

Delivering Through Change

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Jobcentre Plus, Devon and Cornwall District

jobcentreplus

Department for
Work and Pensions

21st Century Welfare

Get Britain Working

Pre Work Programme Measures

Work Clubs
Work Together
Work Experience
New Enterprise Allowance
Enterprise Clubs
Service Academies

Mandatory Work Activity

Flexibilities

DM Flexible Support Fund

Including JCP
Support Contract

Operational Flex

New Claim
FJR
Pre-Programme Interview
Time Bank Resource

Work Programme

Begins June 2011

Mandatory

JSA/ESA(WRAG)

Voluntary

IS/IB (ESF Funded)

Skills
Next Steps

Non
Contracted
Provision

Work
Choice

ESF

IB Reassessment

L.P. Obligations

Universal Credit

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Department for
Work and Pensions

Our Jobcentres

**Culture change -
outcomes not
process**

More time spent advising

Moving people from benefits
into appropriate work



8.30am-6pm
Longer opening hours, co-
location




Real time appointment
booking, customers
can book and amend online



Single view of jobsearch activity for staff and
customers, automated job matching, fortnightly
signing on digital pads



Menu of tailored support e.g.
longer interviews, single
flexible fund, internet access



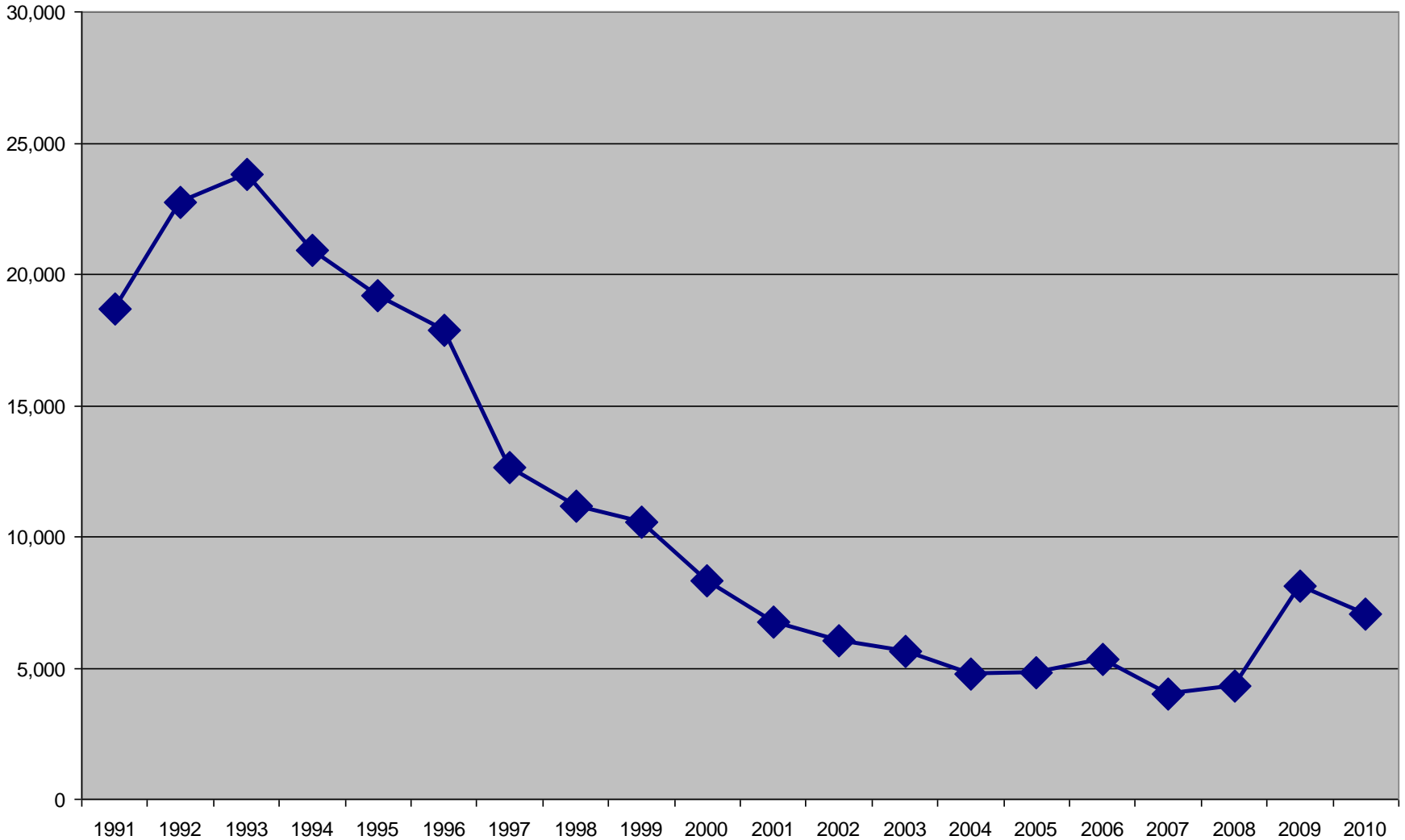
Work Programme – simpler
to understand. Flexible,
personalised support paid
largely on results



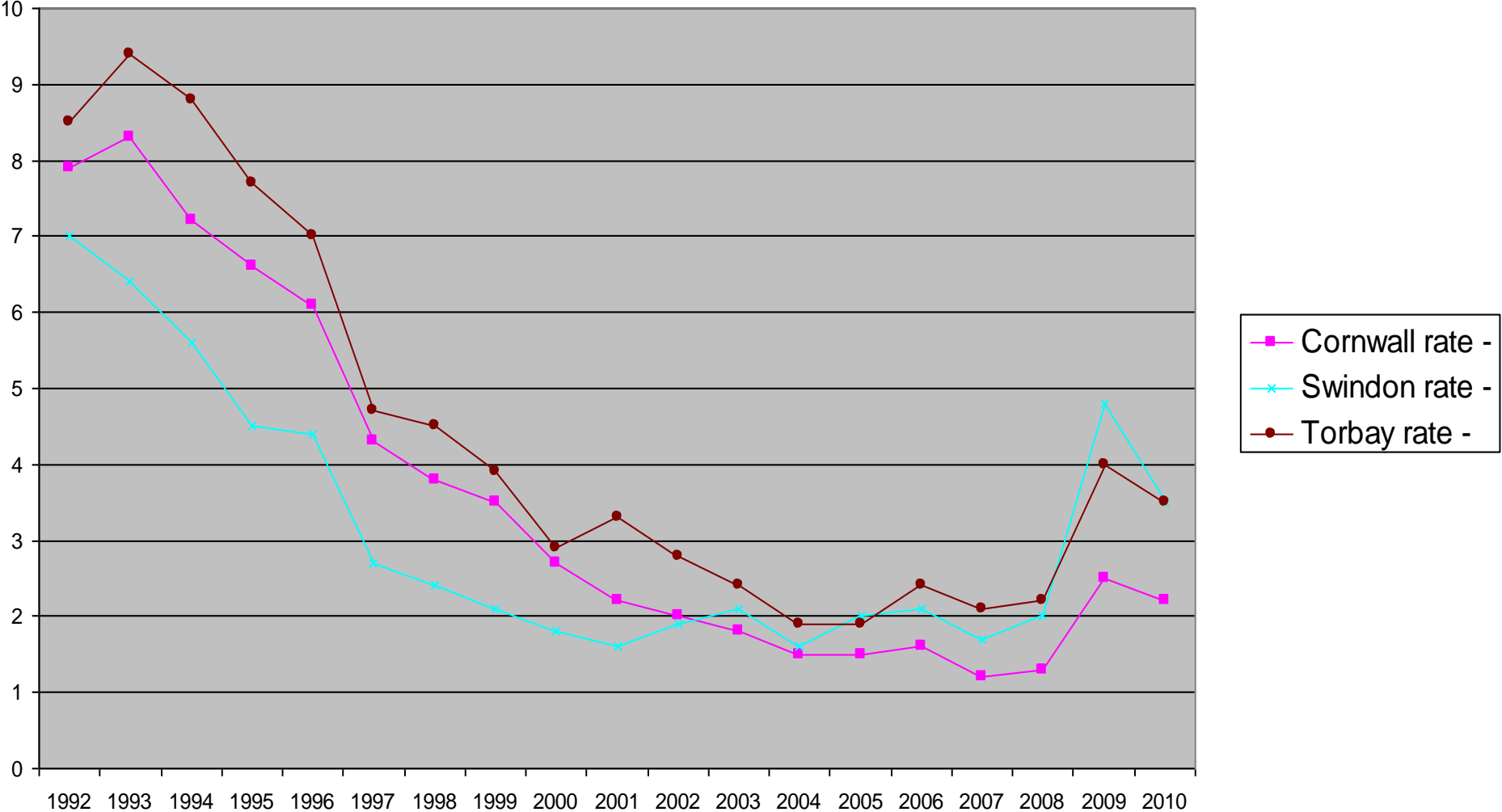
Work Clubs, Work Together,
Work Experience, Service
Academies, Skills Offer, New
Enterprise Allowance &
Enterprise Clubs



JSA Claimant Count Cornwall



JSA Claimant Count: Cornwall: Swindon: Torbay



Other Benefits

- **23,00 Health Related Benefits**
- **4, 000 Lone Parents**
- **21st Century Welfare**
- **Inactive -> Actively Seeking Work**



Cornwall**Works**
www.cornwallworks.org.uk

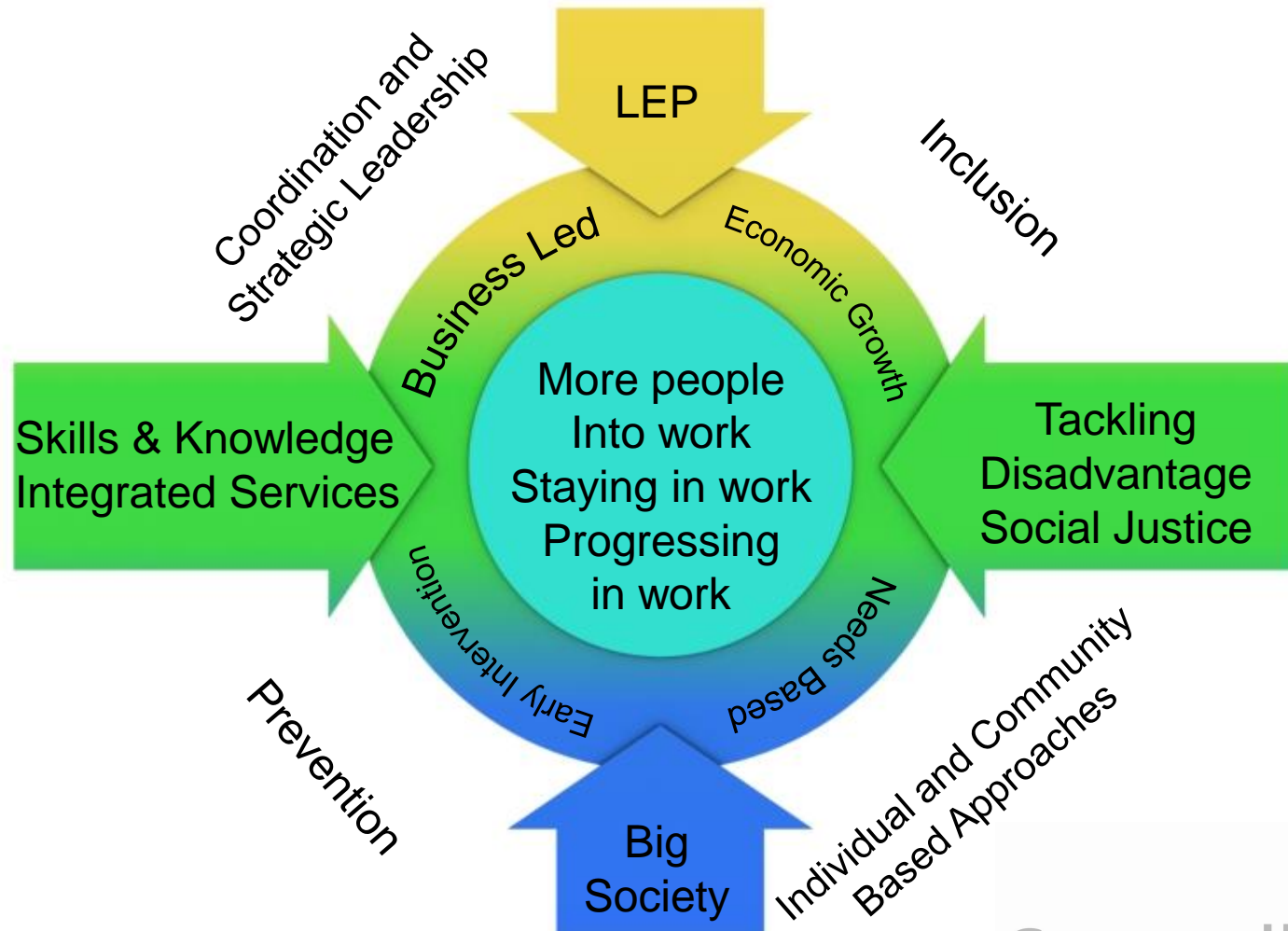
Making a Difference

Delivering Efficiencies

Adding Value

Tackling Disadvantage

The Ready for Work Strategy for Cornwall



Cornwall Works – A Strategic Approach

- Not direct delivery
- Central hub for information and resources, increase understanding of and access to provision
- Vehicle for pooled funds to tackle cross-cutting issues
- Overarching Brand
- **www.cornwallworks.org.uk**

Moving From	Moving To
<ul style="list-style-type: none"> • Disconnected projects • Funding organisations • Lack of integration and use of mainstream • Limited understanding and strategic buy-in from “indirect” partners • Reactive approaches • Fixing problems 	<ul style="list-style-type: none"> • Programmes of activity • Investing in activities and interventions • Mainstream as core and fully embedded • Clear understanding of how partners can impact and commitment to act • Preventative approaches • Promoting opportunity

An approach that will outlive any funding stream

Risks Challenges and Opportunities

- **Rising unemployment**
- **New customer base**
- **Changes in provision**
- **New procurement approaches**
- **Local Accountability**
- **Additional impact through ESF Convergence**
- **Delivery through Cornwall Works**

Contacts

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www.dwp.gov.uk

info@cornwallworks.org.uk

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jobcentreplus

Department for
Work and Pensions

Call the Cornwall Works Hub on 01872 355015
Email us at: info@cornwallworks.org.uk



All of Cornwall's back-to-work support in one place



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Find the right help for your customer



Individuals
Find the best help for you



Cornwall Works
More people in work, staying in work, and progressing in work

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Individuals



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Cornwall Works brings all of Cornwall and the Isles of Scilly's back-to-work support in one place.

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A Delegation from Cornwall Works 50+ and 50+ Cares return from a good practice sharing trip to Finistere

The Cornwall Works 50+ and 50+ Cares Manager Rob Buckley has just returned from a study visit to the Finistere region in Brittany, France. The purpose of the visit was to exchange information and learn about the practices of our French counterparts around how they engage with people and help them back to work. He was joined by Anthony Ball (Tackling Inequalities Coordinator - NHS Cornwall and Isles of Scilly) and Angela Coote (Cornwall Council Adult Care and Support - Care Ambassador Project Leader).

The visit was hosted by Conseil Général du Finistère political members and officers, together with representatives from the 'Comite de Pays' who combat social exclusion in Finistere.

Important subjects such as the care sector, inclusion and the elderly were discussed. The delegation examined policies around recruiting and retaining staff within the care sector, keeping people active to lead longer and healthier lives, and education for care sector staff to improve career prospects. The region is focussing on how to match the demand for care sector jobs with the demand for improving skills and supporting people back to work.

These policies were examined with the possibility of piloting similar approaches to address demographic change in Cornwall. The visit was also a good opportunity to raise awareness of successful Cornwall Works 50+ innovation and promote the nationally recognised Cornwall Works way of working.



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Search Tool

1. What current situations do you want to search for?

- Not working and not claiming benefits
- Looking for work and claiming Jobseeker's Allowance
- Receiving benefits for ill-health
- At risk of redundancy
- Bringing children up on my own

2. Where would you like to search?

- All of Cornwall
- Bodmin
- Bude
- Callington
- Camborne & Redruth
- Camelford
- China Clay Area
- Falmouth & Penryn
- Hayle & St. Ives
- Helston & The Lizard
- Isles of Scilly
- Launceston

3. Which age range would you like to search for?

16+ (All ages over 16)

16-18

18-24

25-50

50+

4. What activities and opportunities are you looking for?

Community development activities

Assessment of barriers

Skills assessments

Information, Advice and Guidance

Personal development

Help with numeracy

Help with literacy

Help with basic IT

Debt advice

Money management

Housing advice/support

Help for offenders

Employability skills

Motivation and confidence building

Business advice

Business start up and support

Work experience

Volunteering

Jobsearch training

Jobsearch advice

Enabling Funds

Better off in work advice

Vocational training

Recruitment subsidies

Post employment support for employers

Post employment support for employees

5. For which of the following groups are you looking for?

- Workless people
- All
- Workless families/households
- People with disabilities and health problems
- Offenders
- Homeless/sofa surfer
- People experiencing high levels of debt
- People who are caring for adults
- Substance mis-users
- Young people not in employment, education or training
- Care leavers
- People new to the labour market (e.g. school leavers/graduates)
- People experiencing ill mental health
- People with Learning disabilities
- Survivors of domestic violence

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 Inclusion
Cornwall



European Union
European Social Fund
Investing in jobs and skills



convergence
for economic
transformation

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Partners Directory

Contact details:

18-24 Jobseeker's Allowance Clients

Jobcentre Plus

If you are aged 18 to 24 and claiming Jobseeker's Allowance, a range of additional help is available to you. This includes group information sessions, additional support for those with disabilities, work focused support for carers, voluntary drug treatment and apprenticeships. Support with basic skills and occupational training are also available together with Next Step careers advice.

Self-employment support, financial credit, work experience, community task force, volunteering and pre-employment training are also available.

If you are aged 18-21 you can also have the chance to get work experience, and thereby develop the skills needed to secure a job.

You can only access with support through a Jobcentre Plus advisor.

Contact details:

0845 504 3719

devonandcornwall.communicationsteam@jobcentreplus.gsi.gov.uk

www.direct.gov.uk

Cornwall Works Plus

Working Links

If you wish to return to work this scheme is for you. You may be unemployed or thinking of returning to work, or you may have personal/family/other challenges in finding a job. Cornwall Works Plus can help you overcome any issues you may have. You will receive one-to-one advice, guidance and support, as well being assessed for any specialist help that you may require.

There are a number of organisations that can then help you depending on where you live. Click [here](#) to see the Cornwall Works Plus provision map of the organisations that cover different parts of Cornwall and contact numbers for them.

Volunteer Cornwall also provide Cornwall Works Plus services, on 01872 223199 or Vol2work@volunteercornwall.org.uk

Contact details:

01726 76418 / 07866 813226

amanda.deerring@workinglinks.co.uk

www.workinglinks.co.uk

Economic Intelligence

Cornwall Council

This resource can help you if you run a business and want data and analysis of the economy of Cornwall.

Contact details:

01872 324505

shorscroft@cornwall.gov.uk

www.cornwall.gov.uk

Employment Projects

Volunteer Cornwall

This is the programme for you if you are unemployed and wish to improve your job chances through volunteering. You will undertake a work experience placement thereby improving your job chances.

Contact details:

01872 223199

martyna@volunteercornwall.org.uk

www.volunteercornwall.org.uk

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Email us at: info@cornwallworks.org.uk



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Help for you

1. What is your current situation?

- Not working and not claiming benefits
- Looking for work and claiming Jobseeker's Allowance
- Receiving benefits for ill-health
- At risk of redundancy
- Bringing children up on my own

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Or phone 01872 355015

