

JUFJ: Thursday 21<sup>st</sup> August 2008

Discussion Notes

'How can we improve local joined up working in Edinburgh between JCP, DWP contractors and other JUFJ providers – to fit with Edinburgh Jobs Strategy Aims?'

Key Issues/Questions:

- Employment Support Allowance
- what is time frame for programmes of support?
- will support be 'open ended' like Pathways?
- 'Work Related' Group - can clients have a 'break' if needed?
- YES - ongoing review process - may defer intervention till 'better'

**Action Point - more information needed on timeframe/duration of support available under new ESA programmes**

Skills development

- what if customers don't want to engage with training - just 'want a job'
- Roles for advisors to encourage?

**Action Point - more information needed on how skills development aspect will roll out and role of JCP advisors**

LEPs

- o In Edinburgh JCP linking to many large employers
- o What about SMEs
- o How will JCP engage with them
- o 500 employers signed up to LEP in Edinburgh - who are they?

**Action Point - Can JUFJ network access local employer list?**

(eg listing on JCP website)

DWP contracting - FND and Pathways

Key question arising - what is role for rest of JUFJ network providers? Answers JCP can refer on if additional support needed

- o Role of WD/Pathways to do this
- o Still role for Disability Employment Advisers to signpost clients to appropriate local services ( but no funding follows client)
- o 10% in ESA 'support group' who wish to work - still possibility to refer on to other local services – eg HSN consortium- but must be done in future via Pathways / Work Directions

What does future hold for future commissioning practice - if FND, Access to Work like Pathways to be decided at high DWP level with little reference to local landscape - what is role of local Jobs Strategy partnership and local JCP District Office in this?

**Action points - under new DWP contracts FND / Pathways**

- o **What is local role for rest of JUFJ network providers?**
- o **How can JCP/ or Pathways provider refer clients to 'most suitable' local service if not 'contracted in'?**

## Issues for Jobseekers

### What is JCP Customer Reaction to ESA?

- o No JCP reports on this yet
- o Anticipate new claimants will be OK with it
- o Issue to come when 'migration' of existing long term IB clients to ESA begins - a new 'intervention'

### **Action Point - how will JCP research/evaluate customer reaction to JSA**

Now DWP provision Glasgow & Edinburgh is going to be different etc

Do local clients have - less choice than before under Pathways?

Can't choose from range of 'funded' services when only one provider.

Pathways- only caters for 70% of IB client group after screening - so far half are self referrals, half are new claims

### **Key Issues**

JCP - Referrals to (non DWP contracted) JUFJ partners have dried up since Dec 08

- o Need to improve flow of WD/JCP referrals to other agencies
- Clients still 'free' to use other employment support services if they choose
- Note that much ongoing 'employment support' is now funded by non DWP sources eg CEC, CCP, ESF, Lottery.

Other JUFJ providers

- o Can still offer to work with IB Clients who don't/won't/can't engage with WD

WorkDirections

- o Open to 'co-caseload' options
- o Complimentary working

Out come claims

- o Can several agencies claim against diverse funding if services co delivered with other agencies.
- o What are the criteria to claim a job outcome
  - Who gets outcome?
- Duplication – Inevitable currently

Examples from floor

1/ IntoWork job ready client needing a suit.

- referral to WorkDirections though job already secured

2/ EUS – 2 People already in jobs

- still had to go through Work Directions Work Focussed Interview to access in work calculation service – post job entry
- Action recommended -
  - o JUFJ agencies to raise individual client concerns to WD/JCP direct
  - o Concern at inflexible FND - DWP national commissioning approach - contradicts with local Jobs Strategy remit.
  - o Need to clarify segmentation of multi agency pathways of support
- JCP staff at District Office as local 'lynchpin' in both developments must be empowered by DWP to collaborate with local providers to strengthen local support pathways to suit emerging local needs. (part of Jobs Strategy remit)

## Key Action points for Jobs Strategy (Summary)

- 1/ Clarify JCP changing role and remit at local level under Pathways - particularly Disability Employment Advisors
- 2/ Clarify access to some former DEA services which have now passed to WorkDirections
- 3/ Other JUFJ providers in Edinburgh - clarify how they can help sustain client pathways of support if DWP funding does not follow client?
- 4/ Establish how JCP/DWP will be evaluating customer reaction to ESA and effectiveness of Pathways/FND roll out at local (Edinburgh) level
- 5/ Clarify how JCP local District Office can help broker/assist local collaboration/complimentary working between JCP, WorkDirections, and existing network of JUFJ providers for benefit of clients.
- 6/ Clarify role of local DWP Jobs Strategy partnership (including JCP) in commissioning future FND and Access to Work contractors (2009) to suit local needs.
- 7/ Establish shared protocols for claiming job outcomes for Pathways and further DWP programmes to minimise double counting
- 8/ Tackle 'structural barriers' created by new contracting arrangements - which may impede/reduce support for some jobseekers
- 9/ Map local service gaps for IB clients and feed back to DWP nationally
- 10/ Build employer representation in JUFJ network
  - o Involvement in planning job placements/work experience for IB clients
  - o FND – explore what is meant by DWP commitment 'to engage with local community orgs' and how this fits with current 'top down' commissioning practice.
- 11/ JCP local district to share local LEP employer list with JUFJ network- and detail of the commitment signed up to.
- 12/ Develop local 'service framework' for 'Non Pathways' clients (currently 30% of IB claimants)