

Linda Badman
Customer Service Director
Wales

DWP Welsh Forum

Introduction

- A year of real challenge and opportunity for Jobcentre Plus in reacting to economic Downturn.
- Swift response by Jobcentre Plus by increasing staff to meet pressure.
- Providing support through network of Jobcentres.

Key Achievements

- South West Wales Flexibilities Pilot
- Workclubs
- Work Together

Key Achievements cont

Employer Agenda

- Vacancy Matching Pilots
- Admiral Insurance

Key Achievements cont

Child Poverty Agenda

- Integrated Children's Centre Pilots
- School Gates Employment Support Initiative

Key Achievements cont

Helping People with Disabilities

- Work Choice Programme
- Introduction of Mental Health Coordinators

Challenges

- Get Britain Working
- Customer Commitment
- Outward Looking

Challenges

A Role Model for Delivery

- Delivering Value for Money
- New Technology
- Testing New Approaches
- Local Decision Making
- Co-location
- Public Sector Telephony