linked to specific job offers. e.g. tools, travel costs etc.
- Eligible workers can have access to support from the Rapid Response Service from when the threat of redundancy is notified to them and within the 13 weeks following the effective date of redundancy.

What Jobseekers may get from Day 1

Newly unemployed customers requiring support will be identified at their New Jobseeker Interview.

Depending on their level of need advisers will offer them:

- Jobcentre Plus-led group information sessions. (Around 1 hour in duration) 1-2-1 coaching may be available to customers after these sessions - where appropriate
- Advice and coaching sessions. (Around 1 day in duration) with contracted providers (for non-professionals)
- Advice and coaching sessions. (Around 1 day in duration) delivered by organisations (including recruitment agencies) specialising in **support for professionals and executives**.
- Referral to other provision if appropriate. (E.g. Programme centre)

Positive Moves or Programme Centres, Programme Centres provide individually tailored jobsearch help to customers. They also provide assistance to those in need of specific help to overcome barriers to getting work. All Programme Centres offer a range of modules giving help and advice on jobsearch techniques, jobs and training, motivation and confidence in returning to work.

Work Trials, At the end of the recruitment process, it offers a chance to 'try before you buy' to both the customer and the employer. It is a trial period in an actual job – it is NOT a work placement or work-based training. Participation is strictly voluntary. Customer stays on their normal benefit and receives expenses from Jobcentre Plus. Trial duration is determined on a case-by-case basis but is subject to a 30-day maximum over no more than 6 calendar weeks.

Adviser Discretion Fund (ADF), The Adviser Discretion Fund is a fund available to Personal Advisers to help Jobcentre Plus customers make the move from claiming benefits to employment. Personal Advisers consider requests and treat each case on its merits.

Local Employment Partnerships (LEP) Vacancies In return for offering our customers the opportunity to get into the work place, we will supply employers with customers who are ready to work and have the skills they need. Through these partnerships, employers will fill their vacancies and customers will have the opportunity to transform their lives.

NDLP A voluntary programme open to all eligible lone parents. Set up to help and encourage lone parents to increase their job readiness and employment opportunities.

NDP New Deal for Partners is a programme set up to deliver individually tailored practical help and support to improve customers' job prospects.

Travel to Interview Scheme (TIS), aims to help jobseekers back to work by encouraging them to widen their jobsearch by providing financial assistance so that they can attend job interviews beyond normal daily travelling distance. At the discretion of personal advisers, assistance may be given to attend local interviews.

What Jobseekers may get from Day 1(depending on their circumstances)

Progress to work, is a voluntary programme that supports clients with a history of drugs misuse to prepare for / seek and sustain employment

Access to Work, Access to Work assists disabled people, over 16, who are in paid employment, have a job to start or an interview for a job, by providing practical support to overcome work related barriers because of a disability. As part of Government measures to help alleviate the current economic downturn, Access to Work has been awarded an additional amount of money to spend during this financial year.

After consulting Access to Work regions, Jobcentre Plus and DWP strategy have agreed to target some money at small and medium sized employers (SME) by removing the requirement for them to cost share.

From Monday 1st June 2009 until 31st March 2010, small and medium sized employers will no longer be required to cost share. For Access to Work purposes, a small or medium sized employer is defined as one that employs 200 paid employees or less in total. Voluntary workers' do not count towards this total.

Workstep, A Disability Service programme for people with a disability that makes it difficult for the customer to find or keep a job

Work Preparation, Work Preparation is an individually tailored, work-focused programme that enables disabled people to address barriers associated with their disability and prepare to access the labour market. It aims to help people who through illness, injury or disability have problems in finding or keeping a job.

Job introduction Scheme, A scheme assisting both customer and employer, for use at the discretion of Jobcentre Plus.

Continuation of RRS support, continued support for people who have lost their job. (Not available to people who have left employment voluntarily or dismissed for misconduct). This support is available pre unemployment and can be available up to 13 weeks later. This help includes;

- Skills Transfer Analysis
- Job Focussed Training
- Action Fund

Unemployed at 13 weeks/3 months

Incentives include what is available at day 1 with the following additions, **Training for Work** will be available to all those unemployed for 13 weeks or more from 06/04/2009 . (A change from the current 6 months) Day one eligibility can also be applied to early entry categories such as large-scale redundancy (definition as per DMs discretion), ex-offenders etc.

Employment on Trial (EoT) is designed to encourage customers to try out new and different types of work without the risk of losing Jobseekers Allowance if it does not work out.

13-week interview with Personal Adviser, (PA) mandatory meeting with PA to review JSA to remove unhelpful and inappropriate restrictions. Discuss strategies to tackle barriers preventing a return to work. Look at alternative occupations and consider specialist assistance as appropriate e.g. training etc.

8 weeks Flexibilities Training Option for JSA customers who have been continuously unemployed for at least 13 weeks, to participate in full time training over 16 hours a week – for up to 8 weeks. **Effective from the 06/04/2009**

6 months

6 Month Offer – Scotland.

Recruitment Subsidy, The recruitment subsidy is designed to help improve the job prospects of Jobcentre Plus customers who have been claiming Jobseekers Allowance for 6 months or more.

The job should be expected to last 26 weeks and be an average of 16 hours per week. £1000 will be available in Scotland. £500 paid when the customer starts work and a further £500 paid if they are still with the employer after 26 weeks.

The subsidy will be paid through a voucher scheme, administered by Jobcentre Plus. The vouchers will be used in 2 ways. Large account managed LEP employers will be issued with a stock of vouchers or under the PA/self marketing route, the customer will be issued with the vouchers.

In Work Training, In addition to the £1000 recruitment subsidy, in Scotland we have Employed Status **Training for Work**. If an employer takes someone on under Employed Status Training for Work, training will be provided until the employee has the skills required for the job. Customers can also access Individual Learning Accounts (ILAs) which provide up to £500 worth of training. **Eligibility conditions apply.**

Work focussed Training In Scotland Work Focused Training will be delivered through our Training for Work (TfW) Programme which provides support for adults who are unemployed and actively looking for work. The programme puts people through vocational training. **Training for Work**

The programme puts people through vocational training linked to local job opportunities. Trainees receive help from a network of training providers and a wide variety of skills and occupations are supported. They are paid a £10 a week allowance on top of benefits.

Work has recently been undertaken to review TfW to ensure it can offer a flexible approach to employer demand in the current economic situation. From April 2009 TfW will offer 2 routes of flexible funding:-

Routeway 1 will be in response to contracted demand identified from discussions with Jobcentre Plus and Local Community Planning Partnerships.

Routeway 2 will be discretionary spend in year to respond to PACE and LEP Pre-Employment-Training demands that cannot be met from existing contracts.

From April 2009, TfW will also be available to all those unemployed from 13 weeks or more (a change from current 6 months).

Day one eligibility also applies to early entry categories.

Volunteering, Improved access to volunteering opportunities will be offered through a broker service, involving 3 volunteering organisations in Scotland, England and Wales.

Self Employment, We are currently in discussion with the Scottish Government, DWP and enterprise companies over how the Self Employment offer could be delivered in Scotland.

Flexible New Deal

1. The Flexible New Deal will replace the current mandatory New Deals except **New Deal for Lone Parents** and **New Deal for Partners**. It is designed to offer more support to help customers back to work by responding to their individual needs and focusing on developing skills. In return for this increased support, the responsibilities of customers claiming Jobseekers Regime will also increase.
2. The new regime has four stages, characterised by increasing support and conditionality:
Stage 1: (0-3 months) Self managed job search, including Back to Work group sessions.
 - Newly unemployed support job search support including access to the programme centre, group session or 1-to-1 PA support.
 - Back to work group sessions take place between weeks 6 and 8.
Stage 2: (3-6 months) Directed job search - typically after 3 months
 - Weekly job search reviews between weeks 13 and 19.
 - Fortnightly job search reviews between weeks 20 and 26.
 - 20% of customers get 2 extra 30 minute targeted PA interviews between weeks 13 and 26.
Stage 3: (6-12 months) Supported job search with mandatory activities and sanctions for failure to comply.
 - Weekly job search reviews between weeks 26 and 32.
 - 3 hours of extra adviser interviews between weeks 26 and 52.
3. Anyone still on JSA after 12 months and having gone through stages 1, 2 and/or 3 will enter the Flexible New Deal, which will be delivered by providers. Customers we identify with a recent history of claiming Jobseeker's Allowance can be accelerated to Stage 3 - supported job search from the very start of their claim to JSA.
4. Customers on Flexible New Deal will still have to attend their local Jobcentre for their Fortnightly Job search Review.

12 Months

Future jobs Fund or Young Persons Guarantee

offering either a job, work-focused training, or meaningful activity to all young people aged 18 to 24 before they reach the 12 month stage of their JSA claim.

The Guarantee will be available from early 2010 with Future Jobs Fund placements expected from this coming October and training places by the autumn.

At the discretion of the adviser, the components of the guaranteed offer can also be extended to certain over-24 year olds facing significant barriers in the labour market.

The Guarantee consists of:

- 6 month job funded from the newly created Future Jobs Fund; or
- support to move into key employment sectors; or
- Work Focused Training of up to 6 months dependent on the skills gap identified and the job readiness of the individual; or
- 6 month placement on a Community Task Force programme delivering real help to their local community.

The Guarantee is voluntary for customers, although normal JSA rules will continue to apply to those not in work. People who choose not to take up an offer will move to Flexible New Deal at the 12 month point.