



Jobcentre Plus Business Plan 2009-2010

jobcentreplus

Part of the Department
for Work and Pensions

The Jobcentre Plus Board



Members from Jobcentre Plus

(from left to right) David Chapman, Matthew Nicholas, Jeremy Groombridge CB, Ruth Owen, Pete Searle, Roland Ginn, Mel Groves CBE, Doug Watkins.



Member from the Department for Work and Pensions

Mark Fisher – Departmental policy adviser to the Jobcentre Plus Board

Non-executive members



John Clare CBE – Chair



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Foreword



The year ahead will be a challenging one for Jobcentre Plus as we work to deliver the services and support our customers need and expect. We have a crucial role to play, working with our partners, to develop and deliver an effective package of measures to help the country through the economic downturn. Our people have already risen to the challenge of increased levels of unemployment, striving to help those affected get back into work as quickly as possible and to combat long-term welfare dependency.

Just a few years after its formation, Jobcentre Plus has already established a strong track record of working in partnership to move people into employment and out of poverty. Since its launch Jobcentre Plus has helped over 7.5 million people into work. Every working day the organisation: receives around 10,000 job vacancies from employers; conducts around 45,000 adviser interviews; processes over 18,000 new benefit claims; and takes over 90,000 calls to our contact centres.

We continued in 2008-2009 to implement key reforms to the welfare system. In October we successfully introduced, on time and on budget, the new Employment and Support Allowance (ESA) for customers whose ability to work is affected by ill health or disabilities. ESA is designed to help our customers reach their full potential and move into work where they are able. It was the first major working age benefit to be introduced since 1996. I would like to thank all those involved in its successful launch.

In 2009-2010 we will deliver further reforms to support people through the economic downturn. Our partners will be vital to our success. In particular, we will be working more closely with employers to help jobseekers access the opportunities available. We will build on the success of our Local Employment Partnerships programme, extending it to include newly unemployed people and strengthening the offer to employers of pre-employment training and the link to continued development in work of those they recruit. We aim to help 200,000 people back into work in this way in the coming year.

We will maintain our focus on helping to maintain efficient, progressive and effective labour market and welfare systems. So, even while the vast majority will leave Jobseeker's Allowance (JSA) within 12 months, we are determined to learn from past experience, ensuring that everyone has the opportunity to realise their potential and no-one is left behind or written off to long-term unemployment. Introducing the Flexible New Deal and giving our advisers greater flexibility to tailor support will provide additional help to those who do not move quickly back into work.

I am proud of the response of our people to the challenges we face: their commitment, goodwill and enthusiasm has rightly been widely praised. We also recognise the importance of continuing to develop and invest in our own people, equipping them with the skills, knowledge and tools required to provide a first-class customer service during this challenging economic period. We will continue to increase our staffing levels to deal with increased customer numbers, bringing more people into the organisation and ensuring they are well trained and supported.



We will use the expert knowledge and commitment of people across Jobcentre Plus to improve the service we provide to our customers. We have already started introducing initiatives under our programme of continuous improvement to streamline business processes and focus them more strongly on customer needs. This will help us to put our effort where it can have the greatest positive impact.

Jobcentre Plus has a vital role to play in the year ahead and, as in the past, we need to do it well. I am confident our people, day in, day out, will continue to give our customers the support they need to rise to their own personal challenges.

A handwritten signature in black ink that reads 'Mel Groves'. The signature is written in a cursive, flowing style.

Mel Groves CBE
Chief Executive

Our services

Jobcentre Plus is an executive agency of the Department for Work and Pensions (DWP). We will continue to provide dedicated support to all our customers through the economic downturn and deliver on our purpose of ‘Work for those who can and support for those who cannot’.

Jobcentre Plus has been dealing with this major challenge by responding quickly and positively to the increasing demands for our services, ensuring we can continue to meet the needs of all our customers.

Jobcentre Plus remains focused on providing a range of services direct to individuals and employers and also working in partnership with other organisations. In delivering our services we promote equal opportunities, and aim to eliminate unfair or unlawful discrimination and make our services accessible to all our customers.

Helping our customers find and stay in work

We will help our customers find work, by supporting them to apply for jobs through additional personal adviser support and by increasing opportunities through our Local Employment Partnerships. We aim to respond positively to the needs of individual customers including unemployed people and those who may be engaging with Jobcentre Plus and the benefits system for the first time. We will continue to help people gain the support and skills training they need to move from benefits into work by tailoring our services and helping customers to help themselves in accessing job opportunities across the labour market and improve their chances to move into, and stay in, work.

Supporting our customers

We support our customers by providing advice on the benefits available, explaining the conditions for receiving benefits and paying benefits accurately and on time. We also make payments or loans from the Social Fund where customers need additional financial support.

Working with employers

We help employers by providing advice on the jobs market and recruitment including advice on diversity (valuing people’s differences). We advertise jobs, find people with the right skills to apply for them and help prepare potential recruits through Local Employment Partnerships. We provide support and advice on employing disabled people.

Responding to the needs of our customers

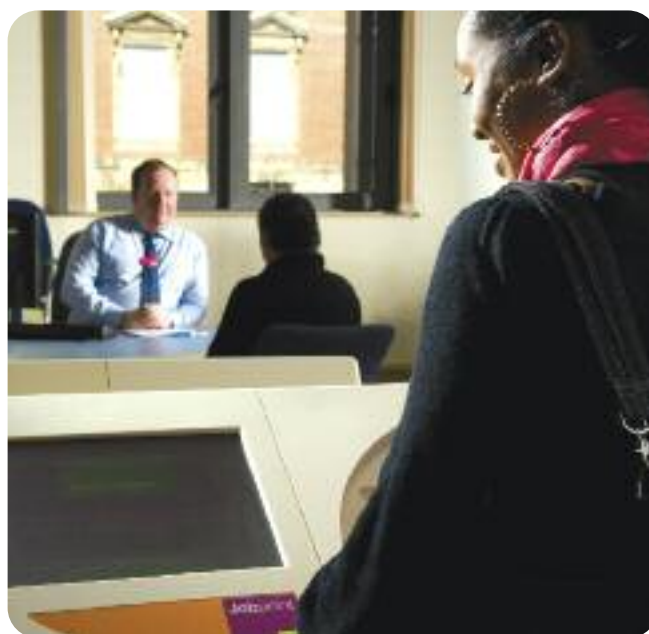
Despite dealing with around 50% more JSA new claims in 2008-2009 compared to the previous year we have improved the time it takes to process these claims, comfortably meeting our year end target of 11.5 days. We are currently seeing around 80% of our new JSA customers within 3 days for an interview to talk about help in finding work. We have also been performing above target in answering telephone calls into our contact centres.

We have achieved this sustained high level of performance by building our capacity and bringing new people into the organisation, rising from 66,500 in April 2008 to around 70,000 in March 2009. This has been achieved by streamlining our recruitment process and increasing our learning and development capacity. We have redeployed people in support functions to customer service duties during peaks in workloads, and received support from colleagues in other parts of DWP and the Civil Service.

We have also capitalised on our flexible business model, making the most of our technology: a modern virtual telephone network; Jobpoints situated in Jobcentres and at third party locations, providing access to thousands of job vacancies; and a popular website that receives over one million job searches every working day.

We have streamlined our processes where possible, building flexibilities into the system to create increased capacity. We have reviewed our service delivery network, suspended office closures and are making more use of outreach services. For example, we are piloting delivery in 30 Children's Centres in 10 local authority areas.

Expectations are that the JSA claim volumes and subsequent demands on our services will remain high for some months. We will keep our staffing, volumes and service standards under constant review. Our aim is to ensure our flexible business model will allow continued personalised support to all our customers.



Our priorities in 2009-2010

Delivering performance

We plan to:

- deliver active, work-focused support to help customers get back into work quickly;
- increase our capacity to deal with increased workloads and maintain an excellent face to face, telephony and processing service during the economic downturn;
- make prompt and accurate benefit payments;
- achieve our agreed performance and productivity targets;
- manage our business securely, safeguarding and making best use of our information; and
- consider and promote equality and diversity in the design and delivery of our services.

Delivering welfare reform

We plan to:

- develop and deliver further measures to help people back to work;
- introduce the Flexible New Deal;
- help more lone parent customers into work;
- complete the roll out of the ESA system; and
- roll out integrated employment and skills pilots to more Districts.



Delivering services more efficiently and effectively

We plan to:

- embed the use of continuous improvement throughout the organisation;
- create a single virtual telephony channel across our contact and benefit delivery centre network;
- expand our online self-service provision to include a claims facility for JSA customers;
- strengthen our relationships with local authorities and other partners to respond effectively to community and customer needs;
- work with employers to build on the success of Local Employment Partnerships and our Rapid Response Service; and
- strengthen working relationships with suppliers to improve their contribution to our efficiency and effectiveness.



Delivering the values through our people

We plan to:

- provide the inspirational leadership our people need to enable them to deliver services and results;
- continually develop enablers to improve the management of our organisation;
- improve how we engage and communicate with our people, particularly about change;
- equip our people with the skills and capabilities they need to deliver our priorities; and
- continue to work together across the business to provide an excellent service to all our customers.



Delivering performance – our targets for 2009-2010

Our targets reflect the way we aim to improve our service delivery, putting the customer at the centre of all that we do. The current economic climate and increased demands for our services raise the importance of our support for customers to move into work.

Job Outcome Target

This target measures the results of the support DWP delivers to customers to help them find work through a Jobcentre Plus intervention or service, or through external specialist provision.

The target is measured by awarding points based on the priority we place on getting different customer groups into work, reflecting the relative disadvantage they face in the labour market. For example, lone parents or customers who receive Employment Support Allowance attract 12 points, people who start work who were claiming JSA attract 4 points and people who change jobs attract 1 point.

Our target for 2009-2010 is to achieve 9 million points.

Employer Engagement Target

The Employer Engagement Target measures how well we deliver our services to our customers who are employers.

We measure:

- **the outcome** – whether the employer filled their vacancy and whether it was in the required timescale
- **timeliness** – the availability of Employer Direct online and telephone response times for Employer Direct
- **the accuracy and professionalism** of the Employer Direct vacancy-taking service.

Our target for 2009-10 is to achieve 92% against the standards set for the business in the delivery of services to employers.

Customer Service Target

The Customer Service Target measures how well we deliver our services for our individual customers.

We measure:

- **timeliness** – how quickly we deal with customers and the availability of our services
- **professionalism** – are we friendly, polite and sympathetic to customer needs
- **information** – that the information we give to customers is accurate and comprehensive. This includes leaflets displayed, information on our website and given directly to customers, and how well we understand customers and their needs.

Our target for 2009-2010 is to achieve 86% against the standards set for our business in the delivery of our services to individual customers.

Interventions Delivery Target

This target is about helping our customers move into work by providing timely work-focused support to those entitled to JSA and lone parents receiving Income Support.

The target requires Jobcentre Plus to conduct:

- 83% of Income Support lone parent work-focused reviews within 3 months of them becoming due
- 87% of specific JSA interviews within 6 weeks of them becoming due

Average Actual Clearance Time Target

This target requires us to deal quickly with claims to benefits.

The Average Actual Clearance Time target measures the average number of working days we take to process claims for Income Support and JSA. The targets for 2009-2010 are:

- Income Support – 10 days; and
- JSA – 11.5 days.



Fraud and Error

DWP has a strategic objective to ensure the proportion of all benefit that is overpaid is no more than 1.82% and that underpaid benefit is no more than 0.76% by March 2011. To support the delivery of this target, Jobcentre Plus has set an internal target that focuses on five activities designed to control fraud and error.

Our target is to deliver a total volume of 2.1 million counter-fraud and error activities by March 2010.

Reporting our performance

We measure how well we have performed throughout the year against each of our targets. These targets are supported by key management indicators, against which business units are measured.

Reporting performance is essential to monitoring performance against targets so that any risks and performance issues are identified and addressed at an early stage.

It is also important to make sure we are consistent in our performance across our business. We will achieve this by working to bring all of our offices up towards the levels of the higher-performing offices.

On a monthly basis we provide progress and performance reports covering all of our targets to the Jobcentre Plus Board, DWP and Ministers.

You can find more information about our targets and how we are doing locally and nationally on the Jobcentre Plus website: www.jobcentreplus.gov.uk

Delivering welfare reform

In 2009–2010 Jobcentre Plus will deliver further government welfare reforms to help people find and stay in work, working in partnership with more organisations and developing services which are more customer focused. These changes include:

- maintaining our active intervention regime – regularly reviewing what our customers are doing to find work and providing more support for people who have additional problems in finding and keeping a job;
- introducing a package of enhanced support for the newly unemployed and everyone still unemployed for six months or more from April 2009. The package will include jobs supported by recruitment subsidies paid to employers; support for customers to start their own business; work-related training; and work-focused voluntary work. For more detail see ‘Real help now’;
- introducing a new package of support for people – particularly young adults, through a guaranteed offer of a job, work-focused training or other meaningful activity to all 18 – 24 year olds before they have reached the 12 month stage of their claim to JSA;
- introducing the Flexible New Deal, as part of a new approach for jobseekers to replace the existing New Deal programmes with a more personalised approach. This will involve working in partnership with organisations in the public, private and voluntary sectors to ensure that our customers who need extra support are equipped to find work;
- supporting lone parents whose youngest child is 10 or over to find work or appropriate financial support as their entitlement to Income Support ends;
- aiming to guarantee a job interview with an employer to those lone parents who are willing and able to work and using our advisers to give them in-work support and guidance;
- helping partners of people who are unemployed or receiving benefits to find and retain work;
- embedding the delivery of ESA, with an improved computer system, for new customers who would have previously claimed Incapacity Benefit or Income Support;
- continuing the integrated employment and skills trials in England.¹ These offer advice about jobs and training alongside access to a system identifying skills needs. Careers advisers, often based in Jobcentres, will give advice about a wide range of flexible training options, focused on the labour market, for customers to pursue before and after finding work; and
- working in partnership with the Department of Health, in England, to pilot the introduction of drug co-ordinators, who will establish close links with drug-treatment providers to support problem drug users more effectively.

¹ We are continuing to work with the Scottish Executive and Welsh Assembly Government to develop integrated employment and skills pilots in Scotland and Wales



REAL HELP NOW

Jobcentre Plus has a reputation as a world leader in delivering work focused support. We are providing even more support to our customers than ever before:

For customers prior to unemployment:

Increased funding for the Rapid Response Service has enabled us to respond swiftly and flexibly to employer needs. It has been used by around 1,500 employers since November 2008. Working in partnership, we have supported employers such as Nissan, Woolworths and BMW, deploying Jobcentre Plus people to attend on-site and offer advice to employees.

For customers as they become unemployed:

Over the next 2 years we will spend £40 million on helping the newly unemployed get up to date with the latest job search techniques through:

- day one access to Programme Centres which offer individually tailored job search assistance for customers needing specific help in overcoming barriers to finding and keeping work;
- a new one-hour group information session on job search techniques; and
- a new one-day advice and coaching session delivered by external providers, including some specific advice for those looking for professional or executive jobs.

We will also provide further support to the newly unemployed in getting them back to work through:

- access to specialist help in CV writing, interview preparation, debt and money advice, confidence building and work skills;
- support to help remove potential barriers to taking up employment;
- access to Local Employment Partnership vacancies;
- additional funding for Access to Work;

- help with their rent; and
- help with their mortgage, dependent on income, for those who are unemployed for over 13 weeks.

For customers who remain out of work after six months we will provide:

- increased adviser support, including skills screening and a skills health check if required; and
- a new set of choices, including:
 - access to jobs where an employer receives £1,000 recruitment subsidy and in-work training support, typically worth £1,500;
 - help with setting up in business;
 - easier access to training allowance of up to eight weeks, where the training is focused on getting a job; and
 - advice on how to take up volunteering.

For customers approaching 12 months unemployment:

A guaranteed offer of a job, work-focused training or other meaningful activity to all 18 – 24 year olds before they have reached the 12 month stage of their claim to JSA.


The offer will consist of:

- a job funded from the newly created Future Jobs Fund;
- support to move into work in a key employment growth sector;
- work-focused training; and
- a Community Task Force programme delivering real help within their local community.

Some places will also be made available to people over 24 years old with particular labour market disadvantages.

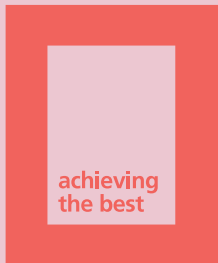
Delivering services more efficiently and effectively

In 2009-2010 we will improve the way in which we deliver our services, focusing on our customers' needs by:

- embedding the use of continuous improvement techniques, empowering our people to continually improve our processes, reducing waste and improving our customer service and productivity;
 - integrating our telephone and computer technology so that our people can deal with a range of enquiries and changes of circumstance in one telephone call. This will improve our customer service and enhance our capacity and flexibility;
 - continuing to enhance our self-service provision, enabling JSA customers to make claims online;
 - expanding our services to employers, enabling them to advertise their vacancies through modernised online services;
 - contributing to local and multi area agreements for tackling unemployment as a local priority, in partnership with public sector organisations including councils;
 - extending our Local Employment Partnerships to provide help for newly redundant people, continuing to work with over 20,000 employers to offer more opportunities for jobless people who might otherwise be overlooked by the labour market;
- 
- strengthening and expanding our Rapid Response Service to support areas affected by significant redundancies, working in partnership with HM Revenue and Customs and the Advisory, Conciliation and Arbitration Service where appropriate. The service is offered to employers with 20 or more redundancies and any local communities who have been badly affected by smaller scale redundancies;
 - continuing to play a key role in meeting the DWP objective to reduce fraud and error, in partnership with other organisations such as local authorities, banks, building societies and Government Departments; and
 - working closely with our partners and suppliers, keeping them informed of new developments to ensure they have the capacity to handle increased demand during the economic downturn.

Delivering the values through our people

Our values are the guiding principles for how we deliver our services to our customers. They underpin our commitment to putting customers first and help us focus not only on what we deliver but how we do it, recognising the key contribution our people make in delivering our services. We will apply our values in our day-to-day work environment, helping our people to deliver customer service of a consistently high quality.



By using our resources efficiently, continuously improving our performance, delivering high and consistent standards and setting a benchmark for the quality of public service.



By treating our customers, colleagues and partners with respect (and expecting the same in return), delivering real equality to our customers and ourselves, and responding positively to feedback from customers, colleagues and partners.



By supporting, challenging and inspiring ourselves so that we can make a difference to our customers' lives, and by going the extra mile to help our colleagues and all of our customers, including employers.



By working together with employers, partners, local communities and others to achieve their goals and ours, and by consistently identifying best practice opportunities to enhance our customer service.

We will build on the skills and expertise of our people and provide training and development for people new to the organisation to make them effective as quickly as possible. This will help us meet the challenges we face in increased demand for our services through the current economic downturn.

In 2009–2010 we will ensure that our people are best placed to meet our business needs by:

- building our leaders' skills to help them lead, inspire, train, support and develop the people they are responsible for while our business is changing;

- recognising talent and using the Professional Skills for Government framework to develop people's abilities; and
- developing robust workforce plans, streamlining our recruitment processes and working with Other Government Departments to better redeploy surplus people and make the workforce more flexible.

We will support our people in managing business change by:

- effectively managing our succession planning for key roles and developing leadership capability; and
- developing human-resource professionalism and a leaner structure that better supports our transforming business.

We will continue to build positive relationships with our people by:

- focusing on our people's well-being and the creation of a positive working environment to reduce sickness absence and improve productivity;
- improving people's performance by rewarding them and recognising the contribution they make and the value they add;
- listening to and working with our people to address issues raised in the yearly DWP staff survey; and
- maintaining a positive and constructive relationship with our trade unions.

We will continue to support the delivery of welfare reform by:

- ensuring our training resources are able to respond quickly to local demands, particularly in developing the skills of those new to Jobcentre Plus to meet our customers' needs; and
- improving our existing training to make sure it helps us achieve change and maintain our performance.

Supporting our customers by working in the community:

We will support our people who want to contribute to community life through our Community 5000 scheme. This aims to encourage people from across DWP to lend a hand, by offering their time or expertise, to organisations that support our customers. Examples of Community 5000 in action are:

- a team working with an inner-city primary school which wants to introduce children to the world of work. The team have worked with the school to support projects, taken children to visit their workplace and involved the children in tele-conferences and meetings;
- members of staff working with the Royal National Institute of Blind People. They learnt much about what is available for blind and partially sighted people and became aware of some of the things that are not; and
- several Jobcentre Plus people joining other volunteers to spend four days painting rooms in a dilapidated family centre.



Our resources

As a result of the economic downturn we face increased workloads and demands on our services. The Government has invested additional funding in Jobcentre Plus to deal with rising volumes and deliver enhanced support to customers in 2009-2010.

We need to:

- increase our staffing levels to maintain our high level of customer service while delivering the planned efficiencies;
- continue to improve and increase our productivity while delivering increased outputs; and
- manage our non-staff costs and ensure that our non-staff resources deliver value for money.

We plan to do this by:

- capitalising on process improvements, identified using continuous improvement techniques, to improve our efficiency;
- requiring our central and support functions to continually increase their productivity through implementing new ways of working;
- managing our non-staff running costs with the focus on:
 - the cost of running our information technology systems;
 - the size and cost of our estate;
 - travel and utilities expenditure; and
- improving our forecasting of expenditure so that we can better support decision making in the business and make more efficient use of our resources and deliver value for money.

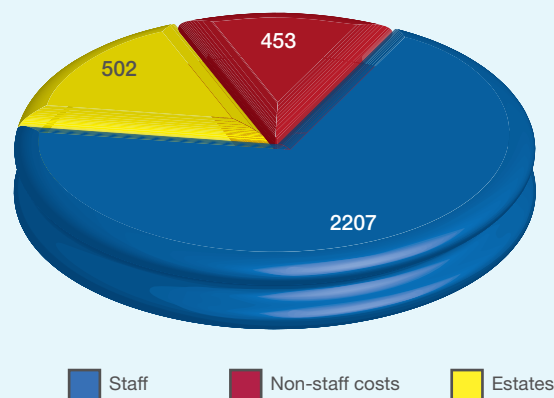
The money we receive to deliver services falls into the following three categories:

Staff costs – the costs of staff salaries and related costs

Non-staff costs – including IS/IT costs and major contracts such as medical services and office services

Estates – running costs of our accommodation

Resource Deployment 2009-2010 £m



The above chart shows the current Jobcentre Plus allocations for 2009-10 by the main spending categories. The allocations will be kept under review throughout the year to ensure that they keep in line with revised business plans driven by the workloads Jobcentre Plus is experiencing

Our corporate responsibilities

Promoting equality, eliminating discrimination and delivering accessible services

We are committed to meeting our responsibilities under equality legislation. As a public authority we have to meet general and specific duties. These include eliminating unlawful discrimination and promoting equal opportunities and good relations between diverse groups. In 2009-2010 we will:

- work to understand and improve our performance with diverse customer groups, working with the Equality and Human Rights Commission;
- continue to consult customers and their representative groups and involve them in our plans to meet their needs;
- better equip our people to understand and respond to the needs of individuals and comply with equality legislation;
- review our equality impact assessment arrangements and update our equality schemes;
- develop our accessibility plan, which enables us to assess how well we are improving access to our services;
- act on key findings from our diversity monitoring scheme, which assesses evidence of how well we are performing across diverse customer and staff groups; and
- re-launch our Diversity Challenge, which is our internal scheme focusing on how we carry out our equality duties².



² For further details please access the Jobcentre Plus website: www.jobcentreplus.gov.uk

Delivering a sustainable future

We recognise our duty to promote and support the sustainable development agenda, and to meet our obligations to our employees, customers and stakeholders in ways that meet current needs without compromising the ability of future generations to meet their own needs.

We aim to make our people, customers, partners and stakeholders more aware of sustainability issues by:

- defining good practice in meeting sustainability targets;
- fully implementing the requirements of all relevant sustainable development legislation;
- recognising the ongoing need to move towards a more sustainable future; and
- ensuring all key decisions take account of appropriate sustainable development impact assessments.



Jobcentre Plus – beyond 2010

As we move forward Jobcentre plus will build on the foundations we intend to put in place during 2009-2010.

In future years we aim to help more people to gain the necessary work skills to find lasting employment by:

- fully implementing the new Jobseeker's Regime including the Flexible New Deal programme in partnership with other organisations in the public, private and voluntary sectors;
- piloting "Work for your Benefit", subject to legislation, where long-term unemployed customers will participate in full-time work experience to develop their work habits and employability;
- extending help to lone parents whose youngest child is 7 or over so that they can overcome barriers to work when their entitlement to Income Support ends;
- establishing an integrated employment and skills service in partnership with the Adult Advancement and Careers Service in England³, which will include skills screening and skills health checks for our customers; and
- increasing work-related support, where it is reasonable to do so and customers are able to work, as current Incapacity Benefit claimants begin to transfer to ESA.



³ We are continuing to work with the Scottish Executive and Welsh Assembly Government to develop integrated employment and skills pilots in Scotland and Wales

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Delivering the Government's welfare reforms by:

- not taking account of child maintenance when working out income-related benefit entitlement;
- piloting the introduction of the 'personalised conditionality' rules as proposed in Professor Paul Gregg's report.⁴ This will involve the great majority of those claiming benefits and not in work doing something to prepare for employment;
- implementing the Improving Specialist Disability Services programme following the now completed public consultation; and
- putting a redesigned Social Fund into operation that will modernise and simplify the scheme whilst providing advice on financial management and access to a range of financial services, supporting the Government's policy on social inclusion.



We will make our services better and easier to access in line with DWP's strategic objective of being an exemplar of effective service delivery by:

- developing our self-service options, enabling customers to carry out more of their business with us in a more modern way online and over the telephone;
- improving and developing our telephone-based services, allowing us to deal with more enquiries and changes of circumstance in one contact;
- making benefit rules less complex for customers by implementing a system to pay all working-age benefits on a common payday; and
- making it easier for customers who claim more than one benefit (including tax credits, Housing Benefit and Council Tax Benefit) to tell us about a change in their circumstances. Through sharing information securely with all the relevant agencies, we should be able to give these customers one clear response.

⁴ Realising Potential: A Vision for Personalised Conditionality and Support

Departmental Strategic Objectives

Jobcentre Plus has a vital role to play in delivering the aims and ambitions of DWP. We will support the delivery of the Departmental Strategic Objectives that are relevant to Jobcentre Plus.

Reduce the number of children living in poverty



Example: supporting lone parents who want to find and stay in work

Measure: Job Outcome Target and Interventions Delivery Target

Promote equality of opportunity for all disabled people



Example: delivery of ESA and Pathways to Work

Measure: Job Outcome Target, Employer Engagement Target and Interventions Delivery Target

Maximise employment opportunity for all and reduce the numbers on out-of-work benefits



Example: improving access to the range of jobseeker services

Measure: Job Outcome Targets, Employer Engagement Target and Interventions Delivery Target

Pay our customers the right benefits at the right time



Example: explaining the conditions for receiving benefits and improving the accuracy and promptness of our payments

Measure: Average Actual Clearance Target and Fraud and Error

Promote independence and well-being in later life, continuing to tackle pensioner poverty and implementing pension reform



Example: promoting the take-up of Pension Credit on transition from working age to pension age

Make DWP an exemplar of effective service delivery to individuals and employers



Example: working in partnership, transform our service delivery and improve the customer experience

Measure: Customer Service Target and Employer Engagement Target

Accessing Jobcentre Plus services

Jobcentre Plus is working to make it as easy as possible for our customers to access our services quickly and efficiently, depending on their needs. We run a network of telephone contact centres and offices across Great Britain.

If someone is looking for work

By visiting www.jobcentreplus.gov.uk, anyone can search through our vacancies online at times that suit them.

They can call Jobcentre Plus on **0845 60 60 234** to find out what vacancies are available, and how to apply for them. They can call **0845 60 55 255** if they use a textphone.⁵

We also have a service for people who speak Welsh and live in Wales on **0845 60 67 890** (or **0845 60 44 022** if they use a textphone).

Lines are open Monday to Friday, 8am to 6pm, and Saturday, 9am to 1pm.

To make a new claim for benefit

People can call Jobcentre Plus on **0800 0 55 66 88** (or **0800 0 22 48 88** if they use a textphone). We also have a service on **0800 0 121 888** (or **0800 0 22 48 88** if they use a textphone) for people who speak Welsh and live in Wales.

Lines are open Monday to Friday, 8am to 6pm.

To apply for a National Insurance number

People can call **0845 600 0643** (or **0845 600 0644** if they use a textphone).

Lines are open Monday to Friday, 8am to 6pm.

If someone suspects benefit fraud

They should call the national hotline on **0800 85 44 40**. If they use a textphone they can call **0800 32 80 512**.

Lines are open every day, 8.30am to 6.30pm.

To find out more about New Deal

People can visit our website: www.jobcentreplus.gov.uk

For employers who need to fill vacancies

Employers should call Jobcentre Plus on **0845 601 2001** (or **0845 601 2002** if they use a textphone) or fax on **0845 601 2004**.

There is also a service on **0845 601 4441** (or **0845 601 4442** if they use a textphone) for employers who speak Welsh and live in Wales.

Lines are open Monday to Friday, 8am to 6pm, and Saturday, 10am to 4pm.

Employers can advertise their vacancies online at www.jobcentreplus.gov.uk/postjob.

For further information, including the Government's "Real help now" campaign, please visit Directgov at www.direct.gov.uk

0800 calls are free from BT landlines, but if you call from a mobile phone or other phone network the cost may be different. 0845 call charges may also vary according to phone company and tariff.

⁵ Textphones are for customers who find it hard to speak or hear clearly. They do not accept text messages from mobile phones

Want to know more? Then visit our website at:

www.jobcentreplus.gov.uk

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